

PFCC Decision Report

Please ensure all sections below are completed

Report reference number: 121/20

Classification Not protectively marked

Title of report: Victim Support Contract Extension

Area of county / stakeholders affected: Countywide

Report by: Kirsty Smith

Date of report: 11th November 2020

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1. Purpose of the report

- 1.1. To seek approval to extend the contract for services provided by Victim Support for a further year (£550,000 per year) and £40,666 for the extension of the Victim Support Hate Crime Coordinator role from the 2021/22 Victims Commissioning Fund

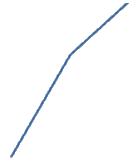

2. Recommendations

- 2.1. To approve the one-year extension of the contract with 'Victim Support' from the Victims Commissioning Fund to continue to deliver
- Victim referral, assessment and non-specialist support services for victims to help them cope and recover from the impact of crime
 - The provision of the Hate Crime Coordinator to support delivery of the Hate Crime Strategy and the work of the Strategic Hate Crime Partnership

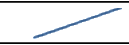
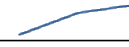

3. Benefits of the proposal

- 3.1. Victim Support has been providing support services under the current contract for three years. There is a provision to extend the contract for either one or two years with the agreement of both parties.
- 3.2. The purpose of the contracted services is to provide emotional and practical support to allow victims of crime to cope and recover. Victim Support were awarded this contract and have been meeting all contractual commitments including:

- Provided direct quality support via a caseworker led delivery model.
- Victim Support have contacted over 77,132 victims of crime to offer support. Of which, Victim Support provided emotional and practical support to 13,670 victims.
- Victim Support have significantly increased the number of victims successfully contacted.

	Conversion rate			
	Q4 2017-18	Q4 2018-19	Q4 2019-20	Trendline
Percentage of victims who were successfully contacted against the number of victims identified as eligible for the service	9.35	17.22	21.34	
Percentage of victims who required support against the number that were successfully contacted	18.44	40.51	33.35	

- Consistently over 90% of victims report that they are satisfied with the service provided. Anecdotally where a victim is dissatisfied it is about services that are outside of Victim Support contractual remit such as support for mental health and housing.
- With the support of Victim Support victims demonstrate a positive outcome following exiting of the service

Outcomes: Percentage difference increase of victims reporting improvements for Victim Support service	2017-18	2018-19	2019-20	Trendline
Outcome - Ability to cope	not reported	66	70	
Outcome - Perception of safety	44	65	73	
Outcome - Feeling Informed	36	64	51	

3.3. Continuation of the Victim Support Hate Crime Coordinator role will provide support to the Strategic Hate Crime Partnership to deliver their priorities. These include:

- Improving victim satisfaction with the response to hate crime
- Dismantling barriers to reporting hate crime
- Improving the operational response to hate crime
- Tackling hate crime by increasing public awareness of hate crime and promoting positive values

3.4. The Hate Crime Coordinator also provides support to Community Safety Partnerships (CSPs) to ensure

- Hate crime remains an area of focus within CSPs
- Identify areas where a more collaborative approach can be taken to hate crime ensuring a sustainable and consistent response across Essex
- Commissioned support services are promoted locally

4. Background and proposal

- 4.1. In November 2016 the new Police and Crime Plan was produced and the PFCC took the opportunity to review victims' needs across greater Essex. Following this review, it was identified that the current victim assessment, referral and non-specialist support contract as it stood did not fulfil all our requirements to best support victims across Essex.
- 4.2. In August 2017 the PFCC launched an open OJEU tender process for the victim referral, assessment and non-specialist support service. The objective of the tender was to identify a service provider that can work with Essex PFCC to create an outstanding and bespoke victim support service for Essex.
- 4.3. Victim Support was successful in their application and were awarded the contract commencing 1st April 2018. This contract was for three years with the option for the PFCC to continue for an additional one or two years with the agreement of both parties.
- 4.4. The initial three-year term expires on 31st March 2021. It is proposed that the PFCC extends this contact for a further one-year term until 31st March 2022 for £550,000.
- 4.5. We consider this to be the best option as it provides more flexibility than extending the contract for two years and also allows more stability than considering a new provider.
- 4.6. The Hate Crime Coordinator has been in post since March 2016. This role was developed in response to supporting the Essex Strategic Hate Crime Partnership. The Partnership was set up and exists to bring partners from across the statutory, community and voluntary and criminal justice sector together, to better understand and educate around hate crime. The role helps to join up support to victims and prevent offending and future incidents through education, restorative justice and offender management.
- 4.7. The PFCC has played an active part in the Hate Crime Partnership since its inception. The Hate Crime Coordinator has been pivotal in the development of the strategic hate crime prevention strategy and the delivery of the strategic workplan.
- 4.8. The Coordinator has been a central part in driving change within the hate crime prevention agenda and providing training and awareness to upskill partners and public to support victims of crime.
- 4.9. Current funding for this role expires 31st March 2021.
- 4.10. The proposal is to extend this role in line with the Victim Support contract until 31st March 2022.

5. Alternative options considered and rejected

Two alternative options have been considered and subsequently rejected

- 5.1. Extend Victim Support contract for the full two-years available within the current terms and commit to a further two years for the hate crime coordinator role. This option was rejected because:
 - The previous assessment to understand the needs of victims of crime was completed in 2017. It is anticipated that in 2021 a new assessment will be undertaken. This assessment will shape the future requirement for support services in Essex.
 - This assessment could produce findings that require changes to the commissioning approach. If the PFCC extends the current contract for the full two-year term it may limit the PFCC ability to respond to any findings due to the extended contract term.
- 5.2. Launch a new tender process for the non-specialist victim support service and end the current contract arrangement 31st March 2021. This option was rejected because:
 - Any procurement activity requires significant commitment and resource from PFCC staff, Essex Police procurement teams and to the voluntary sector organisations who would consider applying. It is felt that COVID-19 has impacted all organisations and therefore it is not appropriate at this time to conduct such a large piece of work unnecessarily.
 - In 2021 it is the intention of the commissioning team to conduct a victim needs assessment in order to shape the future of commissioned services.

6. Police and Crime Plan

- 6.1. Victims are at the heart of the Police and Crime Plan and this contract extension will ensure that victims continue to be supported.
- 6.2. Supporting the extension of the Hate Crime Coordinator role will also support priority six of the Police and Crime Plan to protect children and vulnerable people from harm. Specifically, the PFCC committed to respond to the needs of individuals and local communities who are vulnerable to specific crime types such as hate crime.

7. Police operational implications

- 7.1. There are no direct operational implications.
- 7.2. Victim Support work closely with Essex Police encouraging regular feedback from victims in order to improve Essex Police response to victims of crime.
- 7.3. The Hate Crime Coordinator also provides support to Essex Police by working closely with Hate Crime Officers delivering training and raising awareness.

8. Financial implications

- 8.1. The PFCC will provide £590,666 to Victim Support from the Victims Commissioning Fund. Quarterly performance monitoring is in place through the PFCC office to ensure key performance indicators are met.

9. Legal implications

- 9.1. All legal obligations are identified within the contract which are finalised through the Seven Force Procurement teams

10. Staffing implications

- 10.1. There are no staffing implications

11. Equality and Diversity implications

- 11.1. A full equality impact assessment has been completed.



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12. Risks

- 12.1. There is a risk that Victim Support no longer wish to be in contract and decline the PFCC offer to extend its services. This risk has been assessed as low following indicative discussions with the provider within performance review meetings.

13. Governance Boards

n/a

Report Approval

The report will be signed off by the OPFCC Chief Executive and Treasurer prior to review and sign off by the PFCC / DPFCC.

Deputy M.O.

Sign:



Print: Darren Horsman

Date: 1 December 2020

Chief Finance Officer / Treasurer

Sign:



Print: Elizabeth Helm

Date: 6 January 2021

Publication

Is the report for publication?

YES

NO

If 'NO', please give reasons for non-publication *(Where relevant, cite the security classification of the document(s). State 'None' if applicable)*

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If the report is not for publication, the Chief Executive will decide if and how the public can be informed of the decision.

Redaction

If the report is for publication, is redaction required:

1. Of Decision Sheet?

YES

2. Of Appendix?

YES

NO

NO

If 'YES', please provide details of required redaction:

.....

Date redaction carried out:

Treasurer / Chief Executive Sign Off – for Redactions only

If redaction is required, the Treasurer or Chief Executive is to sign off that redaction has been completed.

Sign:

Print:

Chief Executive/Treasurer

Decision and Final Sign Off

I agree the recommendations to this report:

Sign: 

Print: Roger Hirst

PFCC

Date signed: 6 January 2021

I do not agree the recommendations to this report because:

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Sign:

Print:

PFCC/Deputy PFCC