



ORIGINATOR: HEAD OF COMMISSIONING AND GOVERNANCE

DECISION NUMBER: 31 - 2025

REASON FOR SUBMISSION: FOR DECISION

SUBMITTED TO: POLICE AND CRIME COMMISSIONER

SUBJECT: SERVICES FOR VICTIMS OF DOMESTIC ABUSE (STANDARD RISK)

SUMMARY:

1. In accordance with the provisions in the Anti-Social Behaviour, Crime and Policing Act 2014 the Police and Crime Commissioner can commission services that:
 - a) secure, or contribute to securing crime and disorder reduction in Suffolk;
 - b) are intended to help victims or witnesses of, or other persons affected by, offences and anti-social behaviour.
2. This Decision Paper recommends the award of a grant to Anglia Care Trust for the provision of a support service to victims of domestic abuse assessed as standard risk. The service will commence on 1 October 2025 and run until 30 September 2027, with an option to extend if successful.
3. The service will receive referrals from Suffolk Constabulary and provide effective and timely safety planning to victims of domestic abuse. It will provide advice and guidance on their options and support them to build resilience and cope with daily life.
4. The proposed funding will support delivery of Theme 2, Objective 1 of the Suffolk PCC's Police and Crime Plan 2025-2029; to commission services which support victims of crime. The decision will also support the Suffolk Violence Against Women and Girls (VAWG) Strategy.

RECOMMENDATIONS:

It is recommended that the PCC:

1. Awards a grant for the total of £181,719 to Anglia Care Trust for the provision of the domestic abuse standard risk service for the period 1 October 2025 – 30 September 2027.
2. Approves the use of £45,868 from the Crime and Disorder Reduction reserve towards the cost of service provision in 2025-26.

APPROVAL BY PCC

The recommendation set out above is agreed.

Signature:



Date: 20 October 2025

DETAILS OF SUBMISSION

1 BACKGROUND

- 1.1 Domestic abuse remains a significant societal issue in the UK. The Crime Survey for England and Wales (CSEW) estimated that 2.3 million people aged 16 and over experienced domestic abuse in the year ending March 2024.¹ This means that during this period, 6.6% (1.6 million) of all women aged 16 and over were affected compared to 3.0% (712,000) of men, underscoring the disproportionate impact of domestic abuse on women.
- 1.2 The most recent data from Suffolk Constabulary reports an average of 631 domestic abuse crimes are recorded per month². In the year ending March 2025, 7,461 domestic abuse crimes were recorded, with a solved rate of 12.4%. Although crime volumes have declined over the last two years, supporting victims continues to be a critical priority. Around 50% of victims who report to the police are not ready to support a case, which is a key barrier to providing a positive criminal justice outcome. Standard risk grading accounts for approx. 33% of DA risk assessments completed by Suffolk Constabulary, an average of 205 a month.

Support Services for Victims of Crime and Domestic Abuse

- 1.3 From 1 October 2014 the locally commissioned landscape of support for victims of crime changed with all Police and Crime Commissioners (PCCs) starting to fund the majority of services to support victims in their areas.
- 1.4 The legislation that drives commissioning for domestic abuse support services includes the Domestic Violence, Crime and Victims Act 2004, the Domestic Abuse Act 2021 and the statutory guidance 'The Code of Practice for Victims of Crime'. In 2021, the Code was revised to set 12 over-arching rights, to provide greater details on each right and the timescales that must be adhered to. Right 4 is: To be referred to services that support victims and have services and support tailored to your needs.
- 1.5 Furthermore, in accordance with the provisions in the Anti-Social Behaviour, Crime and Policing Act 2014 the Police and Crime Commissioner can commission services that:
 - a) secure, or contribute to securing crime and disorder reduction in Suffolk;
 - b) are intended to help victims or witnesses of, or other persons affected by, offences and anti-social behaviour.
- 1.6 In 2024/25 services in Suffolk funded by the PCC supported 4,734 victims of domestic abuse.
 - 86% were female.
 - 7.4% were young victims.
 - 18% stated they had a disability.
 - 8.6% were from an ethnic minority group.

¹ <https://www.suffolk.gov.uk/asset-library/Suffolk-VAWG-Strategy-2025-28.pdf>

² [Accountability and Performance Panel – Friday 12 September 2025 - Suffolk PCC](#)

2 DOMESTIC ABUSE STANDARD RISK SERVICE

- 2.1 To date, the service for domestic abuse victims assessed as standard risk has been provided by the Norfolk and Suffolk Victim Care (NSVC) Service. This is delivered by Victim Support under a contract managed by 7Force Commercial Services. This contract ends on 30th September 2025. The service has been receiving around 1,000 referrals from Suffolk a year, predominantly from the Constabulary, resulting in actual support to 200 individuals.
- 2.2 The scope of the new NSVC contract, starting 1 October 2025, does not include standard risk domestic abuse. This change was agreed by both Norfolk PCC and Suffolk PCC as each county has differing arrangements for the delivery of domestic abuse services and commissioners and partners were keen to integrate standard risk provision with other domestic abuse services in each county.
- 2.3 Following the decision to change the provision of support for victims in Suffolk, the Head of Commissioning and Governance reviewed the options available to commission a new service. This included discussion with key stakeholders on whether the service could be integrated within existing contracts or grants and an evaluation of different procurement approaches.
- 2.4 A Request for Information was advertised using Contract Finder in May 2025 to gather views on:
 - Interest in delivering the service.
 - Resources required.
 - Additional factors to consider in commissioning the service.
- 2.5 Six responses were received from a mix of local and national organisations, and the insights were used to refine the procurement process and service specification.
- 2.6 The finalised process for procuring the service included the following elements:
 - A call for quotes against a specification, ensuring supplier competition.
 - Award criteria of 65% quality, 30% price and 5% social value.
 - A 2-year period of delivery with an option to extend in order to align future procurement with other locally commissioned services and in support of the Police and Crime Plan.
 - The intention to award longer-term funding supporting the sustainability and delivery of support to victims of crime.
 - A guidance budget of £100k per annum.
- 2.7 Key considerations in finalising the specification included that the service should:
 - Support referrals from Suffolk Constabulary only, due to the range of other provision in place in Suffolk including self-referrals to the 24/7 helpline, community provision and national helplines.
 - Be a 'pilot' in order to evaluate the delivery model and retain flexibility.
 - Provide quarterly reports to both track success and identify improvements to the service.
 - Respond to views on current and ideal services as articulated in the Suffolk VAWG Victim-Survivor Consultation Report (2025).
 - Be able to mobilise by 1 October 2025.
 - Be embedded in a specialist service provider for resilience.
 - Be quality accredited (or working towards accreditation).

- Develop strong links to other local services.

2.8 The outcomes specified were:

- A service to support referrals from the police of standard risk victims who have experienced any form of domestic violence or abuse.
- Victims' rights under the Victims Code are met.
- Victims are provided with effective and timely safety planning.
- Victims are supported to cope with and build resilience to move forward with daily life.
- Victims are prevented from repeat victimisation through improved knowledge and greater levels of confidence and resilience.
- Victims have a high level of satisfaction with the service they have received.

2.9 The call for quotes was issued by 7Force Commercial Services. Two bids were received with two further tenderers opting out.

2.10 An evaluation panel comprising the Head of Commissioning and Governance, the Head of Policy and Performance and a Suffolk Constabulary Detective Inspector (Multi-Agency Safeguarding Hub) independently scored the quality submissions. These were then moderated with the support of 7Force Commercial Services who also undertook the commercial evaluation, reviewing costs and the social value submission.

2.11 The process concluded with the panel unanimously agreeing that Anglia Care Trust should be recommended as the provider of the service as they submitted the most advantageous submission, scored the highest on the evaluation and can meet the service requirements.

2.12 It is therefore recommended that the PCC awards grant funding to Anglia Care Trust for the provision of the domestic abuse standard risk service for the period 1 October 2025 – 30 September 2027.

2.13 The PCC has continued his commitment to prioritise services for victims of domestic abuse and sexual violence in the Police and Crime Plan 2025 – 2029 (Theme 2 Objective 1). The recommendation in this decision paper supports that commitment; responds to the collective ambition set out in the Suffolk VAWG Strategy 2025-28 and enables Suffolk Constabulary to fulfil their role in the delivery of the Victims Code by providing a direct referral pathway for victims of standard risk domestic abuse into a specialist victim support service.

3 FINANCIAL IMPLICATIONS

3.1 Based on the successful submission by Anglia Care Trust, the total grant value is £181,719 for the period 1 October 2025 until 30 September 2027. This is within the budget expected for this service. A breakdown of costs for the term of the grant and the optional extension periods is set out below.

Grant Period	Dates	Grant Award
Year 1	1.10.2025 – 30-9.2026	£91,735
Year 2	1.10.2026 – 30-9.2027	£89,984
Total		£181,719
Optional extension period 1	1.10.2027 – 30-9.2028	£93,717
Optional extension period 2	1.10.2028 – 30-9.2029	£97,544
Maximum total grant if extension periods are used:		£372,980

3.2 The recommendation in this decision paper proposes that the PCC uses £45,868 of funding from the PCC Crime and Disorder Reduction Reserve towards the service for the period 1 October 2025 to 31 March 2026.

3.3 Funding for the service from 1 April 2026 it is expected to come from the Ministry of Justice Victim Services grant to the PCC. The value of this grant is not yet known. See section 4 for an evaluation of risk.

3.4 A Social Value submission of £22,734.50 was included as part of the tender incorporating additional spend in the local supply chain; equality, diversity and inclusion training for staff; an initiative for healthier, safer and more resilient communities and service user engagement events. Delivery of social value will be included in the reporting requirements for the service and monitored regularly.

4 OTHER IMPLICATIONS AND RISKS

4.1 Victim Services funding for 2026 onwards is still subject to confirmation from the Ministry of Justice following the Comprehensive Spending Review. An indication of the value of the grant to the PCC is expected later this year. This uncertainty poses financial risks for the PCC for current contracts and awards that need to be made before the grant value and criteria is known. The recommendation in this decision paper to fund a Domestic Abuse Standard Risk service is however required to fulfil the responsibilities of the PCC and Suffolk Constabulary under the Victims Code. Funding for services supporting victims of crime has been added to the PCC's risk register.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	NO
Has the PCC's Chief Finance Officer been consulted?	YES
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	YES
Have human resource implications been considered?	YES
Is the recommendation consistent with the objectives in the Police and Crime Plan?	YES
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	YES
Has communications advice been sought on areas of likely media interest and how they might be managed?	YES
Have all relevant ethical factors been taken into consideration in developing this submission?	YES

In relation to the above, please ensure that all relevant issues have been highlighted in the 'other implications and risks' section of the submission.

APPROVAL TO SUBMIT TO THE DECISION-MAKER

Chief Executive

I am satisfied that relevant advice has been taken into account in the preparation of the report and that this is an appropriate request to be submitted to the PCC.



Signature:

Date: 9 October 2025