



Suffolk Police and Crime Commissioner

Making Suffolk a safer place to live, work, travel and invest

ORIGINATOR: HEAD OF COMMISSIONING

DECISION NUMBER: 24-2019

REASON FOR SUBMISSION: FOR DECISION

SUBMITTED TO: POLICE AND CRIME COMMISSIONER

SUBJECT: NORFOLK AND SUFFOLK VICTIM CARE

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. In applying this provision, the PCC will ensure that the services commissioned are consistent with the Suffolk Police and Crime Plan 2017-2021.
2. This report seeks approval to award grant funding to Victim Support for the amount of £292,367 to deliver the Norfolk and Suffolk Victim Care service in 2019-20. The service is the victim assessment support and referral service for victims of crime in both counties. The service is currently jointly commissioned by Norfolk and Suffolk PCCs and managed by Victim Support.
3. The funding fulfils the PCC's responsibility to ensure that a service is in place for referral, assessment and support to victims of crime.

RECOMMENDATION:

1. It is recommended that the PCC approves grant funding to Victim Support to deliver the Norfolk and Suffolk Victim Care service for the period 1 April 2019 to 31 March 2020.

APPROVAL BY: PCC

The recommendation set out is agreed.

Signature

Tina Parnover

Date

*2nd July
2019.*

DETAIL OF THE SUBMISSION

1. INTRODUCTION

- 1.1 Since 2015, Police and Crime Commissioners (PCCs) have been responsible for commissioning victim assessment referral services for their force areas, utilising grant funding from the Ministry of Justice (MoJ). The availability of an assessment and referral service is an entitlement set in the Victims Code of Practice and EU directive relating to services for victims of crime.
- 1.2 The decision to enter into the contractual arrangement was made on 16 March 2015 (see PCC Decision 23-2015), whereby the OPCCs for the Eastern Region (excluding Cambridgeshire) entered into an arrangement to call-off from a framework agreement entered into by Surrey, Sussex and Thames Valley PCCs.
- 1.3 The victims' assessment and referral service, operated by Victim Support, was introduced on 1 April 2015. The three year period covered by that service expired on 31 March 2018 and Suffolk OPCC and Norfolk OPCC agreed to commission a joint victim care service with effect from 1 April 2018, (see PCC Decision 8 -2018) working with Victim Support.
- 1.4 In April 2018, the PCCs for Norfolk and Suffolk launched Norfolk and Suffolk Victim Care (NSVC), which is the victim assessment, support and referral service for victims of crime in both counties and which was delivered by Victim Support under a one year extension to the 2015-18 contract.
- 1.5 This decision paper recommends grant funding for the service to continue for the period 1 April 2019 to 31 March 2020 as was recognised as potentially required in PCC Decision 8 - 2018. A procurement process for the competitive tender of the service from 1 April 2020 is underway.

2. NORFOLK AND SUFFOLK VICTIM CARE

- 2.1 Norfolk and Suffolk Victim Care provides a free, confidential support service specifically designed to help victims and witnesses of crime, whether or not the victim has reported to the police. Emotional and practical support is provided through a single point of contact for the victim as they travel through the Criminal Justice System.
- 2.2 The service covers all crime types except high and medium risk domestic abuse (covered by other specialist services in the county) and homicide. Over 16,000 referrals for Suffolk were made to the service in 2018-19 with support being delivered in 767 unique cases. Suffolk Constabulary is the main referral source for Suffolk cases, although referrals from third parties and self-referrals have been increasing.
- 2.3 The service is designed to ensure that victims receive their entitlements under the Victims' Code. Individuals that would like support and are victims of a serious crime, are persistently targeted, or are vulnerable or intimidated will be provided an enhanced support service by NSVC's Case Managers.
- 2.4 Quarterly monitoring meetings are held to discuss performance against an outcomes framework and review financial expenditure.

3. FINANCIAL IMPLICATIONS

- 3.1 The cost of service for 2019-20 is £292,367 for Suffolk, and will not exceed that amount unless specifically agreed. This covers payroll, volunteer costs, a contribution towards accommodation costs, office costs and costs incurred at a national level through HR, finance and IT costs.
- 3.2 This funding is already provided for in the PCC's commissioning budget through the grant funding from the Ministry of Justice.

4. OTHER IMPLICATIONS AND RISKS

- 4.1 An assessment of risk in delivery of the service has been undertaken. The current service, Norfolk and Suffolk Victim Care, relies to a great extent on the automatic transfer of personal details of victims from Suffolk and Norfolk Constabularies.
- 4.2 Norfolk and Suffolk Constabularies are moving to an opt-in model for victim referrals in order to generate fewer referrals to the service and prevent the need for victim contact and triage where this is not wanted by the victim. Progress towards the 'opt-in model' is now being monitored monthly.

5. RECOMMENDATIONS

- 5.1 It is recommended that the PCC approves grant funding to Victim Support to deliver the Norfolk and Suffolk Victim Care service for the period 1 April 2019 to 31 March 2020.

| ORIGINATOR CHECKLIST (MUST BE COMPLETED) | PLEASE STATE 'YES' OR 'NO' |
|---|---|
| Has legal advice been sought on this submission? | The Chief Executive is aware of the issues within this paper. |
| 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.

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| 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 | 2 July 2019 |