

**ORIGINATOR: HEAD OF  
COMMISSIONING**

**DECISION NUMBER: 8 - 2021**

**REASON FOR SUBMISSION: FOR DECISION**

**SUBMITTED TO: POLICE AND CRIME COMMISSIONER**

**SUBJECT: NORFOLK AND SUFFOLK VICTIM CARE – CONTRACT VARIATION  
(NORFOLK SCAMS PREVENTION SERVICE)**

**SUMMARY:**

1. Following a rigorous procurement process, compliant with European Union (EU) procurement regulations, Victim Support were awarded the contract to provide the Norfolk and Suffolk Victim Care (NSVC) service for three years from April 2020 with the option to extend the contract for a further two year period.
2. The service is jointly commissioned by Norfolk and Suffolk PCCs.
3. Norfolk Scams Prevention Service has been running as a pilot since April 2019 alongside NSVC and in partnership with the Office of the Police and Crime Commissioner for Norfolk (OPCCN), Norfolk Constabulary and Trading Standards. The service was developed to meet an objective in the Norfolk Police and Crime Plan.
4. OPCCN have proposed to incorporate the Norfolk Scams Prevention Service into the Norfolk and Suffolk Victim Care service for the duration of the contract through a contract variation, with the consent of the PCC for Suffolk.
5. The proposed contract variation will bring the Norfolk Scams Prevention Service into the contract from 1 April 2021. The proposal, from OPCCN, states that this is the most efficient way of continuing support to victims and to raise awareness of the support on offer.

**RECOMMENDATION:**

1. It is recommended that the PCC authorises the Chief Executive to enter into a contract variation for the provision of the Norfolk Scams Prevention Service within the Norfolk and Suffolk Victim Care service contract, for the period 1 April 2021 to 31 March 2023.

**APPROVAL BY: PCC**

The recommendation set out is agreed.

**Signature**



**Date 4 February 2021**

## **DETAIL OF THE SUBMISSION**

### **1. BACKGROUND**

- 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 Following a competitive tender process in 2019 the PCC for Suffolk and the Office of the Police and Crime Commissioner for Norfolk entered into contractual arrangements with Victim Support to deliver the Norfolk and Suffolk Victim Care (NSVC) service (PCC Decision C38-2019) from 1 April 2020.
- 1.3 NSVC is a victim assessment, support and referral service for victims of crime in both counties. The delivery model is designed to improve outcomes for service users through:
  - Enhanced case management and independent victim advocacy
  - A single point of contact approach
  - Digital resources and online self-referral channels
  - Dedicated support for domestic abuse victims.
- 1.4 Norfolk Scams Prevention Service was launched in 2019 as a pilot focussing on the most vulnerable victims of fraud.
- 1.5 This decision paper recommends that the PCC agrees to a contract variation to incorporate the Norfolk Scams Prevention Service into NSVC for the remaining contract period with an option to extend on the same basis as the NSVC service itself.

### **2 PROPOSAL FOR A CONTRACT VARIATION**

- 2.1 In April 2019, the Norfolk Scams Prevention Service pilot was launched focusing on the most vulnerable victims of fraud. The service was developed to meet an objective in the Norfolk Police and Crime Plan and runs in partnership with the Office of the Police and Crime Commissioner for Norfolk (OPCCN), Norfolk Constabulary and Trading Standards.
- 2.2 The pilot received 1,883 referrals in a year, supporting 1,247 of these referrals through home visits and telephone support and safety advice. The service was continued in 2020/21, receiving a further 1,670 referrals and supported 931 victims in the first six months.
- 2.3 Following the continued demand for the service, partners who developed the service are keen to see the service continue providing support to victims and raise awareness in Norfolk. OPCCN propose that the most efficient method of achieving this is through contract variation of the Norfolk and Suffolk Victim Care contract to embed the Norfolk Scams Prevention Service from 1 April 2021 for the duration of the contract.
- 2.4 The consent of the PCC for Suffolk is required to approve this variation as a joint party to the contract.
- 2.5 Specialist support for victims of scams and fraud are not set out in the current Police and Crime Plan in Suffolk however there is a responsibility for the PCC to commission services for all victims of crime. The referral, needs assessment and support service for victims of fraud in Suffolk is currently met by NSVC.

- 2.6 In 2019/20 NSVC received 1216 Suffolk fraud & forgery crime referrals, a large proportion of these come from Action Fraud (885). Where contact can be made with these referrals, NSVC will offer and undertake a needs assessment and provide either one-off or ongoing emotional and practical support, according to the wishes of the victim.
- 2.7 Whilst the main role of the Scams Prevention Service worker is to support Norfolk clients, OPCCN have agreed with the Office of the Police and Crime Commissioner for Suffolk that the Scams Prevention Service worker will upskill the NSVC case managers in Norfolk and Suffolk. The Scams Prevention Service worker will also be available for any other NSVC case manager to call upon, whether cases are in Norfolk or Suffolk, for specialist advice. The proposed contract variation will therefore create greater resilience and impact across the service and will enhance the service NSVC provide to victims of fraud in Suffolk.
- 2.8 Suffolk OPCC have access to the monitoring documentation for the Norfolk Scams Prevention Service through quarterly NSVC performance meetings and will utilise this information alongside other data to inform future commissioning decisions on the support available to victims of fraud.

### **3 FINANCIAL IMPLICATIONS**

- 3.1 The cost of the Norfolk Scams Prevention Service will be met by Norfolk OPCC. No additional cost to the Suffolk PCC will be incurred as a result of the proposed contract variation.
- 3.2 Should the PCCs utilise the 2 periods of 12 months extension available under the NSVC contract terms there will also be the opportunity for the Scams Prevention Service to be extended.

### **4 OTHER IMPLICATIONS AND RISKS**

- 4.1 There are no adverse implications as a result proposed contract variation.

### **5 RECOMMENDATION**

- 5.1 It is recommended that the PCC authorises the Chief Executive to enter into a contract variation for the provision of the Norfolk Scams Prevention Service within the Norfolk and Suffolk Victim Care service contract, for the period 1 April 2021 to 31 March 2023

| <b>ORIGINATOR CHECKLIST (MUST BE COMPLETED)</b>   | <b>PLEASE STATE 'YES' OR 'NO'</b>                            |
|---|--|
| Has legal advice been sought on this submission?  | The Chief Executive is aware of the content of the decision. |
| 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?              | NO   |
| 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 3 February 2021**