



ORIGINATOR: HEAD OF COMMISSIONING AND GOVERNANCE

DECISION NUMBER: 28 - 2025

REASON FOR SUBMISSION: FOR DECISION

SUBMITTED TO: POLICE AND CRIME COMMISSIONER

SUBJECT: NORFOLK AND SUFFOLK VICTIM CARE (NSVC) SERVICE – AWARD OF CONTRACT

SUMMARY:

1. This Decision seeks approval to award Catch22 Charity Limited a contract to deliver a joint Victim Referral and Assessment Service in conjunction with the Police and Crime Commissioner for Norfolk.
2. A rigorous procurement process has been carried out by 7Force Commercial Services to enable a revised Norfolk and Suffolk Victim Care Service to continue across both counties once the current contract ends on 30th September 2025.
3. The tender evaluation panel unanimously recommended that the contract is awarded to Catch22 Charity Limited as they submitted the most economically advantageous tender and can meet the contract requirements.
4. The contract award to Catch22 Charity Limited will commence on 1 October 2025 for a three-year period with the option of 2 x 12-month extensions.
5. The award of the contract fulfils the Police and Crime Commissioner's responsibility to ensure that a service is in place for the referral, assessment and subsequent support of victims of crime as set out in Theme 2, Objective 1 of the Police and Crime Plan 2025-2029.

RECOMMENDATION:

1. It is recommended that the Police and Crime Commissioner authorises the Chief Executive to enter into a contract with Catch22 Charity Limited for the provision of the Norfolk and Suffolk Victim Care Service, in its entirety, for a period of 3 years with an option of 2 x 12-month extensions.

APPROVAL BY PCC

The recommendation set out above is agreed.



Signature:

Date: 30 June 2025

DETAILS OF SUBMISSION

1. SUMMARY

- 1.1 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 utilising grant funding from the Ministry of Justice (MoJ).
- 1.2 Under the Victims Code, victims of crime have the right to be referred to a service, which provides practical and emotional support and into which, victims can self-refer regardless of whether they have reported to the police or not. This service has been co-commissioned by the PCCs in Norfolk and Suffolk since April 2018 and is known as Norfolk and Suffolk Victim Care.
- 1.3 The PCC is committed to the continued provision of the services as set out in Theme 2, Objective 1 of the Police and Crime Plan 2025-2029.
- 1.4 The current contract for this service in Norfolk and Suffolk ends on 30 September 2025 and is currently delivered by Victim Support. In 2023/24, the Norfolk and Suffolk Victim Care service received nearly 24,000 referrals for support¹, split 54:46 between Norfolk and Suffolk.
- 1.5 Due to the value of the contract, it was identified that a full competitive procurement process would be required and would be undertaken by 7Force Commercial Services to ensure a fit for purpose service covering both counties would be in place for victims of crime from 1 October 2025.

2. NORFOLK AND SUFFOLK VICTIM CARE SERVICE

- 2.1 The current Norfolk and Suffolk Victim Care Service for the populations of Norfolk and Suffolk was re-commissioned in April 2020 for a period of three years. This contract expired on 31 March 2023. The option to extend for a further 2-year period up to 31 March 2025 was utilised. A further 6-month extension was agreed for service delivery until 30 September 2025.
- 2.2 During 2024 a procurement process was initiated for a new contract to commence on 1 October 2025. The Offices of the Police and Crime Commissioners for Norfolk and Suffolk worked with 7F Commercial Services to undertake extensive market engagement, supporting the development of the Invitation to Tender and enabling a competitive procurement process to take place.
- 2.3 The award criteria were set at 60% quality, 30% price and 10% social value and based on the following Critical Success Factors:

¹ This figure excludes standard risk DA referrals (not in scope for this service).

- Strategic Focus
 - Operations
 - People
 - Financial
 - Marketing and Engagement
- 2.4 Equality and diversity considerations were considered throughout the procurement process and included a review of current service delivery to those with protected characteristics. Method statements in the Invitation to Tender required bidders to specify how they would address the unique challenges presented by the demographics and geography of Norfolk and Suffolk and how they would engage with, and meet the needs of, people with different protected characteristics to ensure the provision is working for all our communities.
- 2.5 The procurement process took place in early 2025 and three bids were received. Three further tenderers who expressed an interest opted out/did not respond.
- 2.6 An evaluation panel made up of nine professionals independently scored the bids which were then moderated. The panel included two members from each PCC Office, the Chief Inspector Joint Justice from Norfolk and Suffolk Constabularies, and four independent members reflecting views from children's services, minority communities and victim services commissioning.
- 2.7 Following a robust process independently led by 7Force Commercial Service, the most economically advantageous tender was confirmed as Catch 22 Charity Limited.
- 2.8 The procurement process was concluded and the Contract Award Approval (Reg 84) report has been approved.
- 2.9 All three tendering organisations were informed of decisions with a 10-day standstill period issued whereby any challenges could be raised with 7Force Commercial Services. No challenges were received during the 10-day standstill period.
- 2.10 This decision paper recommends that a 3-year contract, with the option to extend by 2 x 12-month period be entered into by the PCC and executed through 7Force Commercial Services.

3. FINANCIAL IMPLICATIONS

- 3.1 The total contract value, if extensions/ enhancement of service were to be awarded, is up to £2,748,225.45 across Norfolk and Suffolk, as follows:
- Mobilisation funding of up to £148,545.45
 - Three Year Contract Value of £1,500,000
 - Optional 2 x 12-month extensions of £1,000,000 (£500,000 per 12-month period)
 - Optional enhanced service option of £99,680
- 3.2 As part of the procurement process, all bidders were invited to include 'optional enhanced service costs'. This option was built in to allow each OPCC to bid for any future funding for

victim's services, should it become available from central government sources during the life of the contract, in order to enhance the service. The specification for the service made clear that the enhanced service option and the value is not guaranteed. Catch 22 Charity Limited put forward the sum of £99,680 as part of their optional enhancement of service. Therefore this 'optional' sum (£99,680) has been included in the contract.

- 3.3 Both PCCs have agreed to commit spend based on an equal basis for the core Contract including mobilisation funding and possible 2 x 12-month extensions. The total funding over the contract period is as follows:

| ITEM/DATE | 2025/26 | 2026/27 | 2027/28 | 28/29 | 30/31 | 31/32 |
|--|-------------|-------------|----------|----------|----------|----------|
| Mobilisation | £148,545.45 | | | | | |
| Core Service – 3 Year contract | £250,000 | £500,000 | £500,000 | £250,000 | | |
| Optional – 2 x 12 Month Extension | | | | £250,000 | £500,000 | £250,000 |
| TOTAL | £324,272.73 | £574,272.72 | £500,000 | £500,000 | £500,000 | £250,000 |

- 3.4 Therefore, the total cost to Suffolk over 5 years (including mobilisation) would be:

- Mobilisation funding of up to £74,272.73
- Three Year Contract Value of £750,000
- Optional 2 x 12-month extensions of £500,000 (£250,000 per 12-month period)

- 3.5 The costs identified in this report will be met from the Ministry of Justice Victim Services grant to the PCC for 2025/26. It is intended that future MoJ Victim Services will support the remainder of the core three-year service.

- 3.6 Mobilisation funding has been allocated from the PCC's Crime and Disorder Reduction Reserve within 2025/26.

- 3.7 The total social value benefit has been calculated as £461,037.

4. OTHER IMPLICATIONS AND RISKS

- 4.1 The OPCCs will jointly manage the contract with support from the 7F Commercial Services Supplier Relationship Manager. Implications and risks are being considered as part of mobilisation.

- 4.2 There are no further risks or issues that have been identified at this time.

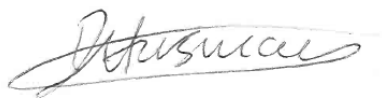
| ORIGINATOR CHECKLIST (MUST BE COMPLETED) | PLEASE STATE 'YES' OR 'NO' |
|---|----------------------------|
| Has legal advice been sought on this submission? | No |
| Has the PCC's Chief Finance Officer been consulted? | Yes |
| Have equality, diversity and human rights implications been considered 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: 25 June 2025