

# Record of Decision

**ORIGINATOR:** Chief Finance Officer

**REFERENCE:** OPCC.D.032.23

**TITLE:** Kent Victim's Advocacy & Support Service – Contract Award

**OPEN**  **CONFIDENTIAL**

*Reason if Confidential:*

**EXECUTIVE SUMMARY**

PCCs have a statutory responsibility to commission support services for victims of crime; these services should include but not be limited to:

- A referral and support service for all victims of crime.
- Therapeutic services.
- Helpline or live chat support.
- Tailored or specialist support for specific groups, needs or risks.

Victim Support were commissioned in April 2016 to deliver the main referral and support service for victims of crime and the service is due to expire on 31 March 2023. As a result, the PCC completed a tender process to commission a high-quality independent Victim's Advocacy and Support Service.

The specification required the service to be needs and risk led, with a strong evidence base that was trauma informed. It had to be available countywide to all victims of recorded crime who resided in Kent, including children and young people regardless of when the crime took place or if it was reported to the police. The support had to extend to close relatives of victims, particularly those aged 18 years and under. Service provision had to be appropriate for the individual with the aim of supporting them in the immediate aftermath of crime, or when they sought support for that crime.

The specific delivery requirements for the service were:

- Referral and triage for all victims accessing support, including support for the Kent Integrated Domestic Abuse Service and Medway Integrated Domestic Abuse Service. The service may also offer short- or long-term support to standard or medium risk domestic abuse victims if they chose to remain with the service.
- Short- and long-term support provision.
- Advocacy support for specific groups (e.g. Stalking and Hate Crime).

The service design was supported by surveys of victims and partner organisations such as the police, support services and Health.

The procurement exercise was undertaken through 7F commercial in conjunction with Essex PFCC who were also seeking to procure a victim support service. Although issued as a joint tender, Kent and Essex were looking for different services and completed the moderation process separately.

The contract award was for 4 years - 1 April 2023 to 31 March 2027. It included the option to extend, depending on funding availability, delivery of a quality service and sustained performance, on a yearly basis for a further 3 years. The contract value per annum is £1,000,000.

Two organisations bid for the service and a moderation panel including members of the OPCC and the Force convened in October and November 2022. The tender process was completed in November 2022 with Victim Support being selected as the preferred provider.

**RECOMMENDATION**

The PCC is recommended to award the contract for the Kent Victim’s Advocacy and Support Service to Victim Support.

**DECISION**

To award the Victim’s Advocacy and Support Service contract to Victim Support for 4 years commencing 1 April 2023.

**Chief Finance Officer:**

**Comments:** This service is a statutory requirement for the PCC. The contract was awarded through a legally compliant procurement process and funding has been identified and set aside across the life of the contract.

**Signature:**



Date: 23 January 2023

**Chief Executive:**

**Comments:** Commissioner, this was a competitive tendering process that led to Victim Support being successful. We have a long running relationship with the provider, and they have demonstrated excellent support to victims over a sustained number of years. Monitoring occurs throughout the life of the contract to ensure high levels of service are delivered and maintained. I fully support your issuing of this contract to Victim Support.

**Signature:**



Date: 23 January 2023

**POLICE AND CRIME COMMISSIONER FOR KENT**

**Comments:** I am satisfied that Victim Support have won an open and competitive tendering process. This will deliver not just consistency but also help improve the service on offer to victims of crime.

**Signature:**



Date: 23 January 2023

**BACKGROUND DOCUMENTS:**

Consultation results, Invitation to Tender

**IMPACT ASSESSMENT:**

Police and Crime Plan  
*(please indicate which objectives decision/recommendation supports)*

Supports delivery of the Making Kent Safer Plan by providing a service that is victim-led and treats everyone as an individual by taking account of their own needs and unique circumstances. Also offers services to those who may be especially vulnerable, such as victims of domestic abuse.

Has an Equality Impact Assessment been completed?

Yes  No  *(If yes, please include within background documents)*

Will the decision have a differential/adverse impact on any particular diversity strand?  
*(e.g. age, disability, gender reassignment, race, religion/belief, sex, sexual orientation, marriage/civil partnership, pregnancy/maternity)*

Yes  No   
The service delivers free and confidential support, advice, information, signposting and referral to any Kent resident who has been a victim of crime. Therefore, it does not have a differential/adverse impact on any particular strand of diversity.