

Subject: Norfolk and Suffolk Victim Care Service

Originator: Stephanie Stearman

Decision no. 29/2025

Reason for submission: For Decision

Submitted to: Sarah Taylor – Police and Crime Commissioner for Norfolk

Summary:

1. This Decision Notice seeks approval from the Police and Crime Commissioner of Norfolk (PCC) to award Catch 22 a Contract to deliver a joint Victim Referral and Assessment Service in conjunction with the Suffolk Police and Crime Commissioner.
2. An open and transparent competitive 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 Contract award to Catch 22 will commence 1st October 2025 for a three-year period with an option of 2 x 12-month extensions.

Recommendation:

It is recommended that the Police and Crime Commissioner for Norfolk approves the award to Catch 22 to deliver the Norfolk and Suffolk Victim Care Service in conjunction with the Suffolk Police and Crime Commissioner.

Outcome/approval by: Police and Crime Commissioner – Sarah Taylor

The recommendations as outlined above are approved.

Signature:



Date: 01/08/2025

Detail of the submission

1. Objective:

- 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).
- 1.2 Under the Victims Code, victims of crime have the right to be referred to a service/s that support victims, which includes the right to contact them directly, and to have their needs assessed so service and support can be tailored to meet their needs. If eligible, the victim has the right to be offered a referral to specialist support services and to be told about additional support available at court.
- 1.3 The current contract for this service ends on 30th September 2025 and is currently delivered by Victim Support.
- 1.4 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.
- 1.5 The need to run market engagement events was required and two have been completed, to support the development of an Invitation to Tender (ITT) to ensure a service fit for purpose covering both counties would be in place for victims of crime from 1st October 2025.

2. Background:

- 2.1 In April 2018, the PCC for Norfolk and Suffolk launched a Victim Care Service, which was a victim assessment, support and referral service for victims of crime. This service was originally part of a wider service including neighbouring forces.
- 2.2 The current Norfolk and Suffolk Victim Care Service for the populations of Norfolk and Suffolk only was commissioned in April 2020 for a period of three years. This contract expired on 31/03/2023 but had the option to extend for a further 1 x 2 year period up to 31 March 2025 which was exercised.
- 2.3 During autumn 2024 a procurement process was undertaken by 7Force Commercial Services for a new contract to commence 1st April 2025. This process delivered a failed procurement, and the existing contract with Victim Support was extended from 1st April 2025-30th September 2025 to allow for further market engagement and a revised Invitation to Tender and procurement process to take place.

2.4 A second competitive procurement process, again managed by 7Force Procurement Services took place in early 2025 and three bids were received.

2.5 A panel made up of nine professionals scored the bids. The panel included five members across both Offices of the Norfolk and Suffolk Police and Crime Commissioners and four independent members consisting of one member from Norfolk County Council, Children's Services, one member from the Office of the Police and Crime Commissioner for Cambridgeshire, and two members from the Independent Advisory Group in Norfolk.

2.6 Following a robust process independently led by 7Force Commercial Service covering evaluation and moderation, the most economically advantageous tender was confirmed by 7Force as Catch 22.

2.7 All three tenders were informed of decisions with a 10-day standstill period issued whereby any challenges could be raised with 7Force – no challenges were received during the 10-day standstill period.

3. Areas for consideration:

3.1 This report recommends that a 3 Year + 2 x 12-month contract be executed through 7Force Commercial Services.

3.2 There is minimal financial risk to both OPCCs as Ministry of Justice Victims funding 25/26 has been allocated to support mobilisation and first six months of the contract with the MoJ multiyear settlement ringfenced for the remainder of the core three-year service.

4. Other options considered:

4.1 Continuation of existing contract – this was rejected under Procurement Regulations and rendered a full procurement process to be undertaken.

5. Strategic aims/objective supported:

5.1 This contract supports:

- a. Both Norfolk and Suffolk Police and Crime Commissioners' responsibility for commissioning a victim assessment and referral service to ensure all victims of crime have availability of an assessment and referral service as set out in the Victims Code of Practice.

6. Financial and other resource implications:

6.1 The total contract value is up to a total of £2,748,225.45 (if extensions/ enhancement of service were to be awarded) and is broken down as follows:

- Mobilisation Fund of £148,545.45
- Three Year Contract Value of £1,500,000
- Optional 2 x12 Month extensions of £1,000,000 (£500,000 per 12-month period)
- Optional enhanced service option of £99,680
 - As part of the procurement process, all bidders were invited to include 'optional enhanced service costs' which were reviewed.
 - Catch 22 put forward the sum of £99,680 as part of their optional enhancement of service.
 - This 'optional' sum (£99,680) has been built into the contract to allow each OPCC to bid for any future funding for victim's services that *may* be launched by central government agencies during the life of the contract and if secured, would then be used to enhance the current model.
 - The enhanced service option value is not guaranteed.

6.2 Both PCCs have agreed to commit spend based on an equal 50/50 split for the core contract including mobilisations and possible 2 x 12-month extensions as follows:

ITEM/DATE	25/26	26/27	27/28	28/29	30/31	31/32
Mobilisation	£148,545.45					
Core Grant – 3 Year	£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

7. Carbon Emissions and Other Environmental Implications:

Carbon Emissions

7.1 The estimated impact on our carbon emissions that must be reported under current statute from this proposal is:

Emission Categories:	Increase in tCO ²	Saving in tCO ²
Scope 1 – Fuel – Building Heating	0	0
Scope 1 – Fuel – Transport	0	0
Scope 2 – Electricity	0	0

Environmental Implications

7.2 No material implications identified.

8. Other implications and risks:

8.1 Consultation with the Suffolk OPCC with the Norfolk OPCC has taken place in conjunction with 7Force Commercial Services (who will be supporting the management of the Contract). It has been agreed that 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?	Yes
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 sustainability and environmental factors been considered? (e.g. biodiversity, employee commuting, business travel, waste and recycling, water, air quality, food and catering and estates construction)	Yes
In relation to the above, have all relevant issues been highlighted in the 'other implications and risks' section of the submission?	Yes

Is this report a Confidential Decision?

No

If Yes, please state reasons below having referred to the [PCC Decision Making Policy](#)

Approval to submit to the decision-maker (this approval is required only for submissions to the PCC).

Chief Executive

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

Signature:



Date: 01/08/2025

Chief Finance Officer (Section 151 Officer)

I certify that:

- a) there are no financial consequences as a result of this decision,
Or
- b) the costs identified in this report can be met from existing revenue or capital budgets,
Or
- c) the costs identified in this report can be financed from reserves
And
- d) the decision can be taken on the basis of my assurance that Financial Regulations have been complied with.

Signature:



Date: 01/08/2025

Public access to information: *Information contained within this submission is subject to the Freedom of Information Act 2000 and wherever possible will be made available on the OPCC website. Submissions should be labelled as 'Not Protectively Marked' unless any of the material is 'restricted' or 'confidential'. Where information contained within the submission is 'restricted' or 'confidential' it should be highlighted, along with the reason why.*