

<b>Approved By:</b>	<b>Classification of Paper:</b> Not Protectively Marked
<b>Report to PCC</b>	<b>Report reference number</b> PCC/ 0002/16
<b>Date of Decision</b> 4 January 2016	<b>Area of County/Stakeholders affected</b> Countywide
<b>Title of report</b> PCC Victims Fund – Essex VARC contract & performance monitoring (additional support)	
<b>Report by</b> Greg Myddelton	
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**1. Purpose of report**

- 1.1. To seek approval for the allocation of £20,000 in the form of a crime and disorder reduction grant from the Victims Fund to TONIC, whose activities will contribute to the priorities set out in the Police and Crime Plan for Essex.

**2. Recommendations**

- 2.1. Approve the allocation of a with-held proportion of the OPCC's 2015-16 victims' commissioning grant to TONIC for additional resources to continue to performance-manage the Essex Victim Assessment and Referral Service (VARC), provided by a large national charity. The 20K was withheld from the provider due to their failure to deliver against elements of the VARC contract with the PCC. The PCC is using this 20K to commission TONIC to provide additional monitoring and support of the VARC contract on behalf of the PCC, in order to enable compliance.

**3. Benefits of Proposal**

- 3.1. This funding is being re-invested to deliver service improvements and achieve the objectives of the initial VARC funding, which was necessarily diverted during the monitoring of the new victims' referral and assessment service delivered by the external provider.
- 3.2. This service will provide the following benefits to Essex OPCC:
- Specialist support in the monitoring and performance management of the new Essex victims' referral and assessment service

- Strong monitoring to stabilise the new service, ensure performance is in line with stated outcomes, and develop improvements where necessary,
- Develop a framework that will result in rigorous contract management – service, VFM & due diligence,
- Preparation of associated reports,
- Sound risk management and reporting
- Prepare the OPCC to take on the contract management of the VARC contract in-house from April 2016.

#### **4. Background and proposal**

- 4.1. TONIC were initially commissioned to performance manage the new Victim referral and assessment service delivered by the provider (a large national charity) from April 2015. As part of this performance management function TONIC along with the OPCC AD for Commissioning, identified issues with the delivery of the service, which meant that provider had failed to deliver on elements of their contract. As a result, the OPCC for Essex took the decision to withhold funding (£20K) from the provider. This funding is to be re-invested into the support and monitoring of the contract in order to enable TONIC, on the OPCC's behalf, to work with Victim Support to deliver improvements to the service and ensure compliance with the contractual obligations of the service and the Victims' Code.
- 4.2. The OPCC decided to withhold £20k from the provider (Victim Support) in each of the first two quarters of 2015-16 to cover the additional costs incurred by TONIC and OPCC in quality-assuring the information provided by Victim Support. It is proposed that £20k of that withheld funding is re-invested to enable TONIC to continue to monitor the service and deliver service improvements.
- 4.3. TONIC worked as consultants for the Eastern region on the development of the new victims' R&A service. They have a detailed knowledge of the service, of the new victims' commissioning arrangements, and have worked with Victim Support to ensure the service is fit for purpose. Their work to date has demonstrated their ability to hold the supplier to account and deliver value for money for the OPCC.
- 4.4. The OPCC have had a number of contract / performance management meetings with the provider Victim Support, to discuss their contractual obligations and failings. A remedial action / improvement plan has now been put in place by Victim Support and is being closely monitored by the OPCC with TONIC, alongside commitments from Victim Support locally and nationally that they will work with the OPCC and with TONIC to ensure that all contractual requirements are delivered by the end of this financial year.

#### **5. Police and Crime Plan**

- 5.1. This proposal supports the PCC's vision and delivery of the following key areas of focus:
- Supporting our victims of crime
  - Reducing Hidden Harm
  - Ensuring local solutions meet local problems

**6. Police Operational Implications**

6.1 There are no operational implications

**7. Financial Implications**

7.1 The PCC will fund £20,000 (taken from the funds withheld from the provider) to commission TONIC to deliver this additional work in the final quarter of 15/16.

**8. Legal Implications**

8.1 The award of the grant is subject to the PCC's standard funding agreement

**9. Staffing and other resource implications**

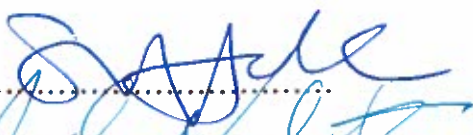
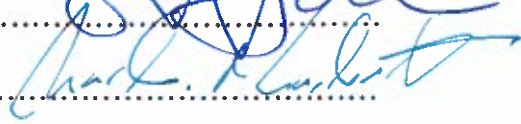
9.1 There are no staffing issues

**10. Equality and Diversity implications**

10.1 There are no D&E implications

**Report Approval**

The report will be signed off by the Chief Executive and CFO and the PCC Solicitor where legal implications arise.

Chief Executive/M.O .....   
Chief Financial Officer .....   
PCC Legal Advisor ..... (As necessary)

**Decision**

I agree the recommendations to this report

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**PCC/Deputy PCC**

I do not agree the recommendations to this report because

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**PCC/Deputy PCC**

**Publication**

**Reasons for non-publication** (*state 'None' if applicable*)

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Signed/Print name

Report for publication	<b>YES</b>	<input type="checkbox"/>
	<b>NO</b>	<input type="checkbox"/>

If the report is not for publication, the Chief Executive will decide if and how the public can be informed of the decision.

