



THE POLICE & CRIME COMMISSIONER FOR CLEVELAND

DECISION RECORD FORM

Request: For Police and Crime (PCC) Commissioner approval.

Title: Extension of Victim Care and Advice Service and Restorative Cleveland contracts

Executive Summary:

Ensuring the right support for victims and vulnerable people, tackling offending and re-offending are key priorities in the Police and Crime Commissioner's 2024-29 Police and Crime Plan.

Safer Communities currently provide the Office of the Police and Crime Commissioner (OPCC) commissioned victim referral service, through the Victim Care and Advice Service (VCAS), together with the Restorative Cleveland service.

VCAS are commissioned to provide a universal support service for all victims of crime and antisocial behaviour (excluding homicide, domestic abuse and sexual abuse) living in Cleveland to help them cope with the immediate impacts of their crime/incident and, as far as possible, recover from the harm they have experienced. The service offers digital, telephone based and face to face emotional and practical support based on detailed assessment of need with onward referral where applicable.

The VCAS contract commenced on 1st April 2022, as a 3-year contract with the option to extend for 2 x 12 month periods, meaning a maximum contract term of 5 years to 31st March 2027.

Feedback from victims supported by VCAS is consistently positive, as is feedback from Cleveland Police as the key referrer into the service.

Restorative Cleveland are commissioned to offer all victims of crime the opportunity to engage with Restorative Justice, where appropriate. Restorative interventions provided by Restorative Cleveland are only available to offenders that are 18 years of age and above. It is the responsibility of the youth offending teams in Cleveland to deliver restorative interventions if the offender is a juvenile.

A key focus of the service during 2025/26 has been to increase referrals into the service, which has been successfully achieved with referrals during the first two quarters of 2025/26 being double those received in the previous year.

Feedback from participants, both victims and offenders, has been overwhelmingly positive in terms of the impact on their recovery journey.

The Restorative Cleveland contract commenced on 1st April 2022 as a 3-year contract with the option to extend for 1 x 12 month period, meaning a maximum contract term of 4 years to 31st March 2026.

For the period covering 2025/26 both contracts have been jointly managed by a single Safer Communities manager. This approach has facilitated joint working between the two services and enhanced the linkages between the two operational teams.

As a result of the positive feedback referenced above it is recommended that the VCAS contract be extended for the final 12 months as per the contractual arrangements. In addition, and in line with procurement regulations, it is recommended that Restorative Cleveland continues for a further 12 months to align with the VCAS service with the aim of jointly procuring as one service from 1 April 2027 onwards. This decision was discussed in a meeting with the Police and Crime Commissioner on 10th December 2025 where support for the approach was agreed.

Decision: To approve the final 12-month extension to the VCAS contract with Safer Communities, to the value of £507,536, to cover the period 1st April 2026 to 31st March 2027 in line with the contractual arrangements.

To approve a direct award to Safer Communities to deliver the Restorative Cleveland service for a further 12 months, to the value of £108,257 to cover the period 1st April 2026 to 31st March 2027.

Funding will be from the Commissioning – Victims and Witness Services Fund.

This approach will achieve consistency of service and increase opportunities for collaborative joint working across the two contracts. Aligning the end date of the two contracts will also facilitate a seamless and joined up approach to future commissioning arrangements post March 2027.

OPCC Lead Officer: Sarah Wilson

Contractor Details (if applicable): Safer Communities

Implications:

| Has consideration been taken of the following: | Yes | No | |
|--|-------------------------------------|--------------------------|--|
| Financial | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Legal | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Equality & Diversity | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Human Rights | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Sustainability | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Risk | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

(If yes please provide further details below)

Decision Required – Supporting Information

Financial Implications: (Must include comments of the PCC's Chief Finance Officer where the decision has financial implications)

The funding to support the above proposals are included within the draft budget for 2026/27 and therefore are affordable to the PCC.

Legal Implications: (Must include comments of the Monitoring Officer where the decision has legal implication)

There are no legal implications arising.

Equality and Diversity Implications:

None arising.

Human Rights Implications:

None arise.

Sustainability Implications:

A needs assessment will be undertaken in 2026/27 to inform future commissioning arrangements for both services.

Risk Management Implications:

None arising.

OFFICER APPROVAL

Monitoring Officer:

I have been consulted about the decision and confirm that financial, legal, and equalities advice has been taken into account. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.

Signed



Date

18/12/2025

Police and Crime Commissioner:

The above request HAS my approval.

Signed



Date

18/12/2025