

**OFFICE OF THE POLICE AND CRIME COMMISSIONER
FOR HUMBERSIDE
DECISION RECORD**

Decision Record Number **24/2026**

Title: **Contract Variation, Humberside Family Welfare Service**

Executive Summary

This paper outlines the proposal to activate a contract variation (CV) for the Victim Support contract to include continuation of service for the Humberside Family Welfare Service in response to the major incident involving Legacy Funeral Directors.

The funding will support the continued delivery of local trauma informed support to victims and support the transition into business as usual support model, continuity of care and support for people who require additional time and support through bespoke support and care pathways. The service will continue through the period 1st April 2026 – 31st March 2027.

Victim Support have both the local and national expertise in handling major incident responses, trauma informed practice and organisational resilience to deliver the requirement of bespoke interventions and case management. This will enable a swift mobilisation as required through the Humanitarian recovery Cell for Humberside.

The costs of the continued service are £43,560 per annum, funded from the Ministry of Justice victim grant.

Decision of the PCC - Approved

Background Report: Open

Police and Crime Commissioner for Humberside

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct.

Any such interests are recorded below.

The above decision has my approval.

Signature



Date 12/05/2026

**POLICE AND CRIME COMMISSIONER
FOR HUMBERSIDE**

SUBMISSION FOR: DECISION

Open

Title: Contract Extension, Humberside Family Welfare Service

Date: 5/4/26

1. Executive Summary

This paper outlines the proposal to activate a contract variation (CV) for the Victim Support contract to include continuation of service for the Humberside Family Welfare Service in response to the major incident involving Legacy Funeral Directors

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Victim Support have both the local and national expertise in handling major incident responses, trauma informed practice and organisational resilience to deliver the requirement of bespoke interventions and case management. This will enable a swift mobilisation as required through the Humanitarian recovery Cell for Humberside.

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2. Recommendations

To endorse the proposal for contract variation to Victim Support, to enable continuation of Humanitarian recovery response into a business-as-usual model within the Victim Support Affected by Crime service, and the bespoke services for the victims affected by the investigation into Legacy Funeral Directors.

3. Background

3.1 Humberside OPCC have worked in collaboration with key stakeholders over the previous twelve months to deliver humanitarian recovery for victims and all people affected by the investigation into Legacy Funeral Directors. .

3.2 Victim Support have ensured that all people affected by the investigation have received coordinated and trauma informed support. The demand has been significant, and the service has supported hundreds of people affected by funeral plan fraud, missing ashes, and experiencing bereavement, often for a second time. There is a requirement for continuation of support for people affected, the existing caseload stands at over 30 people. There is a further requirement to provide support through the court process, both in and out of court and across community.

3.3 Based on the above Humberside OPCC and key stakeholders wish to activate a variation of the current contract with slight variation to the existing service requirements:

- Continue local delivery of bespoke family welfare support service for the families affected by the investigation likened to the Victim Support (VS). Made up of 1 caseworker (Family Welfare Support), providing face-to-face trauma-informed support, with a supported case management system. Working collaboratively with key stakeholders.
- Contract of the above service with the requirement of in person court-based support.

3.4 The Victim Support service has developed well and is trusted and valued by Humberside Police and key stakeholders, the variation of contract is supported by all these stakeholders. Victim Support are the only local supplier to have the necessary skills, experience, and expertise to deliver the requirements of the bespoke service in relation to major incidents of this nature, they have the necessary resilience to mobilise at pace and deliver quality, evidence-based interventions.

3.5 The Victim Support service is currently working through transitional arrangements into business as usual within the Affected by Crime service (ABC), for those who require longer term support. The service is preparing for all cases to be managed from April 2027 as part of business-as-usual service, with no additional funding requirements.

4. Options

1) Approve the variation of contract:

This option is recommended because it allows the OPCC and the respective Partnership collaboration to continue to provide a trusted and valued service throughout the final stages of the investigation, meeting anticipated peaks in demand and delivering increased value, service provision and evidence-based interventions to the Humber area. This option enables identified need to be met.

2) Do not approve contract variation:

This option is not recommended:

- Does not respond to the call for support for humanitarian response
- Reputation risk to the OPCC and partnership collaboration by not meeting partnership expectations and expectations of Policing minister/Home Office
- Reputational risk in terms of stakeholder expectations and Local Resilience Forum and impending media interest.
- Undermines capacity and capability of Victim Support to provide care to victims of other crimes due to flooding of demand to local services.
- Does not meet the needs of local population and communities in need.

5. Financial Implications

The total additional funding requirement is £43,560 per annum funded from the Ministry of Justice victim grant. This brings the total annual cost of service to £546,402.

6. Legal Implications

Consultation has commenced with and is supported and approved by Force Procurement and complied with both Contract Standing Orders and Public Procurement Regulations 2015 (PCR 2015). A fully supported contract change process is in place and full negotiation facilitated successfully.

7. Driver for Change/Contribution to Delivery of the Police and Crime Plan

This investment will contribute directly to aims one and two of the Police and Crime Plan through:

- **Engaged, resilient and inclusive communities:** communities are confident that they can access support, receive a proportionate, speedy, and effective outcome and sense of justice.
- **Safer Communities:** The service provides specific safety information to service users, whilst also raising awareness within the criminal justice system about the safety options and risks facing victims.
- **Effective organisations:** Liaising and advocating with a range of criminal justice system agencies, enabling the system to work better for local communities. The aim is to enhance the criminal justice system and in particular the police response to all victims, working together and providing a multi-agency approach to the support, advocacy, and communication with victims.

8. Equalities Implications

EIA was completed as part of the Single Tender Award in April 2024.

9. Consultation

Extensive consultation has taken place to inform the specification, not least between:

- Case study reviews and victim consultation
- Local Resilience Forum
- Information Governance & Compliance (Humberside Police).

10. Media information

Media briefings are imminent and the one number for victim support and offer of service will be continually promoted in collaboration with Humberside police and key partners.

11. Background documents

None

12. Publication

Open

13. DPIA considered

Full DPIA is in place with Victim Support, all extended terms are covered under this notice. If a separate contract is agreed, then a full DPIA process will be followed.