

Police and Crime Commissioner for Surrey – Decision Making Record

Title: Victim referral, assessment and non-specialist support services contract award to Victim Support

Decision number: 077/2014

Author and Job Role: Katie Kempen, Senior Policy Officer (Victims)

Protective Marking: Part One

Executive Summary

Police and Crime Commissioners take responsibility for commissioning victim referral, assessment and non-specialist support services from April 2015. The Offices of the Police and Crime Commissioners (OPCCs) for Surrey, Sussex and Thames Valley jointly conducted an OJEU process for a framework that will provide these services. The procurement process is complete and has awarded the contract to Victim Support. This paper recommends that the PCC for Surrey awards the framework to Victim Support and calls off on services from the framework.

Process

The OPCCs for Surrey, Sussex and Thames Valley conducted a programme of work for this project. The OPCCs completed significant research into victims' needs including data analysis, focus groups, quantitative consultation, legal requirements and use of best practice and national research.

The OPCCs jointly developed Invitation to Tender documents which stipulate the needs of victims and the OPCCs involved. The tender has been opened up as a framework to enable other OPCCs to call off on the services without the need to go through costly procurement exercises. The OPCCs conducted significant market engagement prior to going to tender, including a market engagement event.

The tender process opened in June 2014 and closed in August 2014. The evaluation considered cost of service, quality of service, security and social responsibility and legal requirements. Victim Support's bid passed the evaluation process and will offer victims a service that will help them to cope and recover from crime.

Recommendation

The Commissioner awards the framework for victim referral, assessment and non-specialist support services to Victim Support and calls off on services from this framework.

Police and Crime Commissioner Approval

I approve the recommendation:

To award the framework for victim referral, assessment and non-specialist support services to Victim Support and call off on services from this framework.

Signature:



Date: 20/11/2014

All decisions must be added to the decision register.

Areas of consideration

Consultation

The procurement process included a comprehensive programme of consultation. This included stakeholder engagement, market engagement, consultation with victims of crime, consultation with the Ministry of Justice and consultation with experts in the field.

Financial implications

The cost of calling off on the specified services in Surrey will be £407,967. This cost may reduce if additional PCCs call off on services and Surrey benefit from additional economies of scale. The Ministry of Justice has indicated that it will grant the OPCC for Surrey £1,229,000 in 2015/16; the cost of service therefore is well within the overall budget provided for victims' services and allows significant investment in specialist victims' services.

Legal

A legal review has been conducted on the Invitation to Tender documents, with advice incorporated from an external legal firm. The OPCCs have benefitted from procurement advice from a dedicated resource throughout the tender process.

The Invitation to Tender documents includes requirements for the provider to comply with relevant legislation.

Risks

There are considerable risks surrounding commissioning victims' services. This decision will minimise many of the risks confronting OPCCs. The service will be in place from 1 April 2015; Victim Support are the incumbent provider and will provide a seamless transition to the new arrangements; the OPCCs have secured services at an affordable cost and have embedded continuous improvement into the contract.

Victim Support's bid included risk assessments for implementation. This will be amended and included within project management documentation for the implementation phase of the project.

Equality and diversity

Equality and diversity implications have been considered throughout the project and embedded in the tender documentation.

Risks to human rights

The tender documentation required bidders to comply with the Human Rights Act 1998. Victim Support's bid confirmed that they will do so including by impact assessment on policies and operating procedures and staff training.

Data protection and safeguarding

The OPCCs commissioned external legal advice on data protection and safeguarding and included this in the tender documentation.