



## DECISION PAPER

<b>DECISION:2017/55</b>	<b>DATE: 21 MARCH 2018</b>
<b>TITLE: LANCASHIRE VICTIM SERVICES AND VICTIMS CODE COMPLIANCE:INDEPENDENT EVALUATION</b>	
<b>REPORT BY: BRETT BISCOMB,PROCUREMENT AND COMMISSIONING LEAD</b>	

### **Executive Summary**

This decision seeks the approval of the Police and Crime Commissioner to accept a quote for the provision of an independent evaluation in respect of the Lancashire Victim Services and Victims Code Compliance.

### **Recommendation**

It is recommended that the Police and Crime Commissioner awards the contract for the provision of an independent evaluation in respect of the Lancashire Victim Services and Victims Code Compliance to the organisation named in the report.

Signature

*Clive Grunshaw*

Police and Crime Commissioner

Date

*23<sup>rd</sup> March 2018*

## PART II

### 1. Background and Advice

In April 2017 Lancashire Victim Services was re-commissioned on a 3 year contract with the option to extend for a further 2 years. The contract is to deliver a fully integrated service which includes support for domestic abuse victims, sexual abuse victims, specialist hate crime support services and a service for young victims of crime. A wide range of performance and outcome measures have been agreed for the service and these are reported and reviewed on a quarterly basis. The service model is based on four hubs with specialist support workers such as Independent Domestic Violence Advocates and Independent Sexual Violence Advocates co-located with general Independent Victim Advocates workers and young people's support workers.

Lancashire Victim Services currently receives approximately 65,000 referrals into the service a year with around 48,000 being eligible for some level of advice and/or support. Within this there are approximately 16,000 victims who are eligible to receive an enhanced service as defined by the Victims Code.

The Police and Crime Commissioner continues to provide funding to deliver a Restorative Justice Service for victims as part of Lancashire Victim Services. The service is provided by Lancashire Constabulary supported by over 80 volunteer trained Restorative Justice Facilitators.

Since 2015 the Office of the Police and Crime Commissioner has been responsible for chairing the Victim & Witness Group of the Lancashire Criminal Justice Board which has focused on developing a self-assessment tool to monitor performance against the Victims Code.

The Police and Crime Commissioner is now looking to commission a service to provide an independent evaluation of both Lancashire Victim Services and compliance with the Victims Code in Lancashire. The evaluation will consider both the delivery model and the quality and effectiveness of the services provided.

Whilst providing a baseline at the point at which an initial evaluation process is undertaken the service will continue the evaluation of both Lancashire Victim Services and compliance with the Victims Code for an ongoing period.

#### *Specification*

Lancashire Victim Services is part funded by the Ministry of Justice Victims Grant and is required to comply with the terms and conditions of that fund. It is anticipated that whilst this service should consider any outcome and performance measures linked to that funding the service would provide a wider evaluation of Lancashire Victim Services. In particular the Police and Crime Commissioner is looking for the following outcomes in relation to the evaluation of Lancashire Victim Services:

- An evaluation of the effectiveness of Lancashire Victim Services in providing the right level and quality of support for victims to enable them to cope and recover.
- An evaluation of the benefits of an integrated service with all services co-located into local hubs and operating in a shared environment.
- An evaluation of how easy it is for victims to access services, and in particular for victims with physical and/or mental and/or learning difficulties.
- An evaluation of how well the current service is available to victims from different ethnic and religious backgrounds.

- An evaluation of how well victims are kept informed about the progress of their case through the criminal justice process.
- An evaluation of the effectiveness of the Restorative Justice Service, in particular understanding if it is being offered at appropriate points in the victim's journey.
- An evaluation of what impact the Constabulary has on the victim's ability to access and receive appropriate support.
- An evaluation of what impact other criminal justice agencies have on the victim's ability to access and receive appropriate support.

In relation to compliance with the Victims Code the Police and Crime Commissioner is looking for the following outcomes:

- How well criminal justice agencies in Lancashire are complying with the Victims Code and where compliance is not effective to consider what are the issues preventing this. In particular to consider areas of the Code where compliance sits jointly with a number of agencies.
- In particular to evaluate if the offer of Restorative Justice and the Victims Personal Impact statement are in line with the expectations of the Code.
- To identify any links between increased compliance with the Code and victims level of satisfaction and feeling informed and supported.

### **SERVICE MODEL:**

Whilst it will be for potential providers to indicate the exact methods and approaches to providing the outcomes required it is anticipated that a victims survey and use of focus groups and case studies will form key elements of the service.

There will be a requirement to survey or engage with a statistically significant number of victims. Whilst this will primarily be those who have had contact with Lancashire Victim Services consideration should also be given to included victims who may have engaged with the criminal justice system but have opted not to engage with Lancashire Victim Services.

Service providers will have access to:

- Performance data provided by the current Lancashire Victim Services provider,
- Victim satisfaction survey/questionnaire data from individual criminal justice agencies

It is also expected that service providers will consider other research and reports relative to the evaluation of Lancashire Victim Services and compliance with the Victims Code and it is expected that providers will also look at national and regional comparisons where these are available.

## PERFORMANCE AND OUTCOME REPORTING:

Regular quarterly reports for all aspects of the service will be required along with recommendations for improvements or development in both Lancashire Victim Services and compliance with the Victims Code.

### The Invitation to Quote Process

Following the distribution of the ITQ, a total of two bids were received.

The submissions were then scored against the award methodology as specified in the ITQ.

Following scoring, both organisations were requested to attend a brief interview in order to seek clarification regarding certain aspects of their methodology statement.

The scoring criteria and weighting were agreed as follows:

-Price	60%
-Methodology	10%
-Resources	10%
-Previous Experience	5%
-References	5%
-Social Value	5%
-Innovation	5%
<b>TOTAL</b>	<b>100%</b>

At the conclusion of the process, the following scores were agreed:

CRITERIA	% WEIGHTING	UCLAN Score	SMSR Score
Price	60	60	54
Methodology	10	6	8
Resources	10	10	10
Previous experience	5	4	4
References	5	5	5
Social Value	5	4	4
Innovation	5	4	4
<b>TOTAL</b>	<b>100</b>	<b>93</b>	<b>89</b>

### Pricing

Pricing score for the contract was weighted at 60% of the overall score, and the prices received were as follows:

SUPPLIER	PRICE	SCORE	RANKING
UCLAN	£69,685	60%	1
SMSR	£77,200	54%	2

## **Recommendation**

To accept the quote submitted by UCLAN at a total cost of £69,685, with an anticipated start date of 1<sup>st</sup> April 2018. The contract will run for a period of two years to the 31<sup>st</sup> March 2020.

### **2. Links to the Police and Crime Plan**

The proposed evaluation directly supports the Police and Crime Commissioners objective of supporting victims and vulnerable people.

### **3. Consultations**

The evaluation panel was made up of the Victims and Vulnerable People Lead for the OPCC along with the Procurement and Commissioning Lead for the OPCC.

### **4. Implications:**

a. **Legal**-The PCC's standard terms and conditions will apply.

b. **Financial**-The PCC'S Contract Standing Orders have been adhered to throughout this process.

c. **Equality Impact Assessment**-A full impact assessment is not required as the letting of the contract will not adversely affect any member of the protected characteristic community as defined in the Equality Act 2011.

d. **Data Protection Impact Assessment**-The PCC'S standard terms and conditions will apply, and will pay due regard to forthcoming GDPR legislative requirements.

### **5 Risk Management**-An amount for liquidated damages will be inserted into the Contract.

**6. Background Papers**

-Full contract documents are held on file in the PCC'S Office.

**7. Public access to information**

-Information in this form is subject to the Freedom of Information Act 2000 and other legislation.

**Chief Executive Officer (Monitoring Officer)**

I have been informed about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner for Lancashire.

Signature..........Date.....23.3.2015.....