

## DMPC Decision – PCD 1232

**Title: Medical - Streamlined Forensic Reporting (SFR)**

### Executive Summary:

This decision seeks approval for contract award to 'Softcat PLC', for an initial period of 2 years with a further option to extend for up to 12 months. The maximum value of the contract will be £900,000 (£300,000 per annum).

The contract will provide the MPS with access, via an online portal to SFR Medical Ltd, who will provide access to timely and accurate medical evidence which summarises a victim's injuries and the subsequent treatment by medical professionals. This provides a compliant, efficient and simple 'one touch' process for front line officers to obtain medical Streamlined Forensic Reports (SFRs) as supporting evidence for any associated investigations and/or judicial proceedings.

The existing MPS process of obtaining medical reports and statements involves frontline police investigators attending hospitals in person which can be inefficient, protracted, time consuming and often takes medical professionals away from their core duties.

### Recommendation:

The Deputy Mayor for Policing and Crime is recommended to:

1. Approve the award of contract to 'Softcat PLC' and the NHS SBS Multidisciplinary Consultancy Services Framework for an initial period of 2 years with a further option to extend for up to 12 months. The maximum value of the contract will be £900,000. Implementation costs of £159,000 plus all ongoing running costs (including contract costs of up to £300,000 p.a. and Digital Policing support costs of £20,000 p.a.) will be funded from existing MPS budgets.

### Deputy Mayor for Policing and Crime

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 the Code of Conduct. Any such interests are recorded below.

The above request has my approval.

Signature

Date

16/06/2022

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## **PART I - NON-CONFIDENTIAL FACTS AND ADVICE TO THE DMPC**

### **1. Introduction and background**

- 1.1. Time delays caused by the existing process to obtain essential medical evidence from medical professionals employed by NHS Trusts pan London can result in inefficiencies or adverse outcomes in the prosecution of violent offences and as a consequence risks the improper release of dangerous offenders to possibly re-offend.
- 1.2. SFR Medical offer a 24 hour medical evidential service (for in-custody remand cases) or a 10 day turnaround for non-urgent medical evidence through an online portal. Securing this evidence in this efficient way will vastly improve the success of requests to remand the most prolific offenders, improve the subsequent likelihood of a successful prosecution case and remove delays in the judicial process.
- 1.3. This will allow for quicker and proper outcomes for victims of violent crime thereby improving victim satisfaction.

### **2. Issues for consideration**

- 2.1. Due to the current COVID-19 pandemic, NHS are now heavily reliant on, and many trusts will only accept requests, via the streamlined method and therefore the use of this sole service provider is becoming the only viable option available for obtaining medical reports. The medical professionals who provide the reports have indicated broad support for this solution being provided by SFR Medical.
- 2.2. This is a fully digital, paperless system – a simple, trackable, auditable payments process, removing delays and complexities of payment. This contributes considerably to the improvement of professional standards of all personnel representing the MPS by ensuring correct transparency and a properly considered process to remunerate NHS colleagues.
- 2.3. All Medical Transcribers (MTs) employed by SFR Medical are fully trained to write the reports which results in a higher quality medical evidence statement, reducing the number of cases that are dismissed during the judicial process.
- 2.4. This will result in improvements in Criminal Justice efficiency. In most cases, the evidential statement (MG11) would not be required and is replaced by the case management tool (SFR). This speeds up the judicial process as once agreed by both prosecution and defence pre-trial, no further evidence is required and does not become an issue in a case at court. Speedy revelation of third party material to the Crown Prosecution Service (CPS) enhances performance in cases involving high risk, vulnerable complainants and violent offenders.
- 2.5. Guidance created by the (NPCC) Forensic Capability Network, (FCN) Commercial Pillar to support Forces' procurement for medical reports services notes that "SFR Medical's research found that it takes on average 67 days to get a medical evidence

report and there have been cases leading to secondary patient harm because of slow medical evidence. Further, SFR Medical's proposal aims to achieve a >90% reduction (i.e. to around 5 days) in waiting times against the above averages for medical evidence reports, improving cost efficiencies by providing value for money, increasing officer satisfaction and providing high quality evidence."

- 2.6. Should these benefits be applied to the MPS' estimated annual demand then this could produce a non-cashable saving equivalent to £4-5m based on 6,100 reports. It should be noted that the NPCC research has not been separately verified by the MPS and therefore has not been validated.

### **3. Financial Comments**

- 3.1. The maximum value of the contract will be £900k (£300k p.a.). In addition there will be additional one-off expenditure of £159k to pay for Digital Policing (DP) costs in implementing the contract and an annual DP ongoing support cost of £20k.
- 3.2. The total annual costs of £320k pa will be funded from existing budgets of £135k pa (£95k in Frontline and £40k in Met Ops) with the balance of £185k pa to be absorbed within Frontline each year. Frontline have earmarked baseline budget for the budget gap in the 2022/23 budget build process. The one-off DP costs will also be absorbed by Frontline budgets.

### **4. Legal Comments**

- 4.1. The Mayor's Office for Policing and Crime ("MOPAC") is a contracting authority as defined in the Public Contracts Regulations 2015 ("the Regulations"). All awards of public contracts for goods and/or services valued at £213,477 or above shall be procured in accordance with the Regulations. This report confirms the value of the proposed contract exceeds this threshold.
- 4.2. This report confirms the MOPAC's route to market is compliant with the Regulations.
- 4.3. The MOPAC Scheme of Delegation and Consent provides the Deputy Mayor for Policing and Crime ("DMPC") has delegated authority to approve:
- Business cases for revenue or capital expenditure of £500,000 and above (paragraph 4.8); and
  - All requests to go out to tender for contracts of £500,000 or above, or where there is a particular public interest (paragraph 4.13).
- 4.4. Paragraph 7.23 of the Scheme provides that the Director of Strategic Procurement has consent for the approval of the award of all contracts, with the exception of those called in through the agreed call in procedure. Paragraph 4.14 of the Scheme provides the DMPC reserves the right to call in any MPS proposal to award a contract for £500,000 or above.

## **5. Commercial Issues**

- 5.1. The award of contract with SFR Medical will take place via the NHS SBS Multidisciplinary Consultancy Framework. This route to market will require the MOPAC to contract with Softcat PLC as the prime contractor who sub-contract delivery of the services directly to SFR Medical.
- 5.2. Softcat have agreed to donate a proportion of the contract value over the contract term to Givewith, the Met's Social Impact partner, which supports the Met's ongoing Social Value ambitions through procurement activity with 3rd party providers.
- 5.3. The engagement of SFR Medical, who are an SME organisation based in London, also supports the Met's commitment as an Anchor Institution to direct 10% of its annual spend to local micro, small, diverse and VCSE businesses based in London.
- 5.4. Further information on the commercial costing model applicable under the contract can be found within the restricted section of the report.

## **6. GDPR and Data Privacy**

- 6.1. The MPS is subject to the the requirements and conditions placed on it as a 'State' body to comply with the European Convention of Human Rights and the Data Protection Act (DPA) 2018. Both legislative requirements place an obligation on the MPS to process personal data fairly and lawfully in order to safeguard the rights and freedoms of individuals.
- 6.2. Under Article 35 of the General Data Protection Regulation (GDPR) and Section 57 of the DPA 2018, Data Protection Impact Assessments (DPIA) become mandatory for organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects.
- 6.3. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the project meets its compliance requirements.
- 6.4. A DPIA has been completed for this project. The project will ensure a privacy by design approach, which will allow the MPS to find and fix problems at the early stages of any project, ensuring compliance with GDPR. DPIAs support the accountability principle, as they will ensure the MPS complies with the requirements of GDPR and they demonstrate that appropriate measures have been taken to ensure compliance.

## **7. Equality Comments**

- 7.1. The Metropolitan Police Service has completed the requirement under their Public Sector Equality Duty and as part of the Equality Act 2010. The future implementation of the new Medical SFR portal has been assessed for impact, both internally and

externally and positive and negative, on persons belonging to a 'protected characteristic'. Where appropriate, negative impact has been assessed, reviewed and plans (both pre-existing and new) have been introduced to this assessment to provide mitigation to the impact, perceived and real. Records of the consultation and associated responses have been recorded. The Inclusion, Diversity and Equality (IDE) Strand, part of AC Professionalism HQ have also been consulted and have reviewed the EIA and consider the assessment to be procedurally correct, therefore passing quality assurance.

- 7.2. SFR Medical are a unique SME (small and medium sized enterprise) organisation offering a bespoke service to all national police areas in England and Wales to enhance the service police provide to victims of violent crime. This supports the Anchor Institution Charter in its objective that post pandemic we can all live and work in greener, cleaner, healthier and safer communities, that our society can be fairer – with a stronger safety net, more engaged communities and more value placed on the things we care most about.
- 7.3. The founder of SFR Medical is an NHS key worker who recognises the pressure put on health and emergency workers and the impact of this on the criminal justice service during and post pandemic, offering a way to narrow social, economic and health inequalities by offering an improved service to all customers and all victims of violent crime.
- 7.4. This service will significantly improve the MPS' service to victims of violence, not least, violence against women and girls which is a priority for the MPS and nationally.

## **8. Background/supporting papers**

- 8.1. Report

**Public access to information**

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOIA) and will be made available on the MOPAC website following approval.

If immediate publication risks compromising the implementation of the decision it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

**Part 1 Deferral:**

Is the publication of Part 1 of this approval to be deferred? NO

If yes, for what reason:

Until what date: N/A

**Part 2 Confidentiality:** Only the facts or advice considered as likely to be exempt from disclosure under the FOIA should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a **Part 2** form – YES

**ORIGINATING OFFICER DECLARATION**

*Tick to confirm statement (✓)*

**Financial Advice:**

The Strategic Finance and Resource Management Team has been consulted on this proposal.

✓

**Legal Advice:**

The MPS legal team has been consulted on the proposal.

✓

**Equalities Advice:**

Equality and diversity issues are covered in the body of the report.

✓

**Commercial Issues**

The proposal is in keeping with the GLA Group Responsible Procurement Policy.

✓

**GDPR/Data Privacy**

- GDPR compliance issues are covered in the body of the report.
- A DPIA has been completed.

✓

**Drafting Officer**

Craig James has drafted this report in accordance with MOPAC procedures.

✓

**Director/Head of Service:**

The Interim Chief Finance Officer has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.

✓

**Chief Executive Officer**

I have been consulted 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 Deputy Mayor for Policing and Crime.

**Signature**



**Date 14/06/2022**

**Medical - Streamlined Forensic Reporting (SFR)****MOPAC Investment Advisory & Monitoring meeting 9<sup>th</sup> May 2022**

**Report by Commander Stephen Clayman on behalf of the Chief of Corporate Services**

**Part 1 – This section of the report will be published by MOPAC. It is classified as OFFICIAL – PUBLIC**

*EXECUTIVE SUMMARY*

This decision seeks approval of contract award to 'Softcat PLC', for an initial period of 2 years with a further option to extend for up to 12 months. The maximum value of the contract will be £900k (£300k per annum).

The contract will provide the MPS with access, via an online portal to SFR Medical LTD, who will provide access to timely and accurate medical evidence which summarises a victims injuries and the subsequent treatment by medical professionals. A compliant, efficient and simple 'one touch' process for front line officers to obtain medical Streamlined Forensic Reports (SFRs) as supporting evidence for any associated investigations and/or judicial proceedings.

The existing MPS process of obtaining medical reports and statements involves frontline police investigators attending hospitals in person which can be inefficient, protracted, time consuming and often takes medical professionals away from their core duties.

**Recommendations**

The Deputy Mayor for Policing and Crime, via the Investment Advisory and Monitoring meeting (IAM), is asked to:

- 1. Approve the award of contract to 'Softcat PLC' and the NHS SBS Multidisciplinary Consultancy Services Framework for an initial period of 2 years with a further option to extend for up to 12 months. The maximum value of the contract will be £900k. Implementation costs of £159,000 plus all ongoing running costs will be funded from existing MPS budgets.**
- 2. Note the total annual costs of £320k pa will come from existing budgets of £135k pa (£95k in Frontline and £40k in Met Ops) with the balance of £185k pa to be absorbed within Frontline each year. Frontline have earmarked baseline budget for the budget gap in 2022/23 budget build process. Furthermore, the one-off DP costs will also be absorbed by Frontline budgets.**

**Time sensitivity**

A decision is required from the Deputy Mayor by 1 June 2022 to enable implementation as soon as possible to start realising the benefits of this business case. SFR Medical have indicated an implementation time of 3 months for a staged roll out across London.



## **Non-confidential facts and advice to the Deputy Mayor for Policing and Crime**

### **1. Introduction and background**

- 1.1 Time delays caused by the existing process to obtain essential medical evidence from medical professionals employed by NHS Trusts pan London can result in inefficiencies or adverse outcomes in the prosecution of violent offences and as a consequence risks the improper release of dangerous offenders to possibly re-offend.
- 1.2 SFR Medical offer a 24 hour medical evidential service (for in-custody remand cases) or a 10 day turnaround for non-urgent medical evidence through an online portal. Securing this evidence in this efficient way will vastly improve the success of requests to remand the most prolific offenders, improve the subsequent likelihood of a successful prosecution case and remove delays in the judicial process.
- 1.3 This will allow for quicker and proper outcomes for victims of violent crime thereby improving victim satisfaction.

### **2. Issues for consideration**

- 2.1 Due to the current COVID-19 pandemic, NHS are now heavily reliant on, and many trusts will only accept requests via, the streamlined method and therefore the use of this sole service provider is becoming the only viable option available for obtaining medical reports. The medical professionals who provide the reports have indicated broad support for this solution being provided by SFR Medical.
- 2.2 This is a fully digital, paperless system – a simple, trackable, auditable payments process, removing delays and complexities of payment. This contributes considerably to the improvement of professional standards of all personnel representing the MPS by ensuring correct transparency and a properly considered process to remunerate NHS colleagues.
- 2.3 All Medical Transcribers (MTs) employed by SFR Medical are fully trained to write the reports which results in a higher quality medical evidence statement, reducing the number of cases that are dismissed during the judicial process.
- 2.4 Improvements in Criminal Justice efficiency - in most cases, the evidential statement (MG11) would not be required and is replaced by the case management tool (SFR). This speeds up the judicial process as once agreed by both prosecution and defence pre-trial, no further evidence is required and does not become an issue in a case at court. Speedy revelation of third party material to the Crown Prosecution Service (CPS) enhances performance in cases involving high risk, vulnerable complainants and violent offenders.
- 2.5 Guidance created by the (NPCC) Forensic Capability Network, (FCN), Commercial Pillar to support Forces procure for medical reports services, notes that "SFR Medical's research found that it takes on average 67 days to get a medical evidence report and there have been cases leading to secondary patient harm because of slow medical evidence. Further, SFR Medical's proposal aims to achieve a >90% reduction (i.e. to around 5 days) in waiting times against the above averages for medical evidence reports, improving cost efficiencies by providing value for money, increasing officer satisfaction and providing high quality evidence."
- 2.6 Should these benefits be applied to the MPS' estimated annual demand then this could

produce a non-cashable saving equivalent to £4-5m based on 6,100 reports. It should be noted that the NPCC research has not been separately verified by the MPS and therefore has not been validated.

### **3. Contributes to the MOPAC Police & Crime Plan 2021-20251**

- 3.1 Serious youth violence and violence against women and girls are key priorities for Londoners and the MPS must develop effective ways in which to better protect the communities we serve. This includes more focus on tactics and intervention to reduce perpetrators reoffending and reduce rates of victim attrition. The urgency provision provided by SFR Medical will enable essential key evidence in support of such offences to be obtained with a 24 hour window reducing the number of offenders released under investigation or on police bail.
- 3.2 Effective and timely justice is essential to public safety and to public confidence with one in four cracked or ineffective trials occurring due to the prosecution ending the case. National File Quality (NFQ) data taken from the CPS Case Management System (CMS) shows that medical evidence and the unavailability of such evidence plays a major part in these statistics. SFR Medical will enhance the service provided to victims of violent crime by supporting the police and the CPS in achieving better outcomes more frequently.

### **4. Financial, Commercial and Procurement Comments**

Pricing detail is contained in the restricted section of the report.

- 4.1 The maximum value of the contract will be £900k (£300k p.a.). In addition there will be additional one-off expenditure of £159k to pay for Digital Policing (DP) costs in implementing the contract and an annual DP ongoing support cost of £20k.
- 4.2 The total annual costs of £320k pa will be funded from existing budgets of £135k pa (£95k in Frontline and £40k in Met Ops) with the balance of £185k pa to be absorbed within Frontline each year. Frontline have earmarked baseline budget for the budget gap in 2022/23 budget build process. The one-off DP costs will also be absorbed by Frontline budgets. Financial implications are summarised in paragraph 3 of the recommendations.
- 4.3 The award of contract with SFR Medical will take place via the NHS SBS Multidisciplinary Consultancy Framework. This route to market will require the MOPAC to contract with Softcat PLC as the prime contractor who sub-contract delivery of the services directly to SFR Medical.
- 4.4 Softcat have agreed to donate a proportion of the contract value over the contract term to Givewith, the Met's Social Impact partner, which supports the Met's ongoing Social Value ambitions through procurement activity with 3<sup>rd</sup> party providers.
- 4.5 The engagement of SFR Medical, who are an SME organisation based in London, also supports the Met's commitment as an Anchor Institution to direct 10% of its annual spend to local micro, small, diverse and VCSE businesses based in London.

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<sup>1</sup> [Police and crime plan: a safer city for all Londoners | London City Hall](#)

4.6 Further information on the commercial costing model applicable under the contract can be found within the restricted section of the report.

## **5. Legal Comments**

5.1 The Mayor's Office for Policing and Crime ("MOPAC") is a contracting authority as defined in the Public Contracts Regulations 2015 ("the Regulations").

5.2 Section 4 of this report confirms the MOPAC's route to market is compliant with the Regulations. The MOPAC Scheme of Delegation and Consent provides the Deputy Mayor for Policing and Crime ("DMPC") has delegated authority to approve:

1. Business cases for revenue or capital expenditure of £500,000 and above (paragraph 4.8);
2. All requests to go out to tender for contracts of £500,000 or above, or where there is a particular public interest (paragraph 4.13).

5.3 Paragraph 7.23 of the Scheme provides that the Director of Strategic Procurement has consent for the approval of the award of all contracts, with the exception of those called in through the agreed call in procedure. Paragraph 4.14 of the Scheme provides the DMPC reserves the right to call in any MPS proposal to award a contract for £500,000 or above.

## **6. Equality Comments**

6.1 More detailed information is contained in the restricted section of the report. In summary, as this is an extension of an existing service this adds value to all aspects relating to equality and diversity as it will improve our service to victims across investigation. Further, it will significantly improve our service to victims of violence, not least, violence against women and girls which is a priority for the MPS and nationally.

6.2 The Metropolitan Police Service has completed the requirement under their Public Sector Equality Duty and as part of the Equality Act 2010. The future implementation of the new Medical SFR portal has been assessed for impact, both internally and externally and positive and negative, on persons belonging to a 'protected characteristic'. Where appropriate, negative impact has been assessed, reviewed and plans (both pre-existing and new) have been introduced to this assessment to provide mitigation to the impact, perceived and real. Records of the consultation and associated responses have been recorded on Form 6119A. The Inclusion, Diversity and Equality (IDE) Strand, part of AC Professionalism HQ have also been consulted and have reviewed the EIA and consider the assessment to be procedurally correct, therefore passing quality assurance.

6.3 SFR Medical are a unique SME (small and medium sized enterprise) organisation offering a bespoke service to all national police areas in England and Wales to enhance the service police provide to victims of violent crime. This supports the Anchor Institution Charter in its objective that post pandemic we can all live and work in greener, cleaner, healthier and safer communities, that our society can be fairer – with a stronger safety net, more engaged communities and more value placed on the things we care most about.

6.4 The founder of SFR Medical is an NHS key worker who recognises the pressure put on health and emergency workers and the impact of this on the criminal justice service

during and post pandemic, offering a way to narrow social, economic and health inequalities by offering an improved service to all customers and all victims of violent crime.

## **7. Privacy Comments**

- 7.1 The MPS is subject to the requirements and conditions placed on it as a 'State' body to comply with the European Convention of Human Rights and the Data Protection Act (DPA) 2018. Both legislative requirements place an obligation on the MPS to process personal data fairly and lawfully in order to safeguard the rights and freedoms of individuals.
- 7.2 Under Article 35 of the General Data Protection Regulation (GDPR) and Section 57 of the DPA 2018, Data Protection Impact Assessments (DPIA) become mandatory for organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects.
- 7.3 The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the project meets its compliance requirements.
- 7.4 A DPIA has been completed for this project. The project will ensure a privacy by design approach, which will allow the MPS to find and fix problems at the early stages of any project, ensuring compliance with GDPR. DPIAs support the accountability principle, as they will ensure the MPS complies with the requirements of GDPR and they demonstrate that appropriate measures have been taken to ensure compliance.

## **8. Real Estate Implications**

- 8.1 There are no real estate implications to introducing this digital solution to collecting NHS medical evidence to assist in judicial proceedings.

## **9. Environmental Implications**

- 9.1 There will be a positive impact on the environment due to officers no longer needing to use public transport or MPS vehicles to regularly convey themselves to the various NHS Trust locations to collect physical evidence in person.

## **10. Background/supporting papers**

- 10.1 No further papers or appendixes of note.

Report author: Detective Chief Inspector Liz Differ 07833405379 / Detective Inspector Beverley Williams

**Part 2 – This section refers to the details of the Part 2 business case which is NOT SUITABLE for MOPAC Publication.**

The Government Security Classification marking for Part 2 is:

## OFFICIAL-SENSITIVE [COMMERCIAL]

Part 2 of Streamlined Forensic Reporting (SFR) – Medical Evidence in Judicial Proceedings is exempt from publication for the following reasons:

- Exempt under Article 2(2) (a) of the Elected Local Policing Bodies (Specified Information) Order 2011 (Data Protection Section 43 – Commercial Interests).
- The relevant sections under the FOIA that would exempt this information from disclosure, for example:
  - **Commercial Interest Section 43**

The paper will cease to be exempt upon the sixth anniversary of the expiry of the contract.