

## DMPC Decision – PCD 491

**Title: Approval for the award of contract for provision of research requirements for MOPAC and the MPS**

### Executive Summary:

For more than 10 years MOPAC and the MPS have benefitted from surveying Londoners' on their perceptions and user satisfaction. This decision gives better value for this contract whilst keeping a continuous set of data for the benefit of the public.

MOPAC are seeking approval to award a contract of up to £3.186m to Opinion Research Services for the provision of research requirements for MOPAC and the MPS for a period of three financial years with an option to extend for a further twelve months if required. The research contract will facilitate the delivery of core Police and Crime Plan objectives, for example by providing a robust evidence base for improving public perceptions and victim satisfaction. The contract will cover:

- User Satisfaction Survey (USS)
- Public Attitude Survey (PAS)
- Court Satisfaction Survey (CSS)
- Online Survey Portal
- MPS Tracking Research
- Other ad-hoc qualitative research

Utilising the services of an external company enables MOPAC and the MPS to achieve a fully independent assessment of Londoners' opinions and experiences in relation to policing and crime, enabling both organisations to harness Londoners' voices and support MOPACs oversight of the MPS.

The contract value will be covered from MOPAC budget with an additional annual contribution from MPS budgets.

### Recommendation:

The Deputy Mayor for Policing and Crime is recommended to:

1. Approve the award and entry into a contract with Opinion Research Services for the provision of research services for MOPAC and the MPS:
  - a. for a period of 3 years, with the option to extend for a further 12 months if required; and
  - b. For a total value across 4 years of up to £3.186m.
  - c. Delegate authority for contract signature to MOPAC Chief Executive.
2. Approve the specific MOPAC contribution to this expenditure of up to £ 3.04m.

### 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**

*Spence Under*

**Date**

*6/2/19.*

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

### 1. Introduction and background

- 1.1 This paper concerns the contract for the provision of research services for Mayor's Office for Policing and Crime (MOPAC) and the Metropolitan Police Service (MPS). The current research contract expires in March 2019 and therefore a procurement process has been run for the new contract.
- 1.2 The research contract will facilitate core Police and Crime Plan objectives by providing a robust evidence base for improving public perceptions of policing and crime and victim satisfaction. Utilising the services of an external company enables MOPAC and MPS to achieve a fully independent assessment of Londoners' opinions and experiences of policing and crime, enabling both organisations to harness Londoners' voice and support MOPACs oversight of the MPS. It will provide robust measures of public opinion enabling MOPAC and MPS to deliver a service aligned to public need.
- 1.3 Specifically, the research projects covered by the contract include:
  - User Satisfaction Survey (USS)
  - Public Attitude Survey (PAS)
  - Court Satisfaction Survey (CSS)
  - Online Survey Portal
  - MPS Tracking Research
  - Other ad-hoc qualitative research
- 1.4 A mini competition was carried out from the Crown Commercial Services Research Marketplace (RM6018) framework agreement (the "**Framework Agreement**") during July/August 2018 by the GLA central procurement team.
- 1.5 MOPAC is an eligible body under the RM6018 Framework and the further competition process was undertaken in compliance with the Framework terms. The governance of this procurement process was managed by the GLA central procurement team. This was to enable consistency of procurement approaches across all functional bodies, value for money and the possibility of collaboration on joint research projects, should the need arise in the future
- 1.6 Based on the outcome of the technical and commercial evaluation, Opinion Research Services has been selected as the preferred supplier.

## **2. Issues for consideration**

- 2.1 This paper seeks the authority to award the contract of up to £3.186m for research services to Opinion Research Services (ORS) for a period of three financial years, with the option to extend for a further twelve months if required. The contract start date will be 1st April 2019.
- 2.2 Approval to enter the procurement process was awarded in June 2018 (PCD 378). This approved the commencement of procurement action by way of a mini competition under the Framework Agreement for a call-off contract with an initial period of three years plus a one-year extension for MPS and MOPAC research provision, with a total contract value of up to £3.186m over 4 financial years.
- 2.3 Approval is also sought to delegate authority for contract signature to MOPAC Chief Executive.

## **3. Core elements of the work**

### **Public Attitude Survey (PAS)**

- 3.1 The PAS is at the heart of the global debate about legitimacy and policing and is crucial in providing direction for MOPAC and MPS to improve public perceptions of policing. Over 12,000 Londoners are interviewed face to face each year about their experiences and attitudes towards policing. Interviews take place throughout the year and are distributed evenly across all London boroughs.
- 3.2 The PAS is included in this research contract to capture learning and understanding of residents across London in relation to policing and crime. Public perceptions, including public confidence, is a priority for MOPAC and the MPS and PAS data is routinely used and discussed at strategic boards. The survey provides key performance indicators across the MPS, including for neighbourhood policing. It gives Londoners a voice capturing a wide range of information around public perceptions of the police, crime and public safety issues in their communities. This is a key tool that is used to measure the impact of a range of policing initiatives and to understand how best to tailor service delivery that best meets the needs of Londoners. The PAS supplements the national Crime Survey for England and Wales. By achieving a greater sample size than that of the national survey for London, it provides data at a borough level. The survey enables us provides key performance indicators across the MPS, including in relation neighbourhood policing.

### **User Satisfaction Survey (USS)**

- 3.3 The USS is conducted via a telephone interview asking approximately 13,000 victims each year about their contact, the response they got and how they were treated by police. Victims of domestic burglary, violent Crime, robbery, vehicle and racially motivated hate Crime are interviewed 6-12 weeks after the report of their incident.

- 3.4 The Police and Crime Plan sets out a clear aim to improve levels of victim satisfaction across all of London's communities. Historically the Home Office mandated all police forces in England and Wales to complete a USS with victims of certain crime types including domestic burglary, violence, robbery, vehicle and racially motivated hate crime. Whilst the mandate has been removed, victim satisfaction is a key priority for both MOPAC and MPS and as a result we have continued to measure and track victim satisfaction in the MPS. This enables the Deputy Mayor to hold the Commissioner of the Metropolitan Police to account for performance across London.
- 3.5 In addition, MOPAC and MPS are continually striving to improve the service it provides to victims and understanding performance in this area is key. The USS aims to highlight areas where service provision could be improved. This both enables each Borough and Basic Command Unit (BCU) and MOPAC through its role in commissioning victim services to improve services offered to victims of crime.

### **Online Survey Portal**

- 3.6 The provision of an online survey platform providing MOPAC and the MPS with the ability to run bespoke, timely online surveys of service users, partners and stakeholders. This vital tool allows us to seek views for strategy development and hearing from our communities in areas not covered by the main surveys.

### **Court Satisfaction Survey (CSS)**

- 3.7 Whilst MOPAC has a good evidence base around public perceptions of policing and crime and victim satisfaction in London, no such regular robust evidence base exists for the performance of other parts of the Criminal Justice Service, particularly the Courts. This means it is hard for agencies such as the police, CPS and HM Courts and Tribunals Service to focus on activity to improve satisfaction of victims and witnesses, and consequently services. MOPAC has made a commitment to improve victim satisfaction with the services received through the courts. This will be measured by the inclusion of an innovative new survey – the Court Satisfaction Survey – in this contract to provide well needed insight into victim satisfaction in the CJS.

### **MPS Tracking Research**

- 3.8 Provision of tracking market research in support of MPS Directorate of Media and Communications (DMC) public campaigns. To fulfil its requirements to support best value objectives and to improve future performance, the DMC evaluates its marketing/publicity activities working to the Government Communications Service (GCS) Framework. Market research among Londoners fits within this framework- by tracking the effectiveness of MPS marketing communication. This would also include examining if a campaign has contributed to organisational goals.

#### 4. Financial Comments

- 4.1 The total contract value is up to £3.186m over 4 years (3-year contract commencing from April 2019 including an option to extend for a further twelve months). The MOPAC costs will be met within existing MOPAC budgets (up to an expenditure of £3.04m across the entire contract) with a small contribution from MPS to cover the MPS tracking research set out in section 3.8.
- 4.2 PCD 378 had previously approved the contract spend between MOPAC and MPS as per the table below. This also includes the revised spend profile;

	PCD 378 Approved Spend (per year)	Revised Spend Profile (per year)	Variance (per year)
MOPAC	£650,000	£759,018	£109,018
MPS	£100,000	£37,500	(£62,500)
Total Spend p.a	£750,000	£796,518	£46,518

- MOPAC spend: The additional revenue budget requirement of £109k revenue has been identified within MOPAC budgets as part of the 2019/20 medium term financial planning process.
- MPS spend: This breakdown of the original annual cost contained costings for one MPS tracking research per year. However, the MPS DMC anticipate conducting 3-4 research campaigns per year. The MPS DMC have allocated a maximum budget of £150,000 for the life of the contract (£37,500 pa. over 4 years). For the MPS portion of the contract spend, the MPS will pay the supplier directly.

#### 5. Legal Comments

- 5.1 This report is submitted to Deputy Mayor for Policing and Crime (DMPC) for approval in accordance with paragraph 4.15 of the MOPAC Scheme of Delegation and Consent that provides the DMPC has delegated authority to award MOPAC Contracts with a total value of £500k and above.
- 5.2 MOPAC's general functions are set out in the Police Reform and Social Responsibility Act 2011 (the 2011 Act). Section 3(6) of the 2011 Act provides that MOPAC must "secure the maintenance of the metropolitan police force and secure that the metropolitan police force is efficient and effective." This is a broad power and the commissioning of research services to review public perception and victim satisfaction would enable the efficiency and effectiveness of the police service. Under Schedule 3, paragraph 7 MOPAC has wide incidental powers to "do anything which is calculated to facilitate, or is conducive or incidental to, the exercise of the functions of the Office." Paragraph 7(2) (a) provides that this includes entering into contracts and other agreements.
- 5.3 Section 143 (1) (b) of the Anti-Social Behaviour Crime and Policing Act 2014 provides a power for MOPAC, as a local policing body, to provide or commission services "intended by the local policing body to help victims or witnesses of, or other persons affected by,

offences and anti-social behaviour.” The provision of the research services would also be consistent with this power.

5.4 Under MOPAC’s Scheme of Delegation, Section 4.15, the award of contracts of a total value of £500,000 is reserved to the Deputy Mayor for Policing and Crime.

5.5 In taking the decisions requested, MOPAC must have due regard to the Public Sector Equality Duty; namely the need to eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010, and to advance equality of opportunity and foster good relations between persons who share a relevant protected characteristic (race, disability, gender, age, sexual orientation, religion or belief, pregnancy and maternity and gender reassignment) and persons who do not share it (section 149 of the Equality Act 2010). To this end, the Deputy Mayor for Policing and Crime should have particular regard to section 8 (below) of this report.

5.6 Officers have indicated in paragraph 1.5 of this report that the:

- framework under which the services were “called-off” can be used by MOPAC by virtue of its procurement by Crown Commercial Services in accordance with relevant procurement law; and
- the services required have been procured fully in accordance with the requirements of that framework.

5.7 Officers must ensure the Financial Regulations and Contract Regulations are complied with and that an appropriate contract is put in place between and executed by MOPAC and Opinion Research Services before any further commitment to fund is made.

## **6. Commercial Issues**

6.1 The governance of this procurement process was managed by the GLA central procurement team. This received DMPC approval in June 2018 (ref: PCD 378). This was to enable consistency of procurement approaches across all functional bodies, value for money and the possibility of collaboration on joint research projects, should the need arise in the future.

6.2 A mini competition was carried out from the Crown Commercial Services Research Marketplace (RM6018) framework agreement. This framework is a Dynamic Purchasing System. Tender submissions were evaluated and moderated by MOPAC, MPS and the GLA procurement team. The invitation to tender was sent out on 4th July 2018 with submission deadline fixed for 25th July 2018. 62 suppliers were invited to tender, two bids were received in total.

6.3 The procurement exercise took account of the GLA Responsible Procurement Policy by assessing ethical sourcing in the tender submissions. ORS confirmed in their submission they will pay the London Living Wage to interviewers based in London.

## **7. GDPR/Data Privacy**

- 7.1 For this decision to award the contract there are no privacy issues. Therefore, no Data Protection Impact Assessment is required for the contract award. However, the content of the contract will have privacy issues.
- 7.2 Data protection is an important part of this contract. A full Data Protection Impact Assessment will be completed for all projects which fall under the research contract as and when they occur. This is to ensure that all delivery is fully compliant within the requirements of the GDPR and to protect the information of data subjects.
- 7.3 MOPAC is the data controller for MOPAC research; MPS is the data controller for MPS research; ORS is the data processor. MOPAC and MPS will put their own data processing agreement in place as a schedule in the contract to be used in relation to each of the projects commissioned (depending on which organisation is commissioning the research). Robust GDPR clauses will be included in the contract. The designated Data Protection Officer for MOPAC and MPS will sign off DPIAs for their respective research commissioned under this contract.

## **8. Equality Comments**

- 8.1 Section 149(1) of the Equality Act 2010 provides that in the exercise of their functions, public authorities must have due regard to the need to:
- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
  - Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
  - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 8.2 The obligation in section 149(1) is placed upon the DMPC, as decision maker. Due regard must be had at the time a decision is being considered. The duty is non-delegable and must be exercised with an open mind.
- 8.3 The main outputs of the research undertaken as part of this contract, the USS and PAS, are taken from a representative sample of Londoners. Therefore, there is a positive impact on equalities as this allows for MOPAC and MPS to understand the perceptions and experiences of Londoners regardless of age, gender, ethnicity and other protected characteristics.

## **9. Background/supporting papers**

- 9.1 None.



**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? YES

If yes, for what reason:

Until what date: January 2019

**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**

	<i>Tick to confirm statement (✓)</i>
<b>Financial Advice:</b> The Strategic Finance and Resource Management Team has been consulted on this proposal.	✓
<b>Legal Advice:</b> The MPS and TfL legal teams has been consulted on the proposal.	✓
<b>Equalities Advice:</b> Equality and diversity issues are covered in the body of the report. The Workforce Development Officer has been consulted on the equalities and diversity issues within this report.	✓
<b>Commercial Issues</b> The Contract Management Team has been consulted on the commercial issues within this report. The proposal is in keeping with the GLA Group Responsible Procurement Policy.	✓
<b>GDPR/Data Privacy</b> <ul style="list-style-type: none"> <li>GDPR compliance issues are covered in the body of the report and the GDPR Project Manager has been consulted on the GDPR issues within this report.</li> <li>A DPIA is not required.</li> </ul>	✓
<b>Director/Head of Service:</b> The Director of Insight and Strategic Partnerships has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.	✓

**OFFICER APPROVAL****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**

R. Lawrence

**Date**

6/2/19

