

REQUEST FOR DMPC DECISION – DMPCD 2015 76**Title: Victim Service Re-design contract award****Executive Summary:**

Following a competitive procurement process, it is recommended that a contract is awarded to Impower Consulting Ltd to undertake the Victim Service Re-design work agreed in DMPCD 2014 110 (paragraph 5.1) and further referenced in DMPCD 2015 46 (paragraph 2.8). The contract will be funded by monies from the Victims' budget devolved from the Ministry of Justice.

Recommendation:

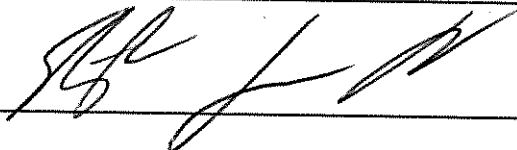
That the DMPC approves

- the award of, entry into and execution of a contract with Impower Consulting (with a value of £149,600) for the provision of consultancy services required to deliver the Victim Service Re-design project.

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** 02/07/2015

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

Decision required – supporting report

1. Introduction and background

- 1.1 MOPAC assumed responsibility for commissioning victims' services in London from 1st October 2014 and funding has transferred from the Ministry of Justice (MoJ) for this purpose in the form of the Victims Grant, which allocated annually.
- 1.2 Further to DMPC Decisions 2014 110 and 2015 46, which set out MOPAC's commissioning approach and gave authority to commission work to re-design support services for victims of crime as they progress through the CJS, this decision seeks approval to award the contract for the delivery of that work to IMPOWER Consulting Ltd.
- 1.3 MOPAC's strategic ambition, which has been endorsed by the Mayor's London Crime Reduction Board¹ as a key priority, is to drive a 'whole system' approach to supporting victims of crime to cope and recover, protecting vulnerable victims; reducing repeat victimisation; and driving victim satisfaction and confidence in the criminal justice system. MOPAC is working with victims and across agencies to develop over time a co-ordinated, cohesive approach to supporting victims in London – Integrated Victims' Services (IVS).
- 1.4 MOPAC's aim is to drive improvements for victims of crime by instigating and implementing much needed reform across the CJS, including an overhaul of the services provided to victims of crime and the systems that provide the vehicle for that service. This will be a collaborative effort with partner agencies: the Metropolitan Police Service (MPS), the Crown Prosecution Service (CPS), Her Majesty's Courts and Tribunals Service (HMCTS), the London Community Rehabilitation Company (CRC), the National Probation Service in London (NPS), as well as VCSE providers, practitioners, victims of crime and the wider public.
- 1.5 In 2014 MOPAC commissioned an Independent Review of Victims' Services in London², overseen by the Victims' Commissioner for England and Wales, Baroness Newlove. This work responds to specific recommendations from the Review, particularly the recommendation to conduct detailed mapping of victim journey and support pathways, in order to understand why so few victims embark on a 'victim journey' through the CJS. Other relevant recommendations are:
- Ensure that the provision of core support and specialist services is underpinned by clear referral protocols;
 - The commissioning strategy should recognise the need for a personalised, victim-centred approach;
 - Develop fully integrated and individualised support which links to local services and community organisations;
 - Help improve VCS and criminal justice staff awareness of, and responsiveness to, the diverse range of victims' needs;
 - Develop a framework that enables victim satisfaction and confidence to be understood, measured and monitored across all parts of the CJS;
 - Improve the way that victim data is recorded and shared across the CJS;
 - Introduce reforms to further improve the effectiveness of the CJS to respond to victims' needs, thereby increasing the confidence and engagement of victims in the longer-term.

¹ <https://www.london.gov.uk/priorities/policing-crime/transparency/london-crime-reduction-board>

² <http://www.london.gov.uk/sites/default/files/Review%20of%20victim%20services%20in%20London.pdf>

- 1.6 MOPAC issued a call to tender through the MPS's Bluelight portal, offering a contract up to maximum value of £150,000 for a 6-month project to support MOPAC and wider criminal justice system (CJS) agencies operating in London to develop an ambitious end to end 'whole system' approach to improving the victim experience and services to victims of crime.
- 1.7 This will ultimately transform the approach and model for working with victims of crime in London so that it is person-centred, both within the CJS and in support services. MOPAC is commissioning this work in partnership with CJS agencies in London. . The key deliverables for this piece of work will include a mapping exercise that describes the current landscape of provision, an options appraisal for the future delivery of the IVS model, and a detailed business case for change. The proposed new model should:
- Drive a victim-centred and integrated CJS aimed at achieving swift and sure justice together with support to help victims cope and recover and prevent re-victimisation;
 - Improve the experience of victims and witnesses through the CJS;
 - Create new accessible pathways into support for these victims, and
 - Be affordable, cost effective and eliminate current cross agency inefficiencies
- 1.8 MOPAC assembled a multi-agency evaluation panel to assess the three bids that were received. This panel included representation from MOPAC, the MPS and HMCTS. The panel scored and moderated the bids and selected the bid from Impower Consulting Ltd as their preferred contractor to take this work forward.

2. Financial Comments

- 3.1 The cost to MOPAC of this proposal is £149,600 in 2015/16 and will be funded from the MOPAC victims' budget.
- 3.2 This will be paid on delivery of each of the products outlined in the contract to ensure timely delivery and protect the investment.

4. Legal Comments

- 4.1 MOPAC's general powers 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 service and secure that the metropolitan police service is efficient and effective." 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.
- 4.2 Section 143 (1) (b) of the Anti-Social Behaviour Crime and Policing Act 2014 provides an express 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." Section 143(3) specifically allows MOPAC to make grants in connection with such arrangements and any grant may be made subject to any conditions that MOPAC thinks appropriate.
- 4.3 The powers in section 143 were given to MOPAC following the Government's response to the consultation *Getting it Right for Victims and Witnesses* (2 July 2012) in which it set out a package

of reforms to the way in which support services for victims of crime are to be provided. Section 143 creates a clear statutory basis for the proposals set out in this decision form, namely to award a contract to iMPower Consulting Ltd to conduct work to re-design the way in which victims and witnesses are supported through the criminal justice system as set out above.

4.4 Under MOPAC's Scheme of Delegation, approval of the strategy for the award of individual grants and the award of all individual grants (for crime reduction or other purposes) is a matter generally reserved to the DMPC (paragraph 5.6). The release of funding in accordance with the proposals set out in this decision form is accordingly to be approved by the DMPC. The delegation of responsibility for the finalisation of planning and contractual/grant arrangements, including relevant terms and the signing of agreements, to the Chief Operating Officer is in accordance with the general power of delegation in paragraph 1.7.

4.5 MOPAC must, in exercising its functions, have regard to its Police and Crime Plan 2013-16 which provides that victim satisfaction has a significant impact on confidence in the police and criminal justice system. It also provides that high quality victim support should be at the core of service provision, and in order to ensure this, MOPAC has committed to commissioning this work.

5 Equality Comments

5.1 MOPAC is required to comply with the public sector equality duty set out in section 149(1) of the Equality Act 2010. This requires MOPAC to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations by reference to people with protected characteristics. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

5.2 As highlighted through the independent review of victims' services commissioned by MOPAC and through analysis of police crime data, there are some communities that are over-represented amongst victimisation data and/or who fall within the scope of the EU Directive, i.e. victims of more serious crimes, vulnerable victims, particularly those whose circumstances make it difficult for them to access support, and repeat or persistently targeted victims, who must receive a prioritised service. In addition, the analysis indicates that those living in more deprived neighbourhoods are more likely to be targeted.

5.3 The service re-design work that will be delivered through this contract will explore and identify the ways to address the different needs of victims who are progressing through the criminal justice system in line with the EU Directive on Victims of Crime and MOPAC's targeted approach to the provision of victims' services. In doing so, our commissioning approach will support vulnerable and repeat victims, and particular sections of the community who are over-represented amongst victims of crime.

6. Background/supporting papers

N/A

Public access to information

Information in this form is subject to the Freedom of Information Act 2000 (FOIA) and other legislation. Part 1 of this form will be made available on the MOPAC website within 1 working day of approval. Any facts/advice/recommendations that should not be made automatically available on request should not be included in Part 1 but instead on the separate Part 2 form. Deferment is only applicable where release before that date would compromise the implementation of the decision being approved.

Is the publication of **this** form to be deferred? NO

If yes, for what reason:

Until what date (if known):

Is there a **part 2** form –NO

If yes, for what reason:

ORIGINATING OFFICER DECLARATION:

		<i>Tick to confirm statement (✓)</i>
Head of Unit: Natasha Plummer has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.		✓
Legal Advice: Procurement advice has been followed throughout the process. Further legal advice is not required.		✓
Financial Advice: The Head of Strategic Finance and Resource Management has been consulted on this proposal.		✓
Equalities Advice: Equality and diversity issues are covered in the body of the report. AND/OR The Workforce Development Officer has been consulted on the equalities and diversity issues within this report.		✓

OFFICER APPROVAL**Chief Operating 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

02/07/2015

