

**POLICE & CRIME  
COMMISSIONER FOR  
LEICESTERSHIRE  
POLICE AND CRIME PANEL**

Report of	<b>POLICE AND CRIME COMMISSIONER</b>
Date	<b>MONDAY 26<sup>th</sup> JULY 2017</b>
Subject	<b>VICTIM FIRST UPDATE</b>
Author	<b>SIMON DOWN, COMMISSIONING MANAGER</b>

**Purpose of Report**

1. This report provides an update to Panel on the progress of the future of Victim First Service delivery since the last report to the Panel on 22<sup>nd</sup> May 2017.

**Recommendations**

2. The Panel are recommended to note the contents of the report.

**Background**

3. The PCC in Leicester, Leicestershire and Rutland (LLR) has delivered the majority of support services for victims and witnesses at a local level since October 2015.
4. Following a formal procurement process, Catch 22 were the successful bidder to deliver the bespoke "Victim First" Model for LLR. The current contract with Catch 22 has been given a 6 month extension and now expires on 31<sup>st</sup> March 2018.
5. The PCC has made a decision to continue with the provision of "Victim First" delivered by an outsourced provider identified through the OPCC commissioning process. This paper sets out the broad process that will be taken to recommission Victim First and associated services.

**Executive Summary**

6. Table 1 over the page sets out, at a high level, the work required to ensure continued delivery of important victim support services from April 2018.

Table 1

Current contract	Specification/model	Procurement	Implement new service provision
Victim First	This is a significant undertaking and, whilst we will make use of learning, the level of change expected means that a new specification will be required. This will also need to set out the overall model and define what the IT/ Estates offer is to the market.	This will need to be via a competitive tender process	This will include a significant amount of work, Force side and by the OPCC as Force side processes are adjusted, Information governance is established and IT/Estates logistics are undertaken
Target Hardening	This service is working well in conjunction with both VF and UAVA. As such, the specification only requires minor adjustments	This will need to be via a competitive tender process	This will require engagement with the successful bidder but will not require significant Force side involvement
Mental Health provision in VF	This service is working well but we will need to consider whether this expands to any wider vulnerabilities and compare with other similar services elsewhere	This is likely to be a single source dispensation as Leicester Partnership Trust are uniquely placed to deliver	This will require engagement with the provider but will not require significant Force side involvement

### Recommissioning approach

7. The work will be undertaken as a project with a project manager within the OPCC overseeing the various work packages as set out in table 2 below.

Table 2

Work Package	Detail	Delivery date
Designing the commissioned VF service (specification /contract/ performance management)	This work package will produce a new specification and contract which will be based upon the learning from the existing service, engagement already undertaken with stakeholders /victims/residents, visits to other services, peer review etc. It will clearly set out the requirements of the new service provider.	22 <sup>nd</sup> Sept 2017
Establishing the Estates and IT offer to bidders	This work package will consider whether Mansfield House remains the most appropriate location for Victim First or whether other accommodation and/or a more agile approach would be appropriate. It will set out the estates and IT offer to bidders.	22 <sup>nd</sup> Sept 2017
Establishing a Case Management System	This work package will consider whether or not a bespoke case management system is required for Victim First and will support the implementation and ensure interoperability between other Force systems.	High level for feed into specification 22 <sup>nd</sup> Sept 2017, Detail 2 <sup>nd</sup> Jan 2018

Re-designing police processes regarding victim engagement and onward referral to VF	This work package will consider how front line processes within the Force can be adjusted so that more victims are referred through to Victim First and are able to be supported.	High level 22 <sup>nd</sup> Sept 2017 to feed into specification, Detail 2 <sup>nd</sup> Jan 2018
Information Governance	This work package will ensure that victims information is appropriately, securely and lawfully shared with the new provider so that they are able to support victims of crime that are referred through to them.	Ongoing into delivery (Apr 2018)
Communications/ stakeholder engagement	This work package will ensure that partners, stakeholders and victims are fully aware and brought into the new Victim First service	Ongoing into delivery (Apr 2018)
Equality Impact Assessment	This work package will ensure that the positive equalities impact of the new service is maximised and that no groups are negatively impacted upon by it.	Ongoing into delivery (1 <sup>st</sup> Apr 2018)
Procurement of the VF service	This work package will ensure that a strong procurement approach is taken. This will include full TUPE considerations.	1 <sup>st</sup> April 2018
Mental Health provision in VF	This work package will recommission the Mental Health provision in VF. This is an existing contract that will be relatively simple to re-commission and so can be treated as an individual work package.	1 <sup>st</sup> April 2018
Target Hardening service re-commissioning	This work package will recommission the Target Hardening service. This is an existing contract that will be relatively simple to re-commission and so can be treated as an individual work package.	TBC

8. Continued partnership/stakeholder and victim input will be ensured through the Victims and Witnesses Partnership Assurance Group (a subgroup of the Strategic Partnership Board) equality scrutiny groups and wider victim engagement.

### **Overall timescales**

9. Working backwards from service delivery date, the key dates are broadly as follows:

- 1<sup>st</sup> April 2018 – Delivery of services and new police processes commence
- 2<sup>nd</sup> January – 31<sup>st</sup> March – Provider commences implementation and TUPE processes are undertaken (involves both outgoing and incoming provider with statutory timescales).
- 2<sup>nd</sup> January 2018 – Award contracts/start to train police officers in new processes
- 10<sup>th</sup> November – 31<sup>st</sup> December 2017 – Evaluation of bids, interviews with bidders, decision re. successful bidder and 10 day “standstill period”
- 10<sup>th</sup> November 2017 – Bidders application deadline
- 2<sup>nd</sup> October 2017 – Issue tenders to the market via the Bluelight e-procurement platform
- 22<sup>nd</sup> September 2017 – Specifications and associated documents signed off by Project Board

10. A further paper will be tabled at the next Panel detailing the service being procured.

**Implications**

Financial:	None.
Legal:	None.
Equality Impact Assessment:	None.
Risks and Impact:	None identified.
Link to Police and Crime Plan:	This work is central to the Supporting Victims and Witness strategic theme and has linkages with the other themes.

**List of Appendices**

None.

**Background Papers**

None.

**Persons to Contact**

Mr Simon Down – Commissioning Manager

Tel: 0116 229 8704, email: [simon.down@leics.pcc.pnn.gov.uk](mailto:simon.down@leics.pcc.pnn.gov.uk)

Mr Sam Watson - Programme Manager

Tel: 0116 229 4418, email: [samuel.watson@leics.pcc.pnn.gov.uk](mailto:samuel.watson@leics.pcc.pnn.gov.uk)