

**OFFICE OF THE POLICE AND CRIME COMMISSIONER
FOR HUMBERSIDE
DECISION RECORD**

Decision Record Number: **12/2023**

Title: Internal Staff Therapy Service

Executive Summary:

Over 14 million direct working days are lost each year because of stress, anxiety, low mood, and other psychological difficulties. Psychological factors are also associated with lower immune response (leading to illness) and muscular skeletal problems, which are also common reasons for sickness absence. Even when in work, any employee experiencing stress, anxiety or low mood will be unlikely to perform in a way that is required. Employee burnout is debilitating, it steals enjoyment, energy, passion, and productivity.

By providing a private, safe, trusting space for staff to address stress, emotional issues, and other external factors in their lives, impacting on their ability to perform duties/tasks in the workplace, will have significant benefits to the organisation. Investment in staff wellbeing can improve performance and job satisfaction, which can lead to reduced staff turnover. It can also help to reduce absence, both short and long term, increase productivity, and promote staff engagement.

Time to Listen have provided a therapeutic service to staff working for the Office of the Police and Crime Commissioner (OPCC) since May 2022. The agreement ends on the 31 March 2023.

Feedback has informed the OPCC that a service is required. To ensure transparency a tender opportunity has been advertised via a request for quotes (RFQ) process.

Following the scoring of the submissions received this decision record seeks to appoint Fortis Therapy on a two-year contract to deliver a therapy service to staff working for the OPCC. The contract will be from the 01 April 2023 to the 31 March 2025.

Decision:

To approve Fortis Therapy as the approved provider to offer therapeutic intervention to staff working for the Office of the Police and Crime Commissioner.

Background Report: [Open](#)

Police and Crime Commissioner for Humberside

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 my code of conduct.

Any such interests are recorded below.

The above decision has my approval.

Signature



Date 16/03/2023

POLICE AND CRIME COMMISSIONER

FOR HUMBERSIDE

SUBMISSION FOR: DECISION

OPEN

Title: Internal Staff Therapy Service

Date: 09 March 2023

1. Executive Summary

Over 14 million direct working days are lost each year because of stress, anxiety, low mood, and other psychological difficulties. Psychological factors are also associated with lower immune response (leading to illness) and muscular skeletal problems, which are also common reasons for sickness absence. Even when in work, any employee experiencing stress, anxiety or low mood will be unlikely to perform in a way that is required. Employee burnout is debilitating, it steals enjoyment, energy, passion, and productivity.

By providing a private, safe, trusting space for staff to address stress, emotional issues, and other external factors in their lives, impacting on their ability to perform duties/tasks in the workplace, will have significant benefits to the organisation. Investment in staff wellbeing can improve performance and job satisfaction, which can lead to reduced staff turnover. It can also help to reduce absence, both short and long term, increase productivity, and promote staff engagement.

Feedback has informed the OPCC that a service is required. To ensure transparency a tender opportunity has been advertised via a request for quotes (RFQ) process.

2. Recommendation(s)

Fortis Therapy are awarded a 2-year contract to provide therapy to staff working for the OPCC, as per the options appraisal below.

3. Background

Time to Listen have provided a therapeutic service to the OPCC since May 2022. The agreement ends on the 31 March 2023. Feedback informs us that the therapy has been beneficial to staff that have accessed the service and should be provided longer term.

A RFQ process was followed to try and ensure at least three quotes were received. Six providers were invited to submit quotations to deliver a service from the 01 April 2023 to the 31 March 2025. The invite included the specification, contract, and questions for response.

Clarification questions asked by providers during the process were answered and shared with all six providers during the process.

Three providers, Fortis Therapy, Hull and East Yorkshire Mind and Time to Listen submitted quotations ahead of the deadline.

Two members of staff from the OPCC scored the responses based on 50% quality and 50% price. The outcome of the scoring (within the table below) shows that Fortis Therapy whilst not

the lowest hourly rate provided a quality response (on par with Time to Listen) and therefore should be awarded the contract.

	Weight		Time to Listen	Hull and EY Mind	Fortis
Cost	50%	Cost (£)	£108	£45	£75
		Weighted score	20.83	50.00	30.00
Please outline your proposed approach to delivering the contract	15%	Score	3	3	3
		Weighted score	9	9	9
Please outline your organisation's experience of delivering similar projects	10%	Score	5	1	5
		Weighted score	10	2	10
Please outline the knowledge, skills and experience of the staff who will be working on the project.	10%	Score	3	1	5
		Weighted score	6	2	10
Please describe how you adhere to Safeguarding standards and how you would report Safeguarding concerns	5%	Score	3	3	3
		Weighted score	3	3	3
Social Value	10%	Score	10	4	8
		Weighted score	20	8	16
		Total Q score / 30	24	12	24
	100	Total Score /100	69	74	78

4. Options appraisal

Option 1 - Do nothing - don't fund

There is a concern that if staff don't have access to a therapy service that levels of sickness could increase and that health and wellbeing will be affected.

Option 2 – Continue with the current provider

Whilst there have been no concerns with the current provider, it has been agreed that a RFQ process needed to be followed to ensure that governance is followed and value for money is obtained.

Option 3 – Link in with Humberside Police resources

Staff do have access to wellbeing resources and the employee assistance programme. However, there is a concern that the availability of the service and the expertise in trauma related therapy are not always available.

Option 4 – (Preferred option) Award a 2-year contract to the most economically advantageous tender (MEAT).

Following a RFQ process Fortis Therapy have scored highest and should be awarded a 2-year contract. Should RFQs of a similar nature be considered for the future the quality/price ratio may need to be adjusted to increase the quality score percentage.

5. Financial Implications

Following the RFQ process there is value for money to be obtained by awarding the contract to Fortis Therapy. The current provider (Time to Listen) charges £108.50 per session. The new provider cost is £75.00 per session. Over the length of the contract the maximum amount paid (based on 30 staff having 10 sessions each) is £45,000.

It is understood that some staff are currently accessing the current service (Time to Listen), and this should continue until the sessions have reached a natural end.

6. Legal Implications

None identified, providers that were unsuccessful in their application could challenge the award however there is evidence that a transparent process was followed.

7. Driver for Change/Contribution to Delivery of the Police and Crime Plan

This Wellbeing measure contributes to the outcome:

Workplaces that are diverse, inclusive, and seen as 'Employer of Choice'

Employers of choice focus on the benefits that matter and bring measurable value to the employees they wish to attract. In the simplest terms, an employer of choice is a company that candidates, by and large, want to work for. Some of the defining characteristics of employers of choice are strong leadership, competitive pay, engaged workers, meaningful work, and an inclusive, values led organisational culture.

8. Equalities Implications

This wellbeing measure identifies that all of us need help with our mental health from time to time and aims to have a positive impact on overall physical and mental wellbeing.

9. Consultation

Consultation has been carried out with the leadership and wider staff team who are supportive and understand the need for a therapeutic service.

In addition, advice was sought from Procurement regarding contract documentation. The Data Protection Officer was consulted to ensure the terms and conditions relating to data protection are correct.

10. Media information

Information regarding access to the service should be shared internally. Any publicity / promotion from the provider is to be approved with the OPCC prior to publication.

11. Background documents

Tender documentation is saved on the 'P' drive, including specification, applications, and score sheets.

12. Publication

Open

13. DPIA considered

A DPIA has been considered and will be discussed further with the Data Protection Officer prior to contract sign off.

This matrix provides a simple check list for the things you need to have considered within your report. If there are no implications, please state

I have informed and sought advice from HR, Legal, Finance, OPCC officer(s) etc. prior to submitting this report for official comments	Yes
Is this report proposing an amendment to the budget?	Yes
Value for money considerations have been accounted for within the report	Yes
The report is approved by the relevant Chief Officer	Yes
I have included any procurement/commercial issues/implications within the report	Yes
I have liaised with Corporate Communications on any communications issues	No
I have completed an Equalities Impact Assessment and the outcomes are included within the report	No
I have included any equalities, diversity and or human rights implications within the report	Yes
Any Health and Safety implications are included within the report	N/A
I have included information about how this report contributes to the delivery of the Commissioner's Police and Crime Plan	Yes