

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

Decision Record Number **DR042024**

Title: **Contract Award, Humberside Victim Hub: Individuals Affected by Crime (IABC)**

**Executive Summary**

This paper outlines the commissioning and procurement exercise of the Humberside Victims' Hub Service. The paper recommends for the tender to be awarded to Victim Support, seeking to provide a single point of contact for all individuals affected by crime (IABC), in the Humber region. The service will provide initial needs assessments and access to a range of support services through defined support and care pathways, through the period 1<sup>st</sup> April 2024 – 31<sup>st</sup> March 2028 (the initial contract term).

Victim support provided a strong tender, scoring high, following an open tender exercise that concluded in December 2023. The contract will utilise £1,996,803 of the Ministry of Justice (MoJ) victim grant, over the whole life cycle of the contract.

**Decision of the PCC**

Approve the outcome to award the Victim Hub contract to the successful bidder (Victim Support), as the submission was the most economically advantageous tender received, at a total cost of £1,996,803, over the contract term, covering the period 1<sup>st</sup> April 2024 – 31<sup>st</sup> March 2028.

**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 08/02/2024**

**POLICE AND CRIME COMMISSIONER  
FOR HUMBERSIDE**

**SUBMISSION FOR: DECISION**

**OPEN**

**Title: Contract Award, Humberside Victim Hub: Individuals Affected by Crime (IABC)**

**Date: 5/2/24**

**1. Executive Summary**

This paper outlines the commissioning and procurement exercise of the Humberside Victims' Hub Service. The paper recommends for the tender to be awarded to Victim Support, seeking to provide a single point of contact for all individuals affected by crime in the Humber region.

The service will provide initial needs assessments and access to a range of support services through defined support and care pathways, through the period 1st April 2024 – 31st March 2028 (the initial contract term).

Victim support provided a strong tender, scoring high, following an open tender exercise that concluded in December 2023. The contract will utilise £1,996,803 of the Ministry of Justice (MoJ) victim grant, over the whole life cycle of the contract.

**2. Recommendation(s)**

Approve the outcome to award the Victim Hub contract to the successful bidder (Victim Support), as the submission was the most economically advantageous tender received, at a total cost of £1,996,803, over the contract term, covering the period 1<sup>st</sup> April 2024 – 31<sup>st</sup> March 2028.

**3. Background**

3.1 The current contract for Victim Support ceases in March 2024 and has previously been extended to cover up to this period.

3.2 An open Invitation to Tender was published in October 2023 for the Humberside Victim Hub (IABC). In support of this, the Procurement and Evaluation approach was approved in August 2023 and the procurement process has been completed in accordance with these agreed objectives and complied with both Contract Standing Orders and Public Procurement Regulations 2015 (PCR 2015).

3.3 A remote evaluation process was undertaken with subsequent moderation, conducted in a combined method, virtually via Microsoft teams and blended in person approach. Diane Holland, Senior Category Manager led the process. Subject matter expert evaluators being;

- Robert Cocker, Temporary Superintendent (CJU)
- Stewart Atkinson, Contracts & Commissioning Manager
- Tiffany Joannou, Contracts & Commissioning Officer
- Mike Richards, Partnership Manager

3.4 The supplier landscape for Victim Services is extremely limited, eleven suppliers expressed an interest in the tender opportunity, four suppliers requested TUPE information. At close of tender submissions only one bid was received from the incumbent supplier.

3.5 The recommended bidder scored high, and submitted a compliant bid;

- Passed all elements of the Capability and Capacity Assessment;
- Submitted a tender price that is within the specified annual affordability threshold of £2m;
- Offered an economically advantageous tender, i.e., combined percentage score for both quality and finance in line with the evaluation criteria;
- Passed due diligence checks that have been undertaken both pre and post evaluation, there are no issues to report., the Experian report indicates a Delphi score of 100%, a very low risk Company.

3.6 Summary of Evaluation:

Supplier Name(s)	Percentage Score & Necessary Comments	Share of the Contract/Framework Agreement that the successful bidder intends to sub Contract
Victim Support	83.20% total percentage score Quality = 43.20% Price = 30% Social Value =10%	0% No subcontracting.

3.7 This procurement has delivered the stated commissioning and procurement Objectives and within the bid propose to:

- Ensure that the victims accessing victim hub services across the Humber area. receive quality standard services that are commissioned to the latest good practice, standards, and guidance (in line with VCOP);
- Enable victims of crime to 'cope and recover' with the impact of the crime and to recover from the harm experienced in the shortest possible time.

- Develop the Humberside master needs assessments in collaboration with Humberside Police, to support consistency and understand vulnerability.
- Ensure the individual affected by crime receives the most appropriate service for their needs, in the most efficient way.
- Offer advice and support within the service or to offer a referral and assessment approach for victims to access specialist advice, support and assistance as well as improve their health and wellbeing and their experience of the criminal justice system.
- Ensure seamless support, across dedicated pathways and criminal justice by collaborative and mutually beneficial working.
- Provide accessible services, supporting inclusion and equity of provision, through high-quality and value for money ser, with seamless and robust access to follow-on support for victims, through collaborative partnership.
- Provide contract and performance data to ensure services and specifications are fit for purpose.
- Successful delivery against the Victim's Law and Humberside Police and Crime Plan Indicators of Performance.

#### **4. Options**

##### 1) Award contract:

This option is recommended because it allows the OPCC and the respective Partnership collaboration to proceed and bring increased value, service provision and evidence-based interventions to the Humber area. This option enables identified need to be met and obligations detailed within section 3 of this report.

##### 2) Do not award contract:

This option is not recommended:

- Does not represent any added value the PCC's Police and Crime Plan priorities as detailed within this report.
- Reputation risk to the OPCC and partnership collaboration by not meeting MoJ grant and Victims Law obligations/Police and Crime Plan Priorities and meet highly prioritised services for victims.
- Reputational risk in terms of stakeholder expectations.
- The market landscape is limited and a retender would not guarantee value for money.

**5. Financial Implications (Seek financial advice from Chief or Deputy Chief or Deputy Chief Finance Officer)**

5.1 The total funding requirement is £1,996,803 can be accommodated through the core MoJ Victims grant:

- ITT maximum budget availability £2,000,000 for the initial 4-year contract period.
- Evaluated financial submission £1996,803.00
- Cashable savings achieved £3,197.

5.2 Committed Budget MoJ grant:

	YEAR 1 - (01 April 24 - 31 March 2)	YEAR 2 - (01 April 25 - 31 March 26)	YEAR 3 - (0 1April 26- 31 March 27)	YEAR 4 - (01 April 27 - 31 March 28)
Humberside	488,134	493,733	502,842	512,094

**6. Legal Implications (Seek advice from Legal Services)**

Supported and approved by Force Regional Procurement and complied with both Contract Standing Orders and Public Procurement Regulations 2015 (PCR 2015).

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

This investment will contribute directly to aims one and two of the Police and Crime Plan through:

- **Engaged, resilient and inclusive communities:** communities are confident that they can access support, receive a proportionate, speedy, and effective outcome and sense of justice.
- **Safer Communities:** The service provides specific safety information to service users, whilst also raising awareness within the criminal justice system about the safety options and risks facing victims.
- **Effective organisations:** Liaising and advocating with a range of criminal justice system agencies, enabling the system work better for local communities. The aim is to enhance the criminal justice system and in particular the police response to all victims, working together and providing a multi-agency approach to the support, advocacy, and communication with victims.

**8. Equalities Implications (Have due regard to the Public Section Equality Duty)**

Full EIA has been completed as part of the commissioning (ITT).

**9. Consultation**

Extensive consultation has taken place to inform the specification, not least between:

- Marketplace and key stakeholder workshops throughout 2022 - 2023 supported by Hull University.
- Criminal Justice Board (and relevant subgroups).
- Community Safety Partnerships
- Safeguarding Partnerships
- Legal
- Information Governance & Compliance
- Request for Information sought from Suppliers

**10. Media information (Seek advice from Head of Communications)**

Once the standstill period is concluded and service has mobilised there will be a media briefing produced for communication and engagement manager, and partnership briefing for key stakeholders, including new website and adoption of new Individuals Affected by Crime (IABC) branding.

**11. Background documents (This will be published if open)**

Regional Procurement contract Award Summary Document

**12. Publication**

Open

**13. DPIA considered (Data Protection Officer will complete full checklist – see attached)**

Full DPIA is being progressed with full contract award.