

DECISION NOTICE

Decision author and proposer: Matt Berry – Senior Partnership Officer /
Alison Connelly – Principal

Subject/ Title:
Restructure of GM Victim Assessment and Referral Service provided by Victim Support

Type of decision:			
Deputy Mayor’s decision	x	Chief Officer’s decision	

In all cases this will need to be approved by the Director Police, Crime, Criminal Justice and Fire.

<p>The decision is that:</p> <p>To provide a contract variation of £86,270 to Victim Support as the provider of the GM Victim Assessment and Referral Service to fund a restructure of the service. This is to fund additional staff posts and training in order to meet increased demand and operating challenges.</p>
<p>The reasons for the decision are:</p> <p>Since December 2020, the GM Victim Assessment and Referral Service has seen a significant increase in the number of referrals being received. The issues and risks present within the service are:</p> <ul style="list-style-type: none"> • High volume of cases being received into the service, mainly from the Automatic Data Transfer (ADT) from GMP. Victim Support have received an increasing % of victim based crime from GMP each week as referrals into the service. • Increasing number of cases with missing information which takes away staff capacity from service delivery • Huge increase in repeats which has resulted in work around measures being put in place • Increase in backlog of cases to contact • Increase in enhanced cases • Increasing phone calls into the service • Following GM Crime Support Line impact, there has been an increase in knowledge of the service by the public which has increased calls to the general service

- Increase in some crime types such as domestic abuse being supported by Victim Support due to limited capacity with the referral agencies at a GM and district level.
- Impact on the capacity and welfare of Victim Support staff as caseloads increase in volume and complexity. The complex cases are resulting in a significant number of welfare and safeguarding referrals, including increase in suicidal ideation calls which then require staff to call 999 to report this.

The restructure of the service is designed to mitigate and meet increased demand, as well deliver a more efficient service to victims of crime requiring support in Greater Manchester.

GM Victim Assessment and Referral Service: Restructure Proposal

- One fte Operations Manager, focusing on quality and performance
- Senior IVA fte – to manage the triage IVA team
- 5 fte Triage IVAs – to support the incoming calls, triaging the cases coming in that are standard but flagged as repeats, dealing with LiveChats, contacting any standard cases that text back in for support.
- Additional training budget to support the staff with the various specialisms i.e. DA training from SafeLives and CYP training

This decision will contribute to priorities of the the Greater Manchester strategy in the following ways:

The vision for the Strategy is to make Greater Manchester one of the best places in the world ‘to grow up, get on and grow old’. A key element of delivering this vision is that every community and person in Greater Manchester feels safe and secure in their daily lives.

The Assessment and Referral Services delivered via Victim Support contributes to the delivery of the Greater Manchester Strategy. The core purpose of this service is to support individuals to help them cope and recover from being a victim of crime and to feel safe and secure in their homes and communities they live in.

Procurement comments:

In terms of the Public Contracts Regulations 2015, the proposed restructuring of the service and the additional value are acceptable. This is based on the following judgements:

- Although restructuring is taking place, the services remain sufficiently similar to the scope of the existing contract that they would not be interpreted as 'material change' for the purpose of the regulations.
- The value of the additional elements does not breach PCR Regulation 72, which governs the additional percentage which can be added to a contract's additional value.

Financial comments:

The funding of £86,270 will be sourced via the following:

- Funding via MOJ DA/SV Uplift: £14,237
- Contribution from SAAS budget: £65,000
- Contribution from GMCA Victims Budget: £7,033

Contract Management meetings with Victim Support are already in place with thorough data reporting requirements.

Legal comments:

GMCA Procurement have confirmed that this variation is compliant with no need for further consultation with colleagues from legal services.

Risk Assessment:

The proposed service redesign and restructure is intended to add stability across the sector. Based on figures highlighting demand reported of the service, continuing to fund the current model could ultimately result in a gap in provision for victims of crime across Greater Manchester which PCC's are required to provide. This will result in an inadequate level of support for victims of crime, which will impact on their ability to cope and recover effectively. As a result of this, individuals could also be at risk of further vulnerabilities, an escalation of risk/ need that require high cost services or becoming re-victimised.

Is safeguarding of children relevant and has this been considered:

Safeguarding of children will continue to be a key aspect of service delivery for services we grant fund and will be dealt with using the agreed protocols

Is safeguarding of vulnerable adults relevant and has this been considered:

Adult safeguarding will continue to be a key aspect of service delivery for services we grant fund and will be dealt with using the agreed protocols.

Agreed by Director – Police, Crime, Criminal Justice and Fire



Signed.....

Date.....6th Jan 2022.....

Agreed by GMCA Treasurer



Signed

Date 18/01/2022

Agreed by Deputy Mayor

Only required for a Deputy Mayor Decision on amounts of £50,000+



Signed:

Date:8th Feb 2022.....

Contact Officer: