

DECISION NOTICE

Decision author and proposer: Matt Berry, Partnerships Officer - Police, Crime, Criminal Justice and Fire Team

Subject/ Title:
Extension of final milestone of Victims Gateway Project & Managed Service of Victims Gateway

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

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

<p>The decision is that:</p> <p>UBDS Digital be awarded an extension of £141,145 for the following:</p> <ul style="list-style-type: none"> • Extension of final milestone of Victims Gateway: £31,741 • 12-month Managed Service: £109,404 <p>GMCA Contract Reference: 864.1</p>
<p>The reasons for the decision are:</p> <p>The Victims Gateway project ambition is to develop a digital solution that transforms the way victims and survivors access, engage, and interact with victim services across Greater Manchester in a way that reflects the journey of a victim, and enables better use of data to inform decision-making.</p> <p>This digital solution will put the needs of victims front and centre, allowing them to track and manage their own service journey, as well as access services at a time convenient to them, with the flexibility to engage and re-engage over time as their needs change.</p> <p>In addition to managing their own service journey, they will also be able to access helpful resources under the form of materials and the option to ask experts for information.</p> <p>UBDS Digital are the digital supplier building the gateway and will provide a managed service for 12 months following the gateway going live.</p>

Justification for this expenditure:

Milestone Extension:

- To allow for the development and implementation of an API Integration between the Victims Gateway and the Greater Manchester Victims Service Case Management System (CMS).
- Going live with this API integration will provide a better experience for victims of crime using the Victims Gateway.
- This supports the Deputy Mayor's commitment to improving the experience of citizens of Greater Manchester.

Managed Service:

- To ensure that all bugs and updates are actioned in a timely manner.
- To ensure content remains accurate and up to date.
- To support further development of the Victims Gateway following its launch.

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

Priority 8 of the Greater Manchester Strategy outlines the vision to have safer, stronger communities where every community and person can feel safe and secure in their daily lives.

The GM victim's portal and related elements of this commissioned service will directly contribute to ensuring victims are able to access the support they need to cope and recover from being a victim of crime.

Financial comments:

Sufficient funds have been identified to resource this project from the Sexual assault commissioning reserves budget.

Procurement comments:

Separate Exemption approval form has been completed / signed off with the Procurement team

This exemption has been completed for both Milestone and Managed Services for Victims Gateway Project for the following reasons:

Milestone Extension as the current supplier is needed for the building and implementation of the Victims Gateway project. The supplier is also involved in the integration design works for GMCA.

Furthermore, the supplier is providing GMCA with valuable knowledge of the internal workings and is contributing in the built up of working relationships with resources across the GMCA and the Greater Manchester Victims' Service (currently Catch22).

Managed Service is being used for their expertise for the launching of the Victim's Gateway as there is no internal resource available currently to support the gateway technically. There are internal procurement and recruitment exercises underway to allow the gateway to be managed internally. However, this will not be in place for at least 6 months and is likely to be a phased process with the ambition for resources to be in place at the end of the 12 months of UBDS management of the gateway.

An exemption in this case, is an acceptable procurement method, and for any future/similar project work, the lessons learned from this will lead to more accurate predictions of scope/services required to tender for initially and will not require exemptions.

Legal comments:

Exemption approval form in place is deemed to be commercially compliant, no further legal consultation has been required at this stage.

Risk Assessment:

Milestone Extension:

- The API Integration was always part of the original project scope; however, the 3rd party supplier of the Greater Manchester Victims' Services' CMS was unavailable to begin this integration development until the project was well into the Build and Test Phase.
- This was an unforeseen blocker, which the Greater Manchester Victims Service did not make known until the project was well underway.
- To not extend would be highly problematic for successful launch and impact upon on the service that victims of crime access.

Managed Service:

- The Victim's Gateway is due to go live summer 2024.
- There is no internal resource available at this time to support the gateway technically.
- There are internal procurement and recruitment exercises underway to allow the gateway to be managed internally. However, this will not be in place for at least 6 months and is likely to be a phased process with the ambition for resources to be in place at the end of the 12 months of UBDS management of the gateway.

Is safeguarding of children relevant and has this been considered:

Whilst the initial scope of these services is to cater access by adults, there is scope for those under 18 to utilise the portal to seek help and support.

The digital portal could also be accessed by adults who are responsible for vulnerable children and are seeking support for them after being the victim of crime.

The user will be requested to enter a date of birth when they submit the request which will highlight that this is a minor. The support services commissioned by provider Catch22 have had the training and security clearance in order to triage children to the relevant support services. (there is no direct interaction between UBDS and vulnerable children).

All personal details recorded as part of the request will be protected by data security requirements at information governance industry standard for this level of personal data. This has been clearly outlined in the service specification.

The contract and support provided by UBDS will ensure the website runs efficiently and those seeking support have access to it.

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

The digital portal will very likely be accessed by adults who are vulnerable and are seeking support after being the victim of crime. The support services commissioned by provider Catch22 have had the training and security clearance in order to triage victims of crime to the relevant support services. There is no direct interaction between UBDS and vulnerable adults

All personal details recorded as part of the request will be protected by data security requirements at information governance industry standard for this level of personal data. This has been clearly outlined in the service specification.

The contract and support provided by UBDS will ensure the website runs efficiently and those seeking support have access to it.

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

Signed



Date 15th August 2024

Agreed by (on behalf of) GMCA Treasurer

Signed



Claire Postlethwaite – Director of Operational Finance

Date 29th August 2024

Agreed by Deputy Mayor

Signed: 

Name: Kate Green

Date: 3rd September 2024

Contact Officer: Matt Berry, Partnerships Officer - Police, Crime, Criminal Justice and Fire Team & Vicci Jarman, GMCA Digital Transformation Project Manager, GMCA Digital Team