



OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORFOLK

ORIGINATOR: Chief Executive

DECISION NO. 2014/12

REASON FOR SUBMISSION: For Decision

SUBMITTED TO: Police and Crime Commissioner

SUBJECT: Preparation for Commissioning Victims Services

SUMMARY:

1. This paper describes the work undertaken at the Regional level with Police and Crime Commissioners to create regional collaboration arrangements to support local commissioning.
2. The Police and Crime Commissioner is invited to agree to enter into a Regional Collaboration Agreement to appoint and joint fund an Eastern Region Victims Commissioning Project Manager.

RECOMMENDATION:

That the PCC agreed to enter into a Collaboration Agreement with the 5 other Regional Police and Crime Commissioners to appoint and joint fund an Eastern Region Victims Commissioning Project Manager at a cost of up to £10k for each Police and Crime Commissioner.

APPROVAL BY: PCC

The recommendation as outlined above is approved.

Signature

Date 16/5/2014

DETAIL OF THE SUBMISSION

1. INTRODUCTION:

The January 2014 meeting of the Eastern Region Commissioners and Chief Constables received a report on national, regional and local victims commissioning developments. The report recommended that work be progressed to create appropriate regional collaboration arrangements to support local commissioning. It is now proposed that the PCCs agree to the collaboration agreement attached at Appendix 1. This involves working together to support local victims commissioning, including scoping opportunities for an Eastern Region victim commissioning programme as well as entering into a formal collaboration to appoint and joint fund an Eastern Region victims commissioning project manager.

2. NATIONAL VICTIMS COMMISSIONING WORKING GROUP - UPDATE:

The March 2014 meeting of the Association of Police and Crime Commissioners considered the option of extending national arrangements for the future commissioning of referral processes to support services for victims of crime until April 2016. This meeting concluded that work should continue to develop regional or more local processes for implementation in April 2015. Whilst this is a demanding timetable, the arrangements set out in this paper will facilitate the achievement of delivery against this timetable.

3. REGIONAL COMMISSIONING:

At the October 2013 meeting of the Regional PCCs, it was agreed that an Eastern Region victims commissioning working group would be established, comprising of representatives from each of the 6 offices of the PCCs. It was planned that the working group would undertake a strategic options analysis, looking at potential models of regional collaboration and commissioning in relation to victims services. This would then inform decisions on whether some elements of regional commissioning could be taken forward, working alongside local commissioning models.

It was agreed that the working group would seek to recruit a commissioning manager to support this work, with PCC's pooling a small amount of their victims' capacity building budget received from the Ministry of Justice (circa £10k each) to resource this. It was noted that a formal collaboration agreement would be required to facilitate this.

The working group has now met on several occasions to progress activity and has created a project / role profile.

4. NEXT STEPS:

In order to ensure momentum while the collaboration agreement was being progressed, the role of Eastern Region commissioning project manager has been advertised across all 6 areas. Final interviews took place on 28th April.

As soon as the successful candidate has taken up their duties, work will begin on a detailed work programme and delivery plan.

The collaboration agreement, at Appendix 1, has been drawn up in order to ensure appropriate governance processes are in place including the payment of the funding from each PCC to cover the cost of the appointment.

5. FINANCIAL IMPLICATIONS:

None other than as outlined above.

6. OTHER IMPLICATIONS AND RISKS:

There are none.

PUBLIC ACCESS TO INFORMATION: *Information contained within this submission is subject to the Freedom of Information Act 2000 and wherever possible will be made available on the OPCC website. Submissions should be labelled as 'Not Protectively Marked' unless any of the material is 'restricted' or 'confidential'. Where information contained within the submission is 'restricted' or 'confidential' it should be highlighted, along with the reason why.*

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	Yes – the Originator is the Monitoring Officer
Has the PCC's Chief Finance Officer been consulted?	Yes
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	Yes – they are not directly applicable but will be addressed in the appointment process
Have human resource implications been considered?	Yes
Is the recommendation consistent with the objectives in the Police and Crime Plan?	Yes
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	Yes – all 6 PCCs have been consulted

Has communications advice been sought on areas of likely media interest and how they might be managed?	Yes
In relation to the above, have all relevant issues been highlighted in the 'other implications and risks' section of the submission?	Yes

APPROVAL TO SUBMIT TO THE DECISION-MAKER (this approval is required only for submissions to PCC and DPCC).

<p>Chief Executive</p> <p>I am satisfied that relevant advice has been taken into account in the preparation of the report and that this is an appropriate request to be submitted to the PCC.</p> <p>Signature: </p> <p>Date 16-5-2014</p>

**Regional Collaboration Agreement for the Provision of an Eastern Region
Victim Co-ordinator**

**Policing Body Collaborative Service Agreement
For the provision Eastern Region Victim Coordination**

This agreement was made on the May 31st 2014

Between

1. Bedfordshire Police and Crime Commissioner, Bridgebury House, Woburn Road, Kempston, Bedfordshire MK43 9AX
2. Cambridgeshire Police and Crime Commissioner, South Cambridgeshire Hall, Cambourne, Cambridgeshire CB23 6EA
3. Essex Police and Crime Commissioner, 3 Hoffmanns Way, Chelmsford, Essex CM1 1GU
4. Hertfordshire Police and Crime Commissioner, Leahoe House, Pegs Lane, Hertford SG13 8DE
5. Norfolk Police and Crime Commissioner, Jubilee House, Falconers Chase, Wymondham, Norfolk NR18 0WW.
6. Suffolk Police and Crime Commissioner, Martlesham Heath, Ipswich, Suffolk IP5 3QS

1. Purpose of The Agreement

- 1.1 The Police and Crime Commissioners (PCCs) of Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk and Suffolk wish to collaborate in the provision of an Eastern Region Victim Coordinator role. The objective is to enhance the coordination of activity across the region in relation to the development and commissioning of services to support victims of crime. For the avoidance of doubt this does not imply the role will promote the centralisation of commissioning victims services but seek to share learning and create shared ways of work if this is identified as being in the interest of efficiency and effectiveness
- 1.2 The function of this agreement is to enable the creation of such a role and clarify the details of how this will be managed, contribute to this objective and thus meet the wishes of the parties to this agreement.

1.3 The PCCs think that the provision of this regional role is necessary in the interests of efficiency and effectiveness for their respective areas and secures good value for money.

2. The Collaborated Function

2.1 The function which is the subject of this agreement is the coordination of Eastern Region commissioning of services for victims.

2.2 It will be achieved by the creation of an Eastern Region Victim Coordinator role to act as a project manager for the development, implementation and delivery of the eastern region victims' commissioning programme. This will include providing an analysis of options, producing business cases for consideration and creating a clear implementation plan.

2.3 The Job Role is set out at Appendix A.

2.4 The role holder will report to the Eastern Region Victims Commissioning Working Group who will ensure that milestones are identified and met. These should include dates for receipt of;

- a. A written analysis of options
- b. Business cases
- c. Implementation Plan
- d. Delivery Plan

2.5 The work of the role holder will be informed by national best practice and effective engagement with regional OPCCs and constabularies, MOJ, Victim Support, voluntary and community sector as well as other key stakeholders, including victims.

2.6 It will be the responsibility of the Eastern Region Victims Commissioning Working Group to review the effectiveness of this agreement in achieving the objective stated at 1.1.

2.7 A lead Policing Body is the preferred means to host and manage the role on behalf of the region. The agreed Policing Body will be responsible for employing the role holder in line with their own terms and conditions, including Complaints and Grievance, Health and safety and Vetting. They will also provide a local management structure to provide appropriate support, direction and control to the role holder. Essex will be the lead Policing Body.

3. Length of Agreement

3.1 This agreement shall come into force on May 31st 2014 and shall continue until 31st March 2015.

3.2 This Agreement will terminate on 31st March 2015, unless renewed in writing by all the relevant Parties.

4. Indemnity

- 4.1 Each Policing Body shall indemnify and keep indemnified the other Policing Bodies against all losses, claims, damages, costs, charges, uninsured liabilities, demands or proceedings incurred or brought as a result of its negligence, negligence of its officers and/or staff or breach of its obligations under this Agreement

5. Insurance and Liability

- 5.1 The lead Policing Body will follow their individual Force Insurance Policy.
- 5.2 Each Policing Body will remain liable in accordance with the law for the acts and omissions of its own officers and staff.

6. Sharing of Costs

- 6.1 Shared budgetary arrangements to be agreed. The principle will be that the cost of the role plus all associated on costs will be shared equally, i.e. one sixth of the full cost of the role, up to a sum of £10,000 per annum each.

7. Freedom of Information Requests

- 7.1 Freedom of Information requests relating to the regional commissioning of victims' services will be dealt with by the recipient force who will be responsible for co-ordinating the response, agreeing the disclosure with the other relevant parties and replying to the request

8. Data Protection Act 1998

- 8.1 Each Policing Body will be responsible for ensuring compliance with the Data Protection Act 1998 in regard to the processing of data. This includes the provision and sharing of data to inform the regional commissioning of victims' services.

9. Governance

- 9.1 The Eastern Region Victims Commissioning Working Group will provide the necessary governance for the outcomes of this agreement, whilst the lead Policing Body will provide the direction and control to the individual to support achievement of the outcomes.
- 9.2 The Eastern Region Victims Commissioning Working Group will meet at least quarterly.
- 9.3 If issues or disputes that cannot be resolved at the working group level they be referred upwards to the Regional Alliance Summit for resolution.

10. Information Management


- 10.1 Information created by work related to the regional commissioning of victims' services will be shared equally by the Policing Bodies and will be retained in accordance with each Policing Bodies information management policies, which have been assessed to ensure broad compatibility and which will show due regard to the principles of MOPI.
- 10.2 For the purposes of the Data Protection Act 1998, and until agreement is reached in respect of a joint Data Controller, each Force remains the data controller for any personal information recorded on the information systems (electronic and paper) under their control, i.e. within the relevant Force's electronic network or in structured and unstructured filing systems operated and stored on the relevant Force's premises.
- 10.3 The activities of staff from any Force within the region, in respect of access to and use of any information owned by either Policing Body, will be governed by the policies of the employing Force, which have been assessed to ensure broad compatibility.
- 10.4 In respect of all issues relating to shared information management, a Single Point of Contact, determined by the Eastern Region Victims Commissioning Working Group will be consulted and will provide advice on issues on behalf of all parties.

11. Intellectual Property Rights

- 11.1 Intellectual property rights in any designs, works, written material etc. created as part of the working relating to the regional commissioning of victims' services will rest in the regional Policing Bodies jointly. In the event of termination of this agreement, the rights will remain joint unless and until agreed by the Police and Crime Commissioners in writing.

12 Assets

- 12.1 Limited assets are anticipated as a consequence of this role. However legal title to these assets will remain with the host Police Body.

Signature 
Title Deputy PCC Norfolk
Date 16/5/14

Specification for the delivery of Project Management services for the development of victims services commissioning in the Eastern region

Purpose

The Offices for the Police & Crime Commissioners across the Eastern Region (Beds, Cambs, Essex, Herts, Norfolk, Suffolk) are seeking specialist agency support to assist in the development of victim's services commissioning across the eastern region.

Requirements

The agency must:

- Provide high quality project management for the eastern region victims' commissioning programme.
- Co-ordinate activity across the PCC offices in the region in relation to victims' services commissioning and developments.
- Lead the development work to scope and, if agreed, support the introduction of a regional referral hub for victims of crime across the region.
- Manage the development, delivery and implementation of the eastern region victims commissioning programme, including options analysis, development of business cases, development and delivery of implementation plan.
- Act as a key link between the region and national victims commissioning work, other regional commissioning activity and local victims commissioning developments.
- Liaise with potential commissioned providers on the group's behalf, as appropriate.
- Be responsible for the production of high quality project plans and related project documentation, including regular reporting into the Project Board (Eastern Region Victims Working Group).
- Be responsible for identifying and documenting risks and developing a risk management strategy, and recommending mitigation and contingency plans to the project board.
- Actively liaise across the 6 PCC offices within the eastern region to co-ordinate the development of the eastern region victims commissioning strategy and delivery plan, and ensure effective interface with local commissioning activity.
- Identify and share emerging good practice across the region
- Liaise with key stakeholders across the region, including OPCC officials, the voluntary and community sector, police, and wider public and criminal justice partners.

The agency should be able to demonstrate the following:

- Proven track record of project and programme management and managing significant change programmes
- Proven experience of working across multiple partnerships, including public and voluntary sectors
- Understanding of the criminal justice system
- Experience and understanding of commissioning processes and principles
- Understanding of the needs of victims of crime

Outputs

The agency will be expected to produce the following outputs (this is a non-exhaustive list):

- A scoping report and implementation plan for a regional victims referral hub or equivalent(s)
- Options papers to inform decisions
- Business cases
- Project plans and associated documentation

- Risk log and risk management strategy
- Any other reports that will assist in the decision-making process around regional victims services

Timescales

The service will be expected to commence from 1st June 2014 and complete no later than 31st March 2015.

For an information discussion, please contact:

Susannah Hancock, Essex OPCC Executive Director on susannah.hancock@essex.pnn.police.uk

Interested individuals or organisations are invited to submit written proposals on how they would meet the requirements of the specification including proposed costs to pcc@essex.pnn.police.uk by cop Friday 28th March 2014.