

Commissioning Specification

Expressions of Interest are invited from potential Delivery Agents to undertake:

LAA 01-09 Supporting Victims of Crime - Counselling and Witness Support Services

1. Introduction

The perception that a crime affects the victim alone is inaccurate. In fact, crime affects both the individuals involved and their communities. The resulting physical and mental traumas, experienced by the victims, erode not only the confidence of those individuals but also that of the general public in the efficacy of the criminal justice system and enforcement agencies. It also increases the pressure on health and related services.

At present, victims of crime most in need of counselling are identified by agencies such as Greater Manchester Police, Probation, Pennine Acute, Oldham Primary Care Trust and others. In the aftermath of crime, victims and their families need effective support and understanding in order to be able to cope with many different aspects of their lives, including education, housing, employment, healthcare and financial services. The ways in which agencies respond to victims of crime have a direct impact on the levels of confidence that those individuals and their relatives and friends have in the effectiveness of those bodies. Therefore, it is imperative that tailored help and support, (both practical and emotional), are provided both in the period immediately following a crime and subsequently, throughout the criminal justice process.

Consequently, the Safe and Strong Communities Board, at its meeting held on 29th January 2009, agreed to commission counselling and witness support services for victims of crime.

2 Further Information

Delivery of the commissioned activity **LAA 01-09 Supporting Victims of Crime - Counselling and Witness Support Services** is expected to comprise the following elements:

- Accessible, town-centre based provision of free, confidential, specialised one-to-one counselling and practical support for victims of crime covering all aspects of the individual's situation including health, housing and finance issues
- Person-focused counselling for victims of crime by fully-trained counsellors on a non time limited basis
- Assessments of individuals and their personal circumstances in order to ensure that tailor-made packages of support are offered. (Support packages should include provision of services, which will respond to individuals' particular needs, for example by operating non-standard hours and home visits, when required)
- Provision of a witness support service to support victims attending court as witnesses, (or in other capacities), before, during and after trial and to ensure that victims called as witnesses are accompanied (if required) in court
- Promotion of the interests of victims and witnesses of crime within Oldham
- An effective system of referrals to partner agencies to meet the needs of individuals, where the scope of the need identified goes beyond the remit of the Delivery Agent.

The commissioned activity LAA 01-09 Supporting Victims of Crime - Counselling and Witness Support Services will contribute to the achievement of targets under the following Local Area Agreement National Indicators:

- **NI 15 Serious violent crime rate**
- **NI 20 Assault with injury crime rate**
- **NI 26 Specialist support to victims of a serious sexual offence**
- **NI 32 Repeat incidents of domestic violence**
- **NI 34 Domestic violence - murder**

It is expected that the commissioned activity LAA 01-09 Supporting Victims of Crime - Counselling and Witness Support Services will deliver the following categories of Outputs over the two years of the commission:

Output Description - Years One and Two 1 April 2009 – 31 March 2011
Number of victims of crime receiving counselling
Number of counselling sessions delivered to victims of crime
Number of individuals benefiting from the Witness Support Service
Number of individuals referred to partner agencies for additional support
Number of volunteering opportunities offered (if volunteers are to be used)

- A maximum of **£68,560**, split over two years, has been allocated to this Commissioned Activity as follows:

Year One	£34,280
Year Two	£34,280

- The Commissioned Activity must commence on April 1st 2009 and will end on March 31st 2011. **N.B.** Continuation into Year 2 of the commission will be subject to satisfactory, quarterly and end of year evaluation during Year One.
- The intellectual property rights of material, associated information and all reports specifically produced for, and resulting from, this Commissioned Activity will belong to the Oldham Partnership.

The Commissioned Activity Specification below shows details of how Expressions of Interest from potential Delivery Agents should be evidenced and supported.

3. Commissioned Activity Specification

Elements of the Activity to be commissioned	LAA 01-09 Supporting Victims of Crime - Counselling and Witness Support Services
<p>Counselling Service for Victims of Crime</p>	<p><i>The Safe and Strong, Communities Board has no wish to be prescriptive about the approach and methods adopted to deliver the services required. However, it is envisaged that potential Delivery Agents will address the following issues in formulating their Expressions of Interest;</i></p> <ul style="list-style-type: none"> • How a specialised, free, confidential, accessible counselling service for victims of crime will be promoted, implemented and delivered in accordance with government guidelines • Nature, scope and flexibility of the counselling service, support packages and measures to be delivered, including hours of operation, location etc • Counsellors to be deployed and their individual expertise, qualifications, CRB checks etc • Numbers and roles of support staff involved in delivering the counselling service • How client referrals to the counselling service will be made and recorded • How client referrals to partner agencies providing other forms of assistance will be made and details of the referral networks to be developed • Type of client records to be kept and how the confidentiality of those records will be maintained • Itemised expenditure relating to the costs of delivering the counselling service • Proposals for quarterly and end of year evaluation of the counselling service
<p>Witness Support Service</p>	<ul style="list-style-type: none"> • How a free support service for witnesses will be promoted, implemented and delivered • The nature, scope and flexibility of the witness support service to be delivered • Staff, (and/or volunteers), to be deployed in providing support to witnesses • How referrals to the witness support service will be made and recorded • How referrals to other partner agencies will be made and details of the networks of support to be developed • Itemised expenditure relating to the costs of delivering the witness support service • Type of client records to be kept and how the confidentiality of those records will be maintained • Proposals for quarterly and end of year evaluation of the witness support service

Partnership Working	The successful Delivery Agent will be expected to cooperate, collaborate and liaise, where appropriate, with other Delivery Agents undertaking activity commissioned on behalf of the Oldham Partnership and with stakeholders and other interested parties such as Greater Manchester Police, Probation and Oldham Primary Care Trust. Proposed partnership working arrangements must be specified in the Expression of Interest.
Duration of Commissioned Activity	The Commissioned Activity must be completed by 31st March 2011 subject to quarterly and end of year evaluation at the end of Year One.
Prospective Delivery Agents	Joint Expressions of Interest will NOT be considered. Only Expressions of Interest with a SINGLE , identified lead Delivery Agent will be considered. Where the lead Delivery Agent wishes to sub-contract part/all of the activity, accountability will remain with the lead Delivery Agent. Any proposed sub-contract arrangements must be clearly stated in the Expression of Interest and will be scrutinised by the Assessment Panel.
Deadline for receipt of Expressions of Interest	Potential Delivery Agents are invited to submit Expressions by 1.00 pm, Thursday 5th March 2009.
Maximum Fee for delivery of the Commissioned Activity	A maximum of £68,560 of Area Based Grant has been allocated to cover the costs of the proposed two years of activity, (£34,280 per year)
Intellectual Property Rights	The intellectual property rights of material, associated information and all reports <u>specifically produced for, and resulting from</u> , this Commissioned Activity will belong to the Oldham Partnership.

In formulating Expressions of Interest, potential Delivery Agents should bear in mind that the SSCB Assessment Panel, which will consider their submissions, will also expect to see the following detail:

- Measurable, quantifiable outputs, which demonstrate the effectiveness, scope and scale of the work undertaken
- Fully costed Expenditure Profiles for Years One and Two, which demonstrate value for money and effective use of financial resources. The Expenditure Profiles must clearly identify individual expenditure categories relating to staff, premises, operating costs etc.
- A work schedule, which shows clearly how the Commissioned Activity will be delivered over its proposed two years of operation
- Contingency plans / risk assessments to cover eventualities such as annual leave, the departure or sickness of key staff during delivery of the Commissioned Activity
- Evidence that equality and diversity issues have been taken into account in planning the delivery of the Commissioned Activity
- Proposals for effective cooperation, collaboration and liaison with Greater Manchester Police, Probation, Oldham Primary Care Trust and other relevant agencies and organisations

4. Submission Procedure

Only Expressions of Interest with a **SINGLE**, identified lead Delivery Agent will be considered.

Joint Expressions of Interest will **NOT** be considered.

Electronic versions of the Expressions of Interest should be submitted on the template provided and e-mailed to:

dave.catherall@oldham.gov.uk

In addition, a **hand-signed**, hard copy of the Expression of Interest, (on the template provided), together with two references, must be sent to the address listed below.

All Expressions of Interest, (electronic and hard copy version) **must be received by 1.00 pm Thursday 5th March 2009**. Submissions received after the stated deadline will not be considered.

It is the responsibility of each, potential Delivery Agent to ensure that a hand signed, hard copy of their Expression of Interest, together with two references, has been received at the following address within the stated deadline.

Private and Confidential
(Ref: **LAA 01-09 SuppV**)
Dave Catherall
LAA Commissioning Unit
Level 2
Oldham Business Centre
Cromwell Street
Oldham
OL1 1BB

5. Selection Procedure

All Expressions of Interest received from potential Delivery Agents within the stated deadline will be considered by an Assessment Panel, which will meet during the week commencing **Monday 9th March 2009**.

Submissions will be assessed against the criteria detailed in the Expression of Interest Assessment Criteria, (see accompanying Commissioning Documents).

The successful applicant organisation will subsequently be notified of the outcome and invited to participate in the next stage of the process, (the drawing up of an agreed, Delivery Schedule).

All applicants will be informed of the Assessment Panel's decisions within 14 days of the Assessment Panel meeting.