

**OPCC Service Specification**  
Domestic violence secondary responder service  
**CON777 - Domestic Violence 360 Support**

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**1. Introduction**

The Office of the Police and Crime Commissioner for Leicestershire (OPCC) are seeking a contract for the provision of a domestic violence secondary responder service for repeat victims (3 or more incidents reported to the police within the last rolling year). The domestic violence secondary responder service will provide a team of engagement workers who will, in part, act as a conduit between the initial police visit / contact and the Countywide (Leicester City Council, Leicestershire County Council and Rutland County Council) Domestic Violence support services currently in place. Through this approach the service will exploit the window of opportunity at the point of crisis to engage Victims in longer term support.

To date the OPCC has not directly commissioned any services specifically in this specialised area. It has however funded a research project, Project 360 in collaboration with Leicester City Council, Leicestershire County Council, Rutland County Council and Leicester University. The findings from this piece of research have informed and enabled the specification for this service to be developed.

The HMIC report (2014) Everyone's business: Improving the police response to domestic abuse was a fundamental driving force for the implementation of Project 360. Prior to this in September 2013, the Home Secretary commissioned HMIC to conduct an inspection on the police response to domestic violence and abuse, the subsequent report was published in 2014 and highlighted that the overall police response to victims of domestic abuse was not good enough and made reference to a number of key recommendations.

It is estimated that the UK cost of domestic violence to the public purse is in excess of £5.7 billion every year and accounts for 23% of public health expenditure. Locally, there were 15,884 reported domestic violence offences and incidences between April 2014 and March 2015, of these 546 were assessed to have been high risk, 3592 were repeat victims and 636 were subject to 3 or more repeat incidences.

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**2. The service model**

The service relates to the development of a team of engagement workers whose specific aim will be to work with those victims who have experienced 3 or more incidences of domestic violence in the last 365 days. The service will focus on those incidences that do not currently fall within the remit of specialist police officers. The team will consist of 6 x 1.0 FTE engagement workers and 1 x 0.4 FTE service lead. The engagement workers will be co-located with Leicestershire Police and will work directly with repeat victims of domestic violence. The engagement workers will work proactively and persistently to make contact with the victim and offer a short term support intervention and then, where appropriate, refer the victim on to the specialised County wide (Leicester, Leicestershire and Rutland) Sexual and Domestic Violence service. The service lead will be responsible for managing and supervising the team and ensuring the identification, referral and support pathways are maintained. There is an expectation that, within the staff resource described above, that adequate provision is made for the administration and monitoring of the service.

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**3. Aims and objectives of the service**

Through early intervention the service aims to improve the engagement of repeat victims of domestic violence and abuse in support and through the criminal justice process. Through this engagement the service will be able to demonstrate that victims have been able to access earlier interventions and support and have increased access to local specialist support. This will enable: improved victim and witness safety, high levels of victim satisfaction, reduced repeat incidences, reduced severity of repeat incidences, improved victim well-being, improved risk assessment and greater identification of children and vulnerable adults at risk of harm and an increased conviction rate of perpetrators.

The specification will form an integral part of the contractual arrangements and provides the criteria by which service quality, efficiency and effectiveness will be monitored and evaluated by the Commissioner.

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**4. Strategic relevance**

The Police and Crime Commissioner for Leicestershire has allocated up to £190,000 per annum to procure a Domestic violence secondary responder service across Leicester, Leicestershire and Rutland.

The proposed Domestic violence secondary responder service will enable the Commissioner to deliver the Strategic Priorities 5, 6 and 7 within the Police and Crime Plan:

Strategic Priority 5 (SP5): To increase reporting of domestic abuse and ensure a positive outcome for victims and witnesses of domestic abuse

Strategic Priority 6 (SP6): To increase reporting of serious sexual offences and ensure a positive outcome for victims and witnesses of serious sexual offences

Strategic Priority 7 (SP7): To increase reporting of hate crimes and ensure a positive outcome for victims and witnesses of hate crime offences

In October 2015 Victim First, a new integrated service for Victim and Witnesses in Leicester, Leicestershire and Rutland (LLR) became operational. This new service, directly commissioned by the OPCC, provides a service model designed around the victim's journey through the Criminal Justice System.

With effect from 1<sup>st</sup> December 2015 a new County wide provider of Sexual Violence and Domestic Violence support services across Leicester, Leicestershire and Rutland will begin service delivery. The contract has been awarded to United against Violence and Abuse (UAVA).

It is expected and a necessary requirement that the Secondary responder service will work in collaboration with both Victim First and UAVA.

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**5. Service Specific Requirements**

- The service will be co-located with Leicestershire Police and will have the use of office space and IT equipment within the designated site presently at Keyham Lane Police Station, Colin Grundy Drive, Off Keyham Lane, Leicester LE5 1FY. The office facilities at Keyham Lane Police Station include: 3 desks, 3 computer terminals, access to a shared meeting room and within the main body of the building access to a kitchen area and canteen.
- The service will be delivered to those victims of Domestic Violence who reside in Leicester, Leicestershire and Rutland who have been identified and prioritised from incidences and offences reported to the Police (known as the automated workbook).
- The automated workbook, designed by the Leicestershire Police IT services team, searches through the recorded incidents and recovers all domestic cases for which the following conditions hold:
  1. The victim in the case has shown up in at least two other domestic violence incident reports in the prior 365 days.
  2. The victim in the case has shown up in fewer than seven other domestic violence incident reports in the prior 365 days.
- Following the download of the automated workbook the engagement workers will review recent and previous incident reports for new cases.
- The engagement workers will contact the victim by phone within 24 hours of the incident.
- The engagement workers will review the DASH (Domestic Abuse, Stalking and Harassment) risk assessment and ensure that security/referrals are based upon identified risk factors. The contractor must also be able to offer face to face visits where safe to do so. All peripatetic work must be supported by operational policies around lone working and safety, as well as travel and expense policies.
- The service will inform victims about the service and the levels of support available.
- The engagement workers will offer assistance and support to the victim. The assistance could be informing the victim of their legal options, what support services are available to them, providing referrals to other support services, assisting the victim to make a police statement and an escape plan if they wish to leave the perpetrator.
- The engagement intervention is not designed to be a long term support solution and it will be essential for the engagement workers to work with and transfer victims across to UAVA to access further specialist support.
- The length of time the workers engage with the victim will be led by the victim; the average length of engagement is likely to be one week.
- The service will operate a shift pattern covering 7 days a week; staff will be operational and be on duty between the hours of 10.00-21.00 weekdays, 10.00-19.00 weekends with an additional 2 administration days per week which are scheduled 08.00-17.00. The service provider will follow up victims 12 months post service to establish long term improvements in outcomes.
- The service provider will work with the Commissioners to further develop the service model taking into consideration learning from the final research report and incorporating additional features which ensure longer term sustainability.
- The ethos of the service will be victim focused. The service provider will need to be able to demonstrate that it recognises that in order to engage with victims of Domestic Violence and abuse that they will need to adopt a creative approach, to be persistent in their attempts to engage yet ensure sensitivity and safety for the victim and their family.
- Following agreed vetting and clearance procedures the service will be required to use and employ Leicestershire Police Information Technology systems. Staff will be issued with Leicestershire Police ID

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numbers giving access to Leicestershire Police IT systems and buildings, and are therefore required to abide by the same information security procedures as Leicestershire Police officers and staff which may include signing access agreements and undertaking training periodically, which will be arranged by Leicestershire Police.

- The service will be required to comply with the Leicestershire Data Handling Schedule Category 3 Suppliers (attached). Should it be identified that any other data handling or sharing agreements are necessary to deliver the contract then it is expected that the service provider would work with the OPCC to put these in place.
- The service will utilise and complete the standard documentation used thus far within Project 360.
- Victims will be surveyed at 1 month and 12 month intervals by Leicestershire Police Service Improvement team and the service provider will ensure that this process is undertaken.
- The service provider will work with the commissioners to develop a performance and monitoring framework to cover the outcomes as set out in Section 6.
- Quality assurance measures will be agreed with the service provider.
- The service provider will be required to attend regular contract review meetings with the OPCC, the frequency of the meetings will be agreed post award.
- The service provider will need to be able to demonstrate how it will add elements of Social value.
- The service provider will have in place procedures around:
  - Complaints
  - Confidentiality
  - Dealing with difficult people/aggression in the workplace
  - Service user engagement
  - Information given to the service user about the service and the support packages available

The OPCC may need to work with the service provider in these areas to enable the best possible service delivery.

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**6. Outcomes**

The Domestic violence secondary responder service will be monitored against the following outcomes. The service provider will work with the OPCC to develop a Performance monitoring framework.

- **Victim feels safer**

The number of victims who state that they feel safer

The number of victims who report improved family life and quality of life overall

The number of victims who report a reduction of stress in the long term

- **Victim is safer**

The number of successful prosecutions

The number of victims who have taken action to positively change their situation

- **Reduction of repeat victimisation**

Number of repeat victimisation incidences

Number of incidences of repeat victimisation where the severity of the incidence has decreased

- **Increase in awareness of Domestic Abuse/Violence and Sexual Violence, what services/support available and how to report**

Number of victims who are aware of Domestic/Sexual Violence support services

Number of victims referred to specialist Domestic/Sexual Violence support services

Number of victims who state that they know how to report Domestic/Sexual Violence incidences

Number of reported incidences

The number of victims who are satisfied with the service

*Target- 90% of victims are satisfied with the service*

The number of complaints

- **Vulnerable adults are safer**

Number of victims whose DASH score decreases following intervention

Number of Vulnerable Adults referred to Social Care

- **Children are safer**

Number of children referred to Social Care

In addition to the above the service provider will provide the following quarterly monitoring data:

- Demand data i.e. the number, frequency / pattern of referrals, length of intervention  
*Target- 95% of victims contacted within 24 hours*  
*Target- to be agreed post award- % of victims who are referred to specialist support*
- Financial breakdown- spend to date
- Service user Equality and diversity data
- Number of victims who are contacted by the survey team  
*Target- 100% of eligible victims are passed to the survey team*

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**7. Social Value**

The service provider will determine how it will define and quantify the intended social value impact of service delivery upon Leicester, Leicestershire and Rutland.

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**8. Resilience**

The service provider will maintain all processes to enable 1 month and 12 month post service follow up to evidence the achievement of outcomes in the medium to long term.

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**9. Partnership Working**

The service provider will develop positive working relationships across Leicester, Leicestershire and Rutland. The Service must contribute to local partnership work at strategic and operational levels and as a minimum work with/participate in:

- Leicester, Leicestershire Multi agency Risk Assessment Conference (MARAC)
- Leicester, Leicestershire and Rutland Domestic Violence delivery groups
- UAVA
- Other local commissioned and non-commissioned support organisations
- Troubled families programmes
- Victim First
- Leicestershire Police

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**10. Safeguarding & Child Protection**

The service provider will be expected to have in place sufficient and robust safeguarding policies and procedures in respect of both vulnerable adults and children and a supervision policy for staff. The contractor should be mindful of the fact that safeguarding and child protection is a core element of all OPCC commissioned services and should be resourced appropriately on an ongoing basis.

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**11. Equality & Diversity**

The service provider should have an equalities and diversity policy and should deliver their service in line with this. The delivery of the service should be non-discriminatory and should ensure equality of access across the recognised equality strands (age, sex, gender reassignment, sexual orientation, ethnicity, pregnancy and maternity, marriage and civil partnerships, disability and, religious beliefs).

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**12. Workforce**

The service provider will be responsible for ensuring that it is able to recruit a workforce to be able to meet the requirements of the contract

- All staff working required to have a clear vetting Level 2 – NPPV.
- All staff will be required to demonstrate that they have the necessary skills and qualifications to fulfil the role. At a very minimum engagement workers will be able to demonstrate knowledge, experience and specialist skills as set out in the victim engagement worker job description.
- Staff to attend and receive at least 6 weekly clinical supervision.
- Staff to receive a comprehensive induction programme.

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**13. Contract Compliance**

The service provider (service lead) will be subject to and provide quarterly performance monitoring as mentioned in section 6 – outcomes, with the OPCC. The service will be able to demonstrate that they have an internal audit monitoring process in place. Specific quality assurance measures are to be agreed with the service provider.

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**14. Contract Price and duration**

Up to £190,000 is available over 12 months with an additional option to extend for 3 further 12 month periods until a maximum of 31<sup>st</sup> March 2020. The initial duration will be from 1<sup>st</sup> April 2016 until 31<sup>st</sup> March 2017. The extension periods will be subject to funding being made available. Should less funding be available it may be agreed for the provider to be able to continue the service with less resources, on revised pricing.

**The tenderer must provide a monthly price for the cost of the service.**

It is expected that this price is the same each month so should be weighted to account for different length months.

The monthly price should include a breakdown including:

- Direct staff costs (this should include rate of pay per hour)
- Indirect staff costs (pension, NI contributions etc.)
- Mobile phone costs
- Transport costs
- Management costs including training, payroll and other administration
- Profit margin

The price should also include variations if the service is under-resourced, specifically if there are fewer caseworkers is no service lead in post for any period of time.

The monthly price will be multiplied by 12 to form an annual price. This annual price will be the figure used for the price evaluation. Should there be any fixed implementation costs payable to the incumbent supplier as a direct result of transferring incumbent staff these should be shown as part of the tender submission, and will form part of the annual price. These would need to be evidenced prior to contract award.

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**15. Service delivery questions**

Please find below the questions that comprise the non-price scoring element referred to in the further competition template. Each question will be marked using the below methodology:

Score	Interpretation
0	The response did not meet any of the requirements.
1	The response did not meet the requirements, but had some detail and/or evidence.
2	The response meets the basic requirements but could have been expanded upon with a little more detail and/or evidence.
3	The response meets the requirements with relevant detail and clear evidence.
4	The response meets the requirements with relevant detail, strong evidence and additional supporting content.

The score for questions marked with a low weighting will be x1, a medium weighting x2 and a high weighting x3. The supplier scoring the most marks will receive the maximum service delivery score of 40%. Other suppliers will be scored relative to this using the formula (marks available / highest scoring offer) x offer.

Number	Question	Weighting
1.	Please state what experience you have in delivering similar contracts, making particular reference to the process of managing risk, assessing need and supporting victims.	Medium (x2)
2.	KPI's – please demonstrate how you will monitor the agreed KPI's for the contract.	High (x3)
3.	Please provide a copy of your Safeguarding policy, and advise how you have been able to embed this policy into your working practices and demonstrate its effective performance.	Medium (x2)
4.	Please provide an outline contract implementation plan, based on the 2 months from the completion of the voluntary standstill period, to the go-live on the 1 <sup>st</sup> April 2016, and provide an overview of the processes used to complete the implementation successfully.	High (x3)
5.	Please provide details of how the TUPE transfer of the staff will be managed.	Low (x1)
6.	Please detail what training will be provided, how training needs are assessed, and how training is to be delivered. Please also provide an overview of your proposed induction process.	Low (x1)
7.	Please provide details for your complaints processes, including any escalation procedures. This should include complaints made by the client about the performance of the contractor, or the contractor's staff.	Low (x1)
8.	Please provide details of how the contractor will manage performance of individual staff, including processes for obtaining feedback from the client, how they are line managed, and how staff who do not meet the required standards are managed.	Medium (x2)
9.	Please provide an overview of your understanding of quality assurance, and what processes can be implemented into the delivery of this contract.	Low (x1)

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10.	The tenderer to describe their understanding of the needs of Domestic Violence /abuse victims and the approaches it will adopt to ensure that victims engage with the 360 Support service.	High (x3)
11.	The service is based on the Project 360: Preliminary report, as attached. Please can you detail the processes to be implemented to ensure that the service delivery model remains in line with Project 360.	High (x3)
12.	The tenderer to describe their experience of working in partnership, making specific reference to: <ul style="list-style-type: none"> <li>a. Strategic partnership working</li> <li>b. Working in partnership with service users</li> <li>c. The challenges of working in partnership</li> <li>d. How the tenderer has developed its ability to work more collaboratively</li> </ul>	Low (x1)
13.	Please detail how the tenderer can during the delivery of this contract demonstrate added social value, and describe in what areas the tenderer has already been able to do this.	Low (x1)
14.	The tenderer to set out their plans for resourcing the 360 Support service making specific reference to: <ul style="list-style-type: none"> <li>• Staffing, recruiting, managing and retention of the staff resource</li> <li>• Service contingency plan</li> </ul>	Low (x1)
15.	The tenderer to detail how it will ensure that the outcomes as set out in section 6 the specification will be met.	Low (x1)
16.	The tenderer to state how it will ensure that Victims having accessed and engaged with the service will be transferred across to specialist support services.	Low (x1)
17.	Please detail how you will ensure that the transfer of personal information of victims to specialist support agencies is done so meeting the requirements of the Data Protection Act and confidentiality is maintained.	High (x3)
18.	Bidders are asked to submit their equality policy as part of their response. As this contract involves the delivery of services directly to members of the public and to a wide range of Leicestershire Police officers and staff it must be ensured that the supplier has a robust equality policy in place.	Low (x1)

**Please provide clearly numbered responses to each question as part of your tender response.**