

POLICE AND CRIME PANEL – 24 September 2019

COMMISSIONING OVERVIEW

REPORT BY THE POLICE AND CRIME COMMISSIONER

PURPOSE OF THE REPORT

To brief members on how the OPCC conducts commissioning, including benchmarking for success and obtaining value for money for the Dorset taxpayer.

1. INTRODUCTION

- 1.1. This document outlines the Police and Crime Commissioner's approach to the commissioning of products and/or services, in support of the key objectives set out in the Police and Crime Plan 2017-2021.
- 1.2. The PCC holds the responsibility and ability to commission services that contribute to crime and disorder reduction; supports those affected by crime; increases efficiencies; and supports high risk groups and the vulnerable.
- 1.3. The PCC has received commissioning funds of £1.9m in 2019/20, £0.9m for which is ringfenced for commissioning support services for victims of crime.
- 1.4. Further detail on the commissioning process is available on the PCC website, by clicking the 'Working in Partnership' tab, and then 'receive funding from us'.
- 1.5. Further detail on commissioned projects is available on the PCC website, by clicking the 'Working in Partnership' tab, and then 'Safer Dorset Fund projects'.

2. GOVERNANCE

- 2.1. While PCCs can award grants and commission services, there are certain areas of legislation which must be complied with. These are detailed in section 1 of Appendix A – Commissioning Strategy.

2.2. Internal Governance

The OPCC and the Force share a 'Code of Corporate Governance Framework'. This framework incorporates financial regulations and instructions, contract standing orders. The framework sets out best practice for procuring low level contracts/agreements for goods and services which fall outside of Public Contract Regulations.

2.3. Commissioning Strategy

The Commissioning Strategy details the PCC's vision in relation to the commissioning of services to help support the delivery of the Police and Crime Plan, legal and legislative requirements to comply with, and details key information and processes. Section 2, of Appendix A, sets out the PCC's commissioning objectives.

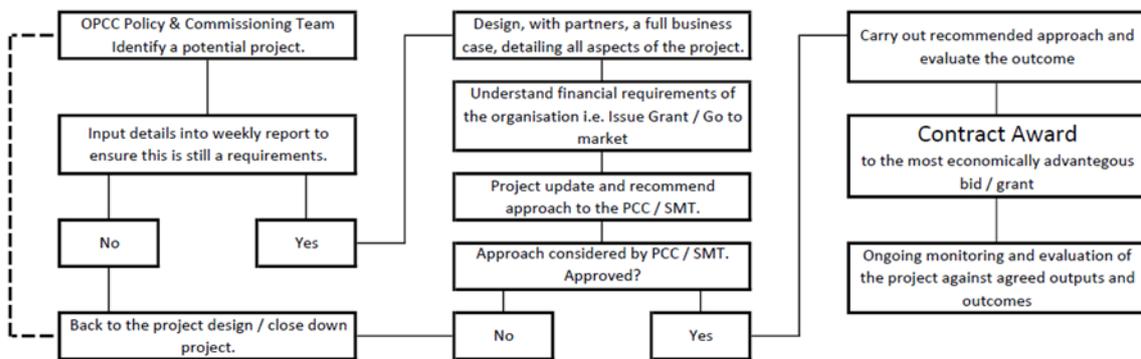
3. APPROACHES TO COMMISSIONING

3.1. Commissioning is a high priority to the PCC and several approaches are utilised to ensure the greatest coverage of services and funding across Dorset. These are provided in full in section 3 of Appendix A, and the primary methods are as follows:

3.2. The Safer Dorset Fund – Priority Commissioning Scheme (Major Grants)

This scheme has been established to scope and commission projects in areas of need where gaps in service provision have been identified.

The OPCC Policy and Commissioning Team actively engage with partner agencies to identify potential gaps in service provision, work to find appropriate and sustainable solutions and commission suitable organisations or partners to provide the services. This process, dependent on the services and cost, could be dealt with by means of a full open procurement process, a mini-competition (low-value procurement), or by means of a PCC Grant.

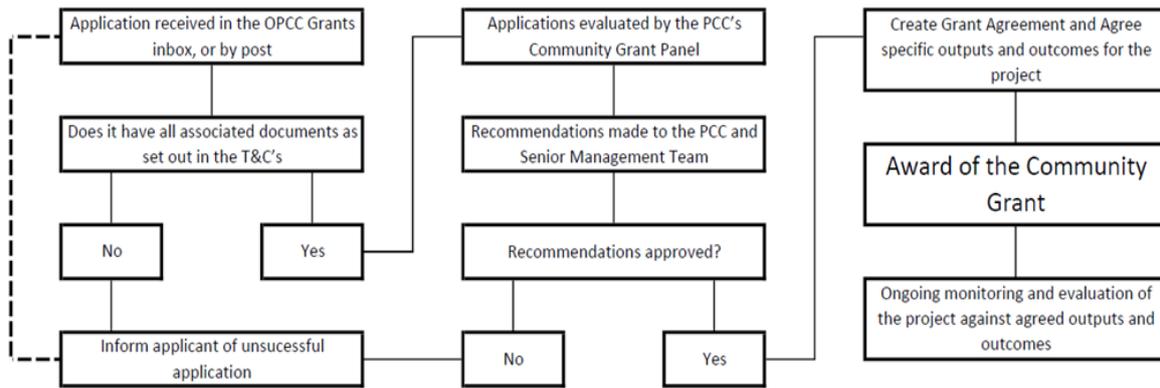


3.3. The Safer Dorset Fund – Community Grant Scheme

The Community Grant Scheme was established as a funding source for voluntary and community sector organisations which can apply for grants between £100 and £3,000 to deliver projects that meet one or more of the Police and Crime Plan priorities.

This scheme utilises funds accumulated under the Police Property Act, which is estimated to generate £12,000 per annum. In the event more funding is required, the PCC can allocate additional funding to support this scheme.

The scheme is managed through a robust application and evaluation process to ensure the project meets the required criteria set out in the terms and conditions.



4. PERFORMANCE MANAGEMENT

4.1. Performance of all commissioned services are considered in detail in section 4 of Appendix A, and are monitored using Key Performance Indicators (KPIs) which are designed as a part of the service specification and should include a minimum of;

- Number of beneficiaries / clients
- Crime / Offence Type (if applicable)
- Client Details (Gender, Age, Learning Difficulties, Ethnicity)
- Vulnerability
- Intervention Type
- Referrals (to and from other agencies)
- Location of Offence (if applicable)

Each and every project/service contract is designed to deliver different services. So, in addition to the above, further KPIs are developed to monitor specific project objectives and outcomes.

4.2. For projects funded from other funding sources, such as the Home Office or MOJ, the Grant Terms specify what information needs to be recorded. The Grant Terms will be adhered to, ensuring compliance with the Grant and retention of the grant funds.

4.3. The OPCC Commissioning Manager monitors outcomes for all commissioned services. Should he identify that a product or service is not meeting the agreed service specification and/or specific project objectives, in the first instance this will be raised back to the service provider – informally first, and then formally. Should further consideration and action be necessary, the matter will be escalated to the PCC. Such examples are quite rare.

- 4.4. During this term of office there has been just one instance in which escalation has been required. This involved a high-risk service, originally commissioned during the PCC's first term, provided to vulnerable people within Dorset. Concerns were raised regarding performance which proved difficult to address as there was not a sufficiently detailed formal agreement regarding staffing, costs, policies and procedures between the relevant parties who were providing and receiving the commissioned service.
- 4.5. In response, OPCC worked with the provider and the recipient of the service to design a new Service Specification and Policy Document, which has since been adopted. This requires new data to be provided on a quarterly basis. This intervention has provided assurance to the PCC, with the Commissioning Manager continuing to work with the provider to explore even greater data analysis in the future. The outcome of this intervention by OPCC is that the outputs of the commissioned service were brought back into the original expectations of the grant terms.

5. COMMISSIONING EXAMPLES

- 5.1. The OPCC collect monitoring/performance data from its commissioned services to confirm they are delivering the agreed services to a satisfactory standard, and ensure compliance with the grant terms. Several examples of services OPCC has commissioned are provided below.

Safer Schools and Communities Team (SSCT)

The Safe Schools & Communities Team (SSCT) is a partnership between Dorset Police and the Dorset Combined Youth Offending Service, with a remit to prevent and reduce anti-social behaviour, crime and wrong-doing among children and young people, and help keep them safe in a digital world

The SSCT provide us with raw data relating to the educational activities and interventions they carry out throughout the year. This allows us to run reports to better understand the delivery of this function and draw the information we require.

Between September 2018 and February 2019 the SSCT delivered 711 courses and educated/engaged 1675 adults and 16751 children. Almost 100% of respondents felt their feeling of safety had improved post engagement.

The Shores – Sexual Assault Referral Centre (SARC)

The SARC is located in Bournemouth, and is connected to the Police Station. They provide coordinated, forensic, counselling and aftercare services to men, women and children living in the whole of Dorset who have experienced rape or sexual assault, recent or non-recent. The data from the 2018/19 annual report shows that the SARC dealt with 326 referrals, up from 278 the previous year. Forensic examinations were carried out on 194 victims, and referrals to other services were made on 220 occasions.

Weymouth CSAS – Community Safety Accreditation Scheme

The Community Safety Accreditation Scheme (CSAS) allows organisations that are involved in community safety and/or traffic management (and their employees) to be accredited by the police.

It grants Accredited Persons limited powers, which are aimed at:

- Providing a better quality of life for individuals within a community
- Assisting in increasing reassurance within communities by having a uniformed presence

- Assisting in a reduction in Anti-Social Behaviour, community safety and low level crime
- Helping co-ordinate activities like visible patrols, traffic management at events, the sharing of information and partnership working.

The PCC co-commissioned a scheme in Weymouth in partnership with the Force, Dorset Council, Weymouth BID, and British Transport Police; to deliver a service to reduce ASB in the town centre and surrounding areas.

5.2. As illustrated by these three examples, the services commissioned greatly vary, therefore there is not a standard data set that can be collected from all providers, so OPCC elects to monitor them on specific project relevant data.

6. AUDIT

6.1. In 2017 the Community Grant Scheme Process was audited by Southwest Audit Partnership (SWAP). The Audit made four minor recommendations which were actioned immediately and resolved.

6.2. In 2018 the Priority Commissioning Scheme was audited by SWAP. The Audit made seven recommendations, six of which have been satisfactorily resolved. The auditors were content that robust monitoring processes were in place.

6.3. The outstanding action relates to updating the code of corporate governance. This is a shared document between all four corporations sole (Dorset PCC and Police, Devon & Cornwall PCC and Police). Work is ongoing between the parties to agree a version that is appropriate for all parties.

6.4. These audits provide the PCC with assurance that his commissioning activity follows appropriate and robust polices and process and that effective monitoring is undertaken to ensure value for money for Dorset taxpayers.

7. CONCLUSION

7.1. This report offers high level insight into the OPCC commissioning procedures and data evaluation.

7.2. Members might wish to consider the PCC website or the Appendix for further detail.

7.3. The OPCC's commissioning procedures and approaches have been subject to some minor changes in recent years and have been subsequently audited to ensure they are appropriate.

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Appendices

Appendix A – Commissioning Strategy