

Notes of Pan London domestic violence service meeting with potential providers held on 20 November 2014

1. Invites

MOPAC invited as many potential providers of the pan London domestic violence service as possible to a meeting on 20 November. The invite went directly to those providers MOPAC was in touch with and also to the VAWG coordinators in each borough to send on to local providers.

2. Purpose and content

The purpose of the meeting was an initial engagement session to provide information on the service being commissioned.

The session was chaired by the MOPAC Senior Programme Manager for Violence Against Women and Girls and had two parts. First, the MOPAC Programme Manager leading on the commissioning of the pan London domestic violence service gave a presentation on domestic violence in London and the delivery approach (see section 3).

Providers were then given the opportunity to ask questions and MOPAC provided answers as far as were possible at the time of the meeting (a formal decision was still awaited).

3. Presentation

The MOPAC Programme Manager leading on the commissioning of the pan London domestic violence service gave a presentation on what the data tells us about domestic violence in London and the approach that had been developed for delivery of the pan London domestic violence service. The presentation is included at Appendix S of the main specification and the content of the presentation delivery is included in the notes section of the slides.

4. Question and answer session

Potential providers were then given the opportunity to ask questions of MOPAC and the questions and the responses follow. Providers were reminded that MOPAC may not be able to answer all questions, as a formal decision was still awaited. A link to this decision is included at Appendix T of the main specification.

Q: Is this opportunity aimed at a pan London IDVA Service only?

A: The uplift of IDVAs is one part of the service that is concerned with lifting all London boroughs to the levels recommended by CAADA¹. The service also includes innovation in the criminal justice system, with support to all victims/survivors of domestic abuse.

Q: Will this new pan London domestic violence service meet the 'cope and recover' needs of victims/survivors?

A: MOPAC is aware of the long term recovery needs of domestic abuse victims/ survivors and the approach that has been outlined is the first stage in delivery of this service to 2017 and only one aspect of MOPAC's response to domestic abuse.

¹ 'CAADA Insights 1: A greater place of Safety', Coordinated Action Against Domestic Abuse (CAADA), November 2012

Q: What about victims/survivors that don't want to report to the police or criminal justice system?

A: MOPAC is commissioning additional IDVA provision so that it meets demand. These IDVAs will (along with existing IDVA provision in the area) support all high risk victims/survivors, including those who do not wish to report to the police as well as those that do. The other aspects of the service are aimed at those going through the criminal justice system. Within the financial climate we are doing what we can and will review how we can best target resources when we look at subsequent stages of this work.

Q: Will MOPAC be commissioning services directly and how will they work with existing services and MARACs?

A: MOPAC will be commissioning directly from the centre. MOPAC will expect providers to work with local authorities and other partners and services locally and NOT parachute in posts and this will be part of the specification and assessment criteria of bids.

Q: What is MOPAC doing about the potential negative impact on smaller or specialist VAWG and BAME groups who work across London.

A: MOPAC plans to commission in sub regions of London to assist with this issue, but it is yet to be decided on how many sub regions.

Q: Are MOPAC aiming to get the pan London domestic violence service to market in December?

A: Pending formal approval, MOPAC hope to go out to market before Christmas.

Q: Can MOPAC clarify the budget for this work?

A: MOPAC cannot say anything about the budget at this stage.

Q: Can MOPAC confirm the timelines for this work?

A: MOPAC anticipates running a competitive process to award conditional grant(s) in early 2015. The ambition is for the service to be up and running in summer 2015. MOPAC cannot say any more at this stage.

Q: What are MOPAC doing about the financial situation that local authorities are facing regarding budget cuts and the implications on existing IDVA funding locally?

A: MOPAC are aware of the financial pressures facing local authorities and that if we did nothing there is a high likelihood that funding for VAWG services will decrease anyway. The Deputy Mayor for Policing and Crime will be writing to all local authority Leaders and Chief Executives to encourage continued funding for IDVAs locally as far as possible. MOPAC will lobby where we can and work with other agencies that might have an interest.

Q: Have MOPAC considered the cost and implications of CAADA training for new IDVAs?

A: MOPAC is in touch with CAADA and will be meeting officers from CAADA and other training providers to highlight the potential need for a significant volume of IDVA training in summer 2015.

Q: MOPAC will need to take into account specialist BME provision throughout the commissioning process and also smaller organisations may struggle with payment by results?

A: MOPAC has already been through this with rape crisis centre colleagues. We are aware that we are not counting "widget production" and will work with providers to develop suitable

outcomes. MOPAC reassured providers that we are happy to negotiate and work with them as we all want to see a service that delivers for victims/survivors.

Q: How will you calculate the number of IDVAs for each borough?

A: MOPAC is using the CAADA recommendation of 4 IDVAs per 100,000 female population aged 16 and over² and projected population figures to 2019. MOPAC are still working with local authorities to confirm current IDVA provision in boroughs.

Q: What was the strategic thinking behind this decision and did you consider asking local authorities to commission the service?

A: MOPAC is a strategic, pan London organisation that has the opportunity to see how IDVAs are commissioned across London by the 32 boroughs. IDVAs are not commissioned in a uniform way across London and boroughs have varying levels of commitment. MOPAC is trying to provide strategic coordination and achieve value for money across London. MOPAC hopes to embed this in the innovation piece as well.

Q: When MOPAC releases the service specification can you please take into account that it will take time, particularly for small providers, to get together and develop consortia bids? Will MOPAC be providing information about existing service provision in local areas to assist providers?

A: Yes, MOPAC is aiming to provide adequate time for good bids to be developed, whether from single providers or consortia arrangements. MOPAC will ask boroughs to provide information about existing services. MOPAC wants to make this work and will work with local authorities to ensure this happens.

Q: What support will MOPAC be offering consortia bids regarding capacity issues?

A: MOPAC will take this back and have some internal discussions about what can be provided.

Q: What is the term (length) of the grant?

A: MOPAC cannot answer this at this stage.

Q: How will you measure the difference the IDVAs have made?

A: MOPAC has been working with our Evidence and Insight team in developing the approach and outcomes.

Q: How will MOPAC address the issue of single point of contacts (SPOCs)? Some boroughs have worked hard to get SPOCs in place and as part of this new service there is a risk of confusion for service users and agencies?

A: Yes MOPAC agrees this is a risk and it is on our risk register. A key feature of the service is that MOPAC expects providers to integrate locally with what is already happening to mitigate against this.

Q: Can MOPAC clarify if this will be one tender for the whole of London that is split to areas or different tenders in different sub regions?

A: MOPAC will clarify this in the service specification

Q: How will local charities be involved with the service?

A: As stated previously, providers will need to tie into and integrate with what is happening locally in all the boroughs in the cluster.

² 'CAADA Insights 1: A greater place of Safety', Coordinated Action Against Domestic Abuse (CAADA), November 2012

Q: When MOPAC looked at the CAADA recommendation of IDVA numbers did you consider the number of known domestic abuse victims/survivors per borough, as this would make a difference in boroughs such as Barking and Dagenham?

A: MOPAC has used the industry standard that is based on population rather than prevalence and has used the projected population figures to 2019 to ensure that we are taking into account future changes to population.

Please note that a CAADA representative was present at the meeting and said that CAADA were looking at refining their calculation. MOPAC will liaise with CAADA to consider this for future development of the service.

Q: Will a needs assessment be expected as part of the preparation for submitting a bid, or is this part of the service?

A: This is expected as part of the service.

Q: Some boroughs have stronger local strategic coordination than others. Will MOPAC ensure in the specification that this is taken into account?

A: MOPAC will facilitate work between selected provider(s) and boroughs to support strategic coordination.

Q: MOPAC were asked to consider using a needs based approach instead of a risk based approach as some of the highest need might be with medium risk clients because of numerous reports (for example those who are homeless and/ or have no recourse to public funds).

A: MOPAC said the plea was understood and they would take this back for consideration.

Q: Could organisations that support specific groups across London, e.g. BAMER and LGBT, provide services from a central point?

A: MOPAC is mindful of this.

Q: Can MOPAC be mindful of setting realistic timescales for preparation of bids?

A: We have noted this request.

Q: Will MOPAC score consortia bids higher than those from a single provider?

A: No, scores will not be awarded based on whether or not the bid is from a consortium. Bids will be assessed on meeting various quality criteria.

Q: MOPAC were asked to note that not all clients, and particularly BME/LGBT clients, may want to report to or work with the criminal justice partners.

A: MOPAC clarified that the IDVAs will support all high risk victims/survivors, including those who do not wish to report to the police.

Q: Can MOPAC provide a quality/ price criteria breakdown?

A: MOPAC cannot answer this at this stage.

Q: MOPAC were asked if payment by results should be taken out of the first year delivery requirement for the service part concerned with innovation in the criminal justice system to encourage true innovation in the first year

A: We will take this back and consider it.

Q: It will be difficult for providers to respond to a bid in short timescales if the opportunity is put out to market over Christmas.

A: MOPAC is aware of this and is aiming to provide adequate time for good bids to be developed.

Q: Can we submit further questions?

A: Yes, further questions can be submitted before Wednesday 27 November (Please note that these are included with responses below)

Q: Can you email us the presentation?

A: No, this cannot be provided until the specification for the opportunity goes out to market. The presentation and notes from this meeting will be put onto CompeteFor with the specification.

Q: Can you tell us what the sub regions are?

A: We are unable to confirm this at this stage.

5. Additional questions received after the meeting

Q: Will it be possible to bid for the strategic coordination element of the service separate to the delivery elements or only as part of a complete package?

A: MOPAC considered splitting the service in this way initially on the basis of the skills set needed; however MOPAC concluded that there was benefit in integration across the whole service required and so the specification is for the full service in each of the sub regions in London.

Q: There is a risk that IDVA delivery will be fragmented and service users and referral agencies confused about who runs what and where. Also, borough commissioned services could change provider and through having different providers in each borough there will be increased costs, for example office costs and resources attending MARACs. Could funding be given to boroughs and integration and reporting from each borough on the unified service be made a condition of the grant?

A: MOPAC is seeking to ensure a level of consistency in the support offered to victims/survivors of domestic violence in London irrespective of where they live, with a view to improving the experience of victims/survivors. On this basis, alongside broader economy of scale considerations, MOPAC will be directly commissioning IDVA provision to be delivered at a sub-regional and local level. We know from our work with boroughs, including through the London Crime Prevention Fund money that we provide for IDVAs, that the cost varies significantly from borough to borough. MOPAC is not able to purchase IDVAs from existing local providers, as MOPAC is running a competitive grant award process that aligns with MOPAC's outcome-based and value for money commissioning principles.

Q: Could the service be commissioned separately from BME and other highly specialist services (e.g. disability, LGBT) whose constituents live across London?

A: MOPAC is aware that there are some specialist VAWG and BME providers that work across the whole of London. MOPAC is commissioning in sub-regions of London; however this commissioning arrangement does not preclude these providers from being involved in multiple consortia/ partnerships who are bidding for the service.

Q: Although there is gross under-reporting, the needs of residents in different areas varies substantially. Could MPS figures for DV related crime reporting be used to distribute resources, based on under-reporting being fairly consistent across boroughs?

A: MOPAC has not considered prevalence (i.e. numbers of victims reporting to the police or others services) to calculate required IDVA provision in Service Part 1, as we have used the industry standard and part of the service will be focused on ensuring accessibility of services and outreach to ensure that more victims/survivors from under-represented groups are coming forward to seek help. Service Part 2 is based on prevalence, with funding allocated according to reported crime levels and cases that go to court.