

Pan London Domestic Violence Service **Clarification Questions and Answers**

Q1: Summary - Page 2: point 6 – this point states that MOPAC welcomes Consortia arrangements but wants it to be led by a primary provider who will take overall responsibility for the delivery and performance management of the grant agreement. Can you clarify how will this be expected to work? If, for example there were 4 bids under the umbrella of a single consortium, what would the role and responsibilities of the lead org be? How would this work in practice if another org was lead for one designated sub-region? Who would be responsible for the coordination of that sub-region and the monitoring reports? What role would the overall lead play in strategic coordination, alongside the sub-regional lead? Would it be possible to have 4 leads 0-1 for each sub-region, where each of the leads is part of the same consortium but none is the designated lead?

A: Single agencies and consortia can bid either to deliver for the whole of London or one of more sub regions. For each bid, a lead provider must be identified who MOPAC will hold to account for delivery of the conditions set out within the grant agreement if the bid is successful. On this basis there could be the same lead provider for multiple sub regions or different lead providers.

Q2: Service Outcomes – Page 11: point 4.1 – how does MOPAC envisage the strategic coordination role working in boroughs where there may be another organisation providing the majority of the IDVA posts?

A: MOPAC expects the service to undertake strategic coordination in the sub region concerned, even if another organisation is providing the majority of IDVA posts. MOPAC expects the service to integrate effectively with existing services and local partners.

Q3: Performance Monitoring – Page 12: point 6.3- can you clarify what additional information might be collected at the end of a 12 month period so that orgs can ensure they collect it?

A: Data to be collected and provided to MOPAC will be discussed and agreed between service providers, local authorities in the sub region and MOPAC during the three month mobilisation period.

Q4: With regard to the South London region must organisations bid for the whole region or can they just bid for the either South West or South East area?

A: MOPAC will only consider bids from a single provider or consortia provider for the whole of the South region. MOPAC expects that bids for the South region will outline how delivery will be managed by dividing this region into two areas to make it more manageable. An example split has been included in the specification, but providers can divide the South region into other borough cluster models as they consider appropriate.

Q5: How many women do you expect the service to work with a year in South region?

A: MOPAC expects that the service in the South region will meet the need there, to be identified by the service we are commissioning.

Q6: How will payment by results actually be implemented?

A: MOPAC operates on an outcome based commissioning model, to ensure quality of service delivery and value for money. As such, payment to the provider(s) will be made retrospectively for services delivered on a quarterly basis and will be linked to achievement of the service outcomes outlined in section 7 of the specification. A payment schedule at Appendix C of the specification summarises this. Specific outcomes and targets will be discussed and agreed between MOPAC and the selected provider(s) during the three month mobilisation period.

Q7: Could you clarify the essential requirements section of the bid. It states that the bid is strictly limited to 30 sides of A4 for the main bid and up to additional 50 sides of A4 for appendices. Can you confirm if this is 30 page per cluster?

A: Bids for the service must be within the limit of 30 sides of A4 for the main bid and up to additional 50 sides of A4 for appendices, as laid out in the specification. If a single agency provider or consortium wishes to bid for more than one sub region, either a single bid can be submitted or a separate bid can be submitted for each sub region. In both cases the bid must adhere to these requirements.

Q8: Are we correct in understanding that all items referred to under point 7.3 of the service specification are to be evidenced as appendices?

A: The items referred to under point 7.3 must be evidenced either in the main bid or the appendices.

Q9: "All organisations involved in submitting the bid must have objectives that are for public benefit and not for profit" Does MOPAC require evidence of this? If so, is a certificate of charity registration suitable?

A: Yes MOPAC requires evidence of this and yes a certificate of charity registration is suitable.

Q10: "All services must be free at the point of delivery" Does MOPAC require evidence of this?

A: A statement confirming this would be suitable.

Q11: "The organisation(s) delivering service part 1 must have an evidenced track record of delivering advice and support to meet the needs of survivors of domestic violence" Do the three references requested below qualify as evidence of this? We are also asked to provide a response regarding service delivery experience in the body of the bid on page 17 of the service specification.

A: Yes the references would qualify if relevant, or a statement outlining examples of relevant work undertaken could be provided.

Q12: At least one provider involved in submitting a bid for part of the service must be an active member of a national VAWG body. Is Women's Aid membership sufficient for this?

A: Yes. Women's Aid is a federation body.

Q13: "The provider(s) must have the ability to put in place mechanisms and systems for recording data in line with the service requirements and agree to share data with MOPAC and other partners." Would a 500 word statement outlining our experience and ability in working with similar systems be sufficient for this?

A: Yes, as long as it evidences the requirement stated.

Q14: "Bidders should ensure that effective information sharing is in place and that data protection, safeguarding, risk management and confidentiality duties are met. To meet these essential requirements, provider(s) must indicate in their bid that they

are willing to sign confidentiality and information security agreements with MOPAC. Examples of these documents are included at appendices M and N respectively.” To confirm: MOPAC requires declaration of our organisation’s commitment to sign these documents if we are awarded the contract? i.e. Is no signature or other formalisation required for bid submission?

A: Yes, just a commitment to sign confidentiality and information security agreements with MOPAC is required; no signature or other formalisation is required for bid submission.

Q15: “The provider(s) must have proven ability to work in partnership effectively with other voluntary and statutory sector agencies.” Would a 200 word statement appendix outlining our proven ability to work in partnership be sufficient for this? This is also required in the body of the bid (quality criteria, page 17).

A: Yes

Q16: “Equal opportunities policies (If the bid is from a consortium, these must be provided for all agencies involved)” We will include our Equality and Diversity Policy as an attachment. However, it is 19 pages in length. We anticipate that our bid will, by necessity, exceed the 50 page limit for appendices.

A: Equal opportunities policies, complaints processes and sets of audited accounts can be provided in addition to the 50 page appendices.

Q17: “The provider(s) must demonstrate commitment to equal opportunities and understanding of equality issues. All providers and services must be compliant with the public sector equality duty set out in section 149(1) of the Equality Act 2010. This requires MOPAC (and its providers and services) to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations by reference to people with protected characteristics.” Would a 500 word statement outlining our commitment to equal opportunities and equality issues be sufficient for this?

A: Yes, as long as it evidences the requirement stated.

Q18: “Complaints process for service users who are not satisfied, including the complaints process and how the response is managed (If the bid is from a consortium, these must be provided for all agencies involved in front line service delivery).” We can include our Complaints and Suggestions Procedure as an appendix, however it is 18 pages in length. We anticipate that our bid will, by necessity, exceed the 50 page limit for appendices.

A: Equal opportunities policies, complaints processes and sets of audited accounts can be provided in addition to the 50 page appendices.

Q19: “Two sets of audited accounts (If the bid is from a consortium, these must be provided for all agencies involved).” Our audited accounts for the last 2 years total 76 pages. We anticipate that our bid will, by necessity, exceed the 50 page limit for appendices. *NB: The word/page requirements above refer to only to what is required for our organisation. Please note that for consortia bids, requirements would be significantly greater.*

A: Equal opportunities policies, complaints processes and sets of audited accounts can be provided in addition to the 50 page appendices.

Q20: Regarding the ‘mobilisation funding’, the specification states “The mobilisation payment is for up to 20% of the overall funding and is for a three-month period from April to June 2015 for recruitment and other set up costs.” Could more detail be

provided about what this payment is to cover? And how we should demonstrate that it is limited to 20%?

A: The mobilisation funding is for set up costs to allow the full service to commence on 1 July 2015. These could include, but are not restricted to, recruitment, training, materials, equipment and accommodation. The 20% limit on the mobilisation funding is 20% of the total amount of funding for which the provider or consortia is bidding, i.e. provider(s) can bid for up to 20% of the total two-year funding amount they are bidding for.

Q21: Further to paragraph 3.2, if all of the mobilisation payment is not utilised, can the remainder be spread over the funds for Year 1 and Year 2?

A: MOPAC's expectation is that the mobilisation payment is to enable provider(s) to prepare for service delivery so that they are 'match fit' to deliver services from 1 July 2015. MOPAC expects provider(s) to outline what percentage of the total amount they are bidding for (anything up to 20% of the total two-year funding bid) and what they will be using this funding for in their bids. As such, MOPAC does not expect there to be any non-utilisation of mobilisation funding. If there is any underspend of the mobilisation payment by end June 2015, MOPAC reserves the right to claw back 100% of this underspend.

Q22: Paragraph 7.2 requires bid to be written in size 12 Arial font; and strictly limited to 30 sides of A4 for the main bid and up to an additional 50 sides of A4 for the appendices – this includes the 'whole contract' implementation plan? Our implementation plans are typically 15 pages in length.

A: MOPAC expects summary implementation plans to be developed that enable the overall page limits as set out in the specification to be adhered to.

Q23: Page 4 of the service specification states "Provision of 0.5 of a post in each borough to support work with all victims/survivors of domestic abuse (not just those identified as high risk) going through the criminal justice system." Could MOPAC provide some additional detail about what their priority is for this post? Would MOPAC envision/prefer this 0.5 post to sit alongside e.g. current floating support, or co-locate with the police, or possibly be based in the court? Any additional direction regarding the preferred focus of this post would be much appreciated, to ensure we utilise its function as effectively as possible based on MOPAC's research to date.

A: The 0.5 posts per borough are for direct support to medium and standard risk victims who are going through the criminal justice process (i.e. any victims who have reported domestic abuse to the police). This may involve direct one to one support, or referral onto other specialist and/or mainstream services. The intention of this part of the service is to provide direct support to victims/survivors rather than coordination type roles. Service Part 2 provides for innovation in the criminal justice system. MOPAC will expect providers to discuss implementation of these 0.5 posts with boroughs and broader partners during the mobilisation period.

Q24: The payment-by-results element of the contract has the potential to impede innovation (in particular Part 2 of the contract, re CJS Innovation), as new initiatives often require testing/pilot-runs followed by adjustment; innovative approaches are typically impeded by payment-by-results. Would MOPAC be willing to consider restricting the payment-by-results element to Part 1 of the contract (Strategic Coordination and Direct Support), such that Part 2 (CJS Innovation) is not effected by PBR? This was addressed at the provider briefing prior to the release of the spec, and it was agreed that PBR could pose problems for an innovative project.

A: No. MOPAC is keen for real innovation to be delivered for service part 2. MOPAC operates on an outcome based commissioning model for all services it commissions to ensure quality of service delivery and value for money. MOPAC will discuss specific outcomes and targets with selected provider(s) during the three month mobilisation period and is content that mutually agreeable outcomes can be reached.

Q25: Could more information be provided regarding the role of local borough representatives? At what stage will they become a resource for providers?

A: To clarify, borough representatives will not be a resource for providers; MOPAC will facilitate meetings between provider(s) and borough representatives as soon as possible during the mobilisation period. An on-going relationship and integration with locally provided services will be the responsibility of the successful provider(s).

Q26: The Mayor's VAWG Panel who provide strategic and direction and support to MOPAC include some organisations who currently provide IDVA services themselves. Is a conflict of interest possible in this situation?

A: MOPAC always considers potential conflicts of interest and when these arise appropriate steps are taken.

Q27: Paragraph 3.7 re "claw back" – would MOPAC be able to provide any additional information on this?

A: Mobilisation funding is to enable provider(s) to prepare for service delivery so that they are 'match fit' to deliver services from 1 July 2015. If there is any underspend by end June 2015, MOPAC reserves the right to claw back 100% of this underspend.

Q28: In order to ensure the bids are closely aligned to MOPAC's vision, could the clarification period be extended to close a week before submission date?

A: No.

Q29: Would separately led sub regional partnership bids with a light touch pan London co-ordination role be considered or would this lower their scores or be discounted?

A: Yes, all bids that meet the essential requirements will be considered and assessed by the panel. In terms of scoring, it is for the provider(s) to make the case for why any particular consortia arrangements outlined in their bid will deliver a better quality service. The panel will assess all bids that meet the essential criteria against the quality criteria as laid out in sections 8.7 and 8.8 of the specification. Strategic co-ordination to maximise value of all sub-regional provision and ensure that all victims/survivors get access to the right services is a key element of service part 1. Details of what MOPAC expects this to involve can be found at section 3.12 of the specification and expected outputs and outcomes are shown at 4.2.

Q30: Is there guidance regarding the percentage of total income a successful commission constitutes for a lead organisation?

A: No. The distribution of funding between partners within a consortium for delivery of the service is to be negotiated between partners within the consortium.

Q31: Does MOPAC have a breakdown of the reasons why 60% of DV cases referred to the CPS by the police are not prosecuted? Do we know whether this is also about the strength of witness evidence? The data I am referring to relates to your figures on page 8: 3.18 and 3.19 which outline the number of DA cases which went through the criminal justice system i.e. 52,653 in 2013. If 28,782 were NFA, that leaves 23,871 but only 9,709 of these were prosecuted by the CPS so it would interesting to know what happened to these cases.

A: MPS offence data and CPS data cannot be directly compared, as the data does not relate to the same cases. The MPS data covers all offences recorded during 2013, whereas the CPS data includes cases prosecuted in 2013 and will therefore relate to cases that were recorded by police before January 2013. MPS data also includes all offences, including those offences that result in the offender being given a caution by the police. These will not usually be passed to the CPS. In 2013 almost 10,000 offences resulted in a caution and just over 14,000 resulted in a charge.

Q32: Are there any additional funds to train IDVAs or is the cost of training included in the funds available?

A: No. There is no additional funding for training of IDVAs. This is within the overall funding envelope indicated in the specification.

Q33: Is there any conditions around the proportion of an organisation's income this funding can represent?

A: No. This will be considered on a case by case basis.

Q34: Page 11, 7.2 states that bids must be limited to 30 sides of A4 and an additional 50 sides of A4 for the appendices. Page 12, 7.3 states that where a consortium bid is submitted, copies of Equal Opportunities Policies, Complaints Procedures and 2 sets of Accounts for all agencies involved must be provided. Will the requirement to submit multiple copies mean that the maximum number of additional sides for appendices be increased for consortium bids? For a single bidder, one set of annual accounts runs to 20 pages, two sets is 40 pages. This does not leave sufficient pages for other policy attachments requested.

A: Equal opportunities policies, complaints processes and sets of audited accounts can be provided in addition to the 50 page appendices

Q35: If an organisation bids with one organisation then does this preclude them from bidding with another organisation?

A: No, as long as the organisation concerned can deliver for both consortia if they are successful.

Q36: The grid at Appendix A shows that there should be a 0.5 post and another IDVA uplift post. Should either of these (0.5 or IDVA uplift) include the strategic coordination or is that another post? If it is another post then how many full time hours is it equivalent to? If the strategic coordination is not in either the IDVA uplift or the 0.5 then where are you thinking that it fits into?

A: Part 1 of the service has three parts: (1) 0.5 of a post in each borough to support work with all victims/ survivors of domestic abuse going through the criminal justice system; (2) provision of additional IDVAs in some boroughs; and (3) strategic coordination to maximise value of all sub regional provision. MOPAC has specified the number of posts for (1) and (2) but has not specified how (3) should be delivered. It is for providers to determine how the strategic coordination part of the service will be delivered, how it relates to the other posts and how many full time hours it is equivalent to.

Q37: Page 25: Appendix J, refers to IDVAs and industry standards. Can MOPAC confirm that the Women's Aid, Domestic Abuse Prevention Advocate (DAPA) qualification, as validated by the Home Office, will be recognised as an equivalent qualification to that of the CAADA IDVA qualification?

A: Yes

Q38: The way I read the specification, an organisation must bid for both parts of the service? We would not be able to apply for part 2 alone?

A: No. Bids must be for both service parts 1 and 2; bidders cannot bid for service part 2 alone.

Q39: If not, is it possible to apply to deliver part 2 and to offer subcontracts for IDVA services (part one) that are in coordination with the predominant local IDVA service already commissioned by the borough? Or would we be required to apply with a named service provider in a partnership/ consortia bid?

A: No. It is not possible for an agency to bid to deliver service part 2 and offer subcontracts for service part 1, as this will not meet MOPAC's expectations as laid out in the service specification. MOPAC expects either a single agency or consortium to bid and in the latter case for all providers in the consortium to be named for clarity and transparency. Also, MOPAC will hold the lead agency responsible for delivery of the full service (parts 1 and 2).

Q40: Is it possible to bid for second tier work to develop quality assurance standards for work with male victims?

A: No. It is not possible to bid for this in isolation. This may be part of a wider bid, but all bids, whether from a single agency or consortium must be for the whole of service part 1 and 2 for either a sub region or regions, or the whole of London.

Q41: I was wondering whether you might have a list of the different IDVA providers by borough for all the London boroughs?

A: MOPAC collected some information on providers through the IDVA survey in order to understand the number of potential providers of our service; however this information is commercially sensitive.

Additional information update

Please note that information on services in Southwark, Lambeth and Islington boroughs has been added to the documents on the MOPAC website. This supplements the information on borough services that was provided by other boroughs that is included at Appendix L of the specification.