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**Merseyside Police & Crime Commissioner**

**Request for Quotations**

**Delivery of Hate Crime Support Services in Merseyside**

**For a Potential 3 Year Contract**

**Commencing 1/04/2018**

**December 2017**

**1. INTRODUCTION**

The purpose of this document is to provide contractors with an opportunity to put forward a proposal to deliver services on behalf of the Police and Crime Commissioner for Merseyside (PCC).

The Office of the Police and Crime Commissioner (OPCC) for Merseyside is seeking to work in partnership with a delivery partner(s) that has experience of providing emotional and practical support to victims of hate crime. Service provider(s) should be capable of receiving referrals either directly from Merseyside Police, via the PCC’s third-party hate crime reporting facility (delivered by Stop Hate UK between April 2015 and March 2018, but is subject to a concurrent quotation bidding process), or via self-referrals directly into the service. The provider should also work interactively with other services commissioned by the PCC, as part of the Commissioner’s Victim Care Merseyside agenda and should be able to receive referrals from and make referrals into those services, as appropriate to the needs of the victim.

In recognition of the complex and diverse nature of the impact of hate crime, the PCC is willing to accept any combination of the following options:

* an overall bid to deliver the entire requirements of this service;
* multiple bids (from a single provider) covering more than one aspect of the overall service i.e. delivery of services for more than one hate crime strand, or
* separate bids (from multiple providers) for singular aspects e.g. one of the five strands of the service.

If single or multiple bids are successful in gaining this provision then the OPCC will work with individual providers to develop a consortium approach, and suppliers will be required to operate together, in terms of the PCC’s funding, as one Hate Crime Support Service.

The delivery of this service will meet the needs of victims across the five hate crime strands:

* Race
* Religion
* Gender Identity
* Sexual Orientation
* Disability

Funding for this service is provided by the Ministry of Justice (MoJ) victim services grant. Details of MoJ grant conditions are included at **Appendix A** to this document. Providers bidding for this service must ensure that they can meet the requirements of the grant conditions, and be able to provide monitoring information, as directed by the OPCC, to provide evidence of compliance.

**BACKGROUND TO REQUIREMENT**

**Definition**

The Home Office (2016b) define hate crime as ‘any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic.’ This common definition was agreed in 2007 by the police, Crown Prosecution Service, National Offender Management Service and other agencies that make up the criminal justice system.

**Hate Crime Support Service**

In Merseyside demand for support services is increasing, with a 61% rise in recorded hate crime across Merseyside, from that recorded between the three years from 2011 to 2014 in comparison with crime data recorded between 2014 and 2017. Furthermore, crime data analysis demonstrates that crime increases have taken place across the entire range of hate crime strands. Focus groups, conducted by the OPCC, and attended by hate crime victims indicate that service delivery should be more inclusive of all victim need. In particular, there is evidence to suggest that the needs of disability and sexual orientation victims are not being fully met through existing provision. Victims indicate that trust in, and the confidentiality of, the victim service is paramount. It is recognised that the current provider has provided a positive service for victims, but that the new service specification should recognise the need for support over a wider range of hate crime victimisation, and that the funding available to hate crime services should be increased to meet the increased demand for support.

The total budget for this service is therefore capped at £80,000 per annum. This funding is to enable provision to be delivered across each of the five hate crime strands, and is broken down into the following funding streams, per annum:-

* Race - £30,000
* Religion - £10,000
* Gender Identity - £10,000
* Sexual Orientation - £10,000
* Disability - £10,000

The OPCC will retain £10,000 for marketing and capacity building purposes, and to enable additional funding to service providers, in order to assist them to flex at times of high demand.

The proposed contract is for a 12 month period, with an option to extend by two periods of 12 months, resulting in a potential 3-year contract (1+1+1), to commence on 1 April 2018. The contract is for provision of a service for the PCC only, and will not be open to other police forces.

**Prevalence of Hate Crime**

The volume of police-recorded hate crime has been increasing year on year in Merseyside since at least 2011/12. In the latest three-year period (2014-17), there were 7332 offences in total recorded by Merseyside Police. This represents a 61% increase compared to the previous three year period (2011-14), when there were 4561 offences recorded.

The volume of hate crime offences has increased in 2016/17 since 2014/15 across each of the five centrally monitored strands, despite some strands showing small reductions during 2015/16. Data for all three years is shown in the table below[[1]](#footnote-1):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **2014/15** | **2015/16** | **2016/17** | **% change[[2]](#footnote-2)** |
| Disability | 180 | 184 | 275 | +52.8% |
| Racial | 1714 | 1707 | 2158 | +25.9% |
| Religious | 92 | 71 | 108 | +17.4% |
| Homophobic  | 322 | 314 | 381 | +18.3% |
| Transphobic | 23 | 44 | 47 | +104.3% |

 (Merseyside Police, Dec 2017)

**Underreporting**

Together with a greater awareness of hate crime, and improved willingness of victims to come forward, both are likely to be factors in the increase in the number of hate crimes recorded by the police in 2016/17 compared with the 2014/15 year. It is widely acknowledged that the number of reported crimes is a considerable underestimate of the actual number of hate crimes taking place within England and Wales, and that this is also reflected in Merseyside reporting figures. Research has shown that victims of this type of crime often indicate concerns that have an impact upon their willingness to report, including the following:-

* The ‘normalisation’ of their experiences of hate crime
* feeling concerned about not being taken seriously
* worry about retaliatory violence or making the situation worse
* have a shortage of confidence in the criminal justice system
* lack the time and emotional strength required to talk to a third party about their experiences

In Merseyside significant effort has been made by agencies to encourage the reporting and recording of hate crime; this has increased reporting rates as a consequence.

**Supporting victims of Hate Crime**

The Government launched its new Hate Crime Action Plan in 2016; it states that there are five key areas to tackle hate crime:

* Preventing hate crime by challenging the beliefs and attitudes that can underlie such crimes;
* Responding to hate crime in our communities with the aim of reducing the number;
* Increasing the reporting of hate crime, through improving the reporting process, encouraging the use of third party reporting and working with groups who may under-report;
* Improving support for the victims of hate crime;
* Building our understanding of hate crime through improved data, including the disaggregation of hate crimes records by religion.

The provider(s) should be included on the PCC’s Victim Care Merseyside (VCM) victim’s portal website (the OPCC will work with successful bidders that may not already be registered on this facility to include them in the future). Commissioned partners funded by the PCC are encouraged to promote knowledge of the brand and use of the victim’s website.

Details of the VCM website can be found using this link -

<http://www.victimcaremerseyside.org/>

Research has identified that there are five key areas that are central to effective hate crime casework support:

* Believing the victim and offering help
* Reducing the immediate impact of the violence
* Aiming to resolve the complaint through an agreed intervention or series of interventions
* Client empowerment
* Developing professional practice

 It is essential that services provided by the PCC recognise the above factors, but are also delivered anonymously, with confidentiality, impartiality, independence, and awareness of the interconnected nature of social categorisations such as race, class, and gender, difference and diversity. Services must also be non-discriminatory with a non-judgemental approach.

**Services Sought in this Tender**

The OPCC is seeking partners to deliver services that support the victims of hate crime across the region, to include the following;

* Visibility and outreach to be improved to ensure public awareness of hate crime (specific strands if appropriate) and the support available.
* Take referrals from third party reporting agencies and Merseyside Police, as well as self-referrals.
* Provide a timely response to a victim’s request for support (this will be agreed with providers as part of the commissioning process).
* Signpost victims to specialist support services for advice and guidance to help the victim cope and recover, for example; target hardening, support through the judicial process and liaison with police and other partners (e.g. Local Authority ASB Units).
* Use of a common assessment framework, tailored to meet individual victim needs.
* The offer of advice on personal safety and home security.
* Providing practical advice, as appropriate to the individual’s needs.
* Support to help victims to cope and recover from the effects of hate crime.
* Support for the victim’s family, as appropriate.
* Clear and co-ordinated communication with members of the public and others in order to reach communities and deliver a strong and clear message about the services available and their accessibility.
* Attendance at coordination meetings, as required by the OPCC, but at least quarterly, with dates to be notified to providers at the commencement of the contract for the year ahead.

As described in the background section (page 3), total funding available for this service during Year 1 is capped at £70,000, with an additional £10,000 reserved, to be distributed by the OPCC as appropriate i.e. during times of high demand or when additional flexibility is required by service provider/s. The £70,000 will be distributed to successful delivery partners as follows:

* Race - £30,000
* Religion - £10,000
* Gender Identity - £10,000
* Sexual Orientation - £10,000
* Disability - £10,000

The above disaggregation of funds takes into account current levels of demand, recent increases in reporting, and known underreporting of crimes of this nature.

**To allow information to be circulated to all parties, the deadline for questions / queries is 1600 hrs on Thursday 25thth January 2018. Questions must be emailed to OPCC.CPR@merseyside.pnn.police.uk.**

**Core principles underpinning the service sought:**

* Improving access to support
* Increasing reporting
* Improving the operational response to hate crime
* Prevention

**Expected Outcomes:**

* Increased levels of victims accessing hate crime support services
* Improved sense of personal control in the lives of victims
* Improved Mental Health for victims
* Improved Self-Esteem for victims
* Individual pathways created that are victim driven
* Increased levels of recording hate-related incidents/crimes

Service providers are asked to consider how they will meet the PCC’s requirements for this service, in line with the requirements outlined within this document.

**2. INSTRUCTIONS TO BIDDERS, COMMUNICATIONS AND ENQUIRES**

**2.1 INSTRUCTIONS TO BIDDERS**

The PCC is prepared to receive bids for the delivery of services as detailed in the above requirements. Bids that do not comply with these Conditions will not be considered.

The PCC does not bind itself to accept the lowest or any bid.

The PCC will not be responsible for, or pay for, expenses or losses, which may be incurred by any service provider in the preparation of their bid.

1. Bidders should answer all questions as accurately and concisely as possible. Where a question is not relevant to the responder’s organisation, this should be indicated, with an explanation.

b) Please ensure that your response is well presented and is in an easy to read format. Any relevant illustrations, maps or charts can support responses. Please do not include general marketing or promotional material. The overall quality and credibility of the responses will be used as part of the evaluation process.

c) The format of the questionnaire **must not** be altered. Applicants should either type their response directly into the spaces provided – or add a reference to indicate where the response can be found, or embed into the bidding documents. Supporting information should be presented in the same order and should be referenced to the relevant question.

d) Format of documents - Single “zipped” files and/or multiple “zipped” files (e.g. a zipped file within a zipped file) can be submitted – however can you please ensure **this** **document is attached as a separate Word Document**. Please note: The OPCC uses Microsoft Office 2013 therefore please ensure your submission is not in a newer version of Microsoft Office as we will not be able to access it. To ensure your submission will be viewable electronically, please save any files (Word, Excel, PowerPoint) in 97-2013 format before submitting your response.

e) The PCC reserves the right to reject as ineligible any incomplete submissions or submissions which are guilty of serious misrepresentation in supplying any information requested.

1. Quotations comprising all the documents requested **must** be submitted by email to OPCC.CPR@merseyside.pnn.police.uk

**The closing time / date for receipt of this quotation is 16:00hrs Friday, 2nd February 2018**

1. The PCC does not undertake to consider bids received after the closing time.

**2.2 COMMUNICATIONS AND ENQUIRIES**

a) The PCC will manage the quotation process throughout.

b) Additional clarification, if necessary, can be sought via OPCC.CPR@merseyside.pnn.police.uk

**2.3 POLICE AND CRIME COMMISSIONER FOR MERSEYSIDE REQUIREMENTS**

In setting out this document the PCC has made every endeavor to provide bidders with an accurate description of the PCC’s requirements in respect of the service. This does not, however, negate the applicant’s obligations to fully familiarise themselves with the nature and extent of the service required and obligations arising there from, and indeed to form their own conclusions about the methods and resources that are needed to meet the PCC’s requirements. The PCC will not accept any responsibility for, or claim by, any applicant by reason of their mis-assessment or otherwise in connection with the PCC’s requirements.

Any information relating to and supplied by the PCC or otherwise acquired by the applicant in connection with this Request for Quotation shall be kept by the contractor in strictest confidence and on trust not to disclose it to any person except that such information may be disclosed so far as necessary for the purpose of obtaining Bonds / Guarantees and Quotations necessary for the preparation and submission of this quotation.

**3. REFERENCES**

References - details of three contracts you have been awarded for the provision of services similar to those required by the PCC. Details should be from services provided within the last 3 years.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Reference 1** | **Reference 2** | **Reference 3** |
| **Customer / Company Name** |  |  |  |
| **Customer Address** |  |  |  |
| **Contact Name** |  |  |  |
| **Contact Email** |  |  |  |
| **Contact Telephone** |  |  |  |
| **Date Contract Awarded** |  |  |  |
| **Contract Duration** |  |  |  |
| **Brief Description Scope of Work** |  |  |  |
| **Value of Contract** |  |  |  |

NB. The PCC may elect to contact any of the given organisations for a reference to take into account the economic operators skills, efficiency, experience and reliability. You should ensure that you have the permission of the contractor above and that the named contact is capable of providing a reference, before submitting this document. **Please ensure that all contact information is correct and current at the point you submit your quotation.**

The information requested in the tables above **MUST be provided.**

|  |
| --- |
| section A: about your Organisation |

|  |  |
| --- | --- |
| **Name of organisation:** |  |

|  |
| --- |
| **Contact address:** |
|  |
| Postcode: |

|  |
| --- |
| **Contact names and details:** |
|  | **Main Contact** | **Alt. Contact** |
| Name: |  |  |
| Position: |  |  |
| Telephone: |  |  |
| Mobile: |  |  |
| Fax: |  |  |
| Email: |  |  |

|  |  |
| --- | --- |
| **Which Hate Crime Services strand(s) does your bid relate to?**

|  |
| --- |
| Please indicate which strand(s) of service your bid relates to:* Race
* Religion
* Gender Identity
* Sexual Orientation
* Disability
 |

**What are your organisation’s main or current activities?** |
|  |

|  |
| --- |
| **Is your organisation:**  |
| A registered charity? |  | Charity Number: |  |
| Applying for charitable status? |  |  |  |
| A company limited by guarantee? |  | Company Number: |  |

|  |
| --- |
| **Other**  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **When was your organisation established?**  | Year: |  | Month: |  |

|  |  |
| --- | --- |
| **Are you part of, or affiliated to, a larger organisation?**  | **YES / NO** |
| (If yes, please give details, including head office address) |
|  |

|  |
| --- |
| **How many people are involved in your organisation?** |
| Full time paid staff: |  | Part time paid staff: |  |
|  |
| Management Committee members: |  | Volunteers: |  |

|  |
| --- |
| **What was your organisation’s total income in the last three years?** |
| 2014/15: |  | Notes: |  |
| 2015/16: |  | Notes: |  |
| 2016/17: |  | Notes: |  |

|  |
| --- |
| **Bank account details:** (This should be an account in the name of your organisation with at least two signatories.) |
| Name of Bank/Building Society: |  |
| Account Name: |  |
| Account Number: |  |
| Sort Code: |  |  | **-** |  |  | **-** |  |  |

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|  |
| **SECTION B: ABOUT YOU** |

|  |
| --- |
| **B1. PLEASE REFER TO THE ‘SERVICES SOUGHT IN THIS BID DOCUMENT’ AND OUTLINE HOW YOU WILL DELIVER THE REQUIREMENTS OF THE SERVICE SPECIFICIATION.** |
|  |
| **B2.** **HOW WILL YOU MONITOR YOUR SERVICE PROVISION IN ORDER TO HIGHLIGHT THE BENEFITS YOU HAVE BROUGHT TO THE TARGET BENEFICIARIES?**  |
|  |

|  |
| --- |
| **B3.** **PLEASE DESCRIBE ANY FURTHER ADDED VALUE/SOCIAL VALUE THAT YOUR PROPOSED PROJECT WILL HAVE (Max 150 words)** |
|  |

|  |
| --- |
| **B4. WHAT OTHER GROUPS OR ORGANISATION, IF ANY, WILL YOU WORK WITH AS PART OF THIS PROJECT AND IN WHAT CAPACITY WILL THEY BE INVOLVED?** |
|  |

|  |
| --- |
| **SECTION C: FINANCIAL INFORMATION** |

|  |  |
| --- | --- |
| **C1. Have you ever received grant funding before from the PCC or any other funder?** |  **YES / NO** |
|  |

|  |  |
| --- | --- |
| **C2.** Please specify bid total (total of single or multiple bids)  | £ |

|  |  |
| --- | --- |
| **C3.** Are you seeking further funds from any other organisation? | **YES / NO** |
| If yes, please give details of the amount and when the outcome will be known: |
| Organisation | Amount applied for | Date of outcome |
|  |  |  |
|  |  |  |
|  |  |  |

|  |
| --- |
| **C4.** Please give details of the costs for the project: |
| **Revenue** (please break down as appropriate e.g. hourly rates, hours per day/week etc.) |
|  | £ |
|  | £ |
|  | £ |
|  | £ |
|  | £ |
|  | £ |
|  | £ |
|  | £ |
| **Capital** (money which will be spent on single items of equipment or asset that cost £500 or more and have a life of more than one year) |
|  | £ |
|  | £ |
|  | £ |
|  | £ |
|  | £ |
| **TOTAL** | £ |
| Please attach suppliers' or providers' cost estimates or quotations if available. |
| **SECTION D: POLICIES**  |

**D1. POLICIES**

|  |
| --- |
|  |
| The following is a list of the typical policies and procedures a charitable group should have in place. However, not all will be relevant to your specific organisation. Please indicate next to each policy or procedure whether you have it in place (in place), are in the process of developing it (In Dev) or if it is not applicable (N/A). |
|  | **In Place** | **In Dev** | **N/A** |
| **Equal Opportunities Policy** |  |  |  |
| **Health and Safety Policy**  |  |  |  |
| **Risk Assessments**   |  |  |  |
| **Confidentiality/Data Protection Policy** |  |  |  |
| **Volunteer Policy**  |  |  |  |
| **Child Protection Policy in place and communicated to all staff and volunteers** |  |  |  |
| **DBS Checks in place and updated regularly** |  |  |  |
| **Child Protection Training undertaken by relevant staff**  |  |  |  |
| **Vulnerable Adults Policy in place and communicated to all staff and volunteers** |  |  |  |
| **Public Liability Insurance**  |  |  |  |
| **Employers Liability Insurance**  |  |  |  |
| **Indemnity Insurance** (if giving advice) |  |  |  |
| **Contents Insurance is in place as needed** |  |  |  |
| **Qualified Tutors** **are always used for sessions** |  |  |  |
| **IT Policy**  |  |  |  |
| **Environmental Sustainability Policy** |  |  |  |

**DECLARATION**

Before signing the declaration, please ensure you have completed all the sections in this application form, and that you have enclosed the documents requested on the checklist below where applicable. PLEASE NOTE YOUR APPLICATION CANNOT BE PROCESSED WITHOUT A SIGNED DECLARATION.

1. Please enclose the following documents with this application (tick boxes on the checklist):

The constitution / set of rules of your organisation

Your organisation’s latest published annual accounts, or income/expenditure statement for the last 12 months

A copy of your organisation’s Vulnerable Adults/Child

Protection Policy

1. A copy of your public liability insurance certificate should be available on request, please do not include with this submission.

 2. 3. I am an authorised representative of the organisation. To my best knowledge, the information provided in this application form is correct.

**Signature**

**Print name**

**Position in**

**organisation**

**Date**

**Appendix A**

**2017/18 Ministry of Justice Grant (MoJ) Conditions (awaiting confirmation from MoJ of 2018/19 grant conditions)**

The following outlines the MoJ criteria for the Victims’ Services & Restorative Justice Fund, it is essential that those submitting an ITT consider how the service that they will provide will meet all of the conditions that are outlined below:

Under the revised Victims’ Code of Practice (published in October 2015), services must assist victims of any criminal offence (even if that criminal offence is not notifiable under the National Crime Recording Standards). Enhanced entitlements are available to victims identified in the following priority categories outlined in the Victims’ Code;

1. Victims of serious crime are described as those who have experienced murder and manslaughter, rape, sexual violence, terrorism and violent crime such as wounding or causing grievous bodily harm with intent are areas where the impacts of crime can be particularly far reaching for victims.
2. The most persistently targeted are crimes, even where they appear seemingly less serious, can have a devastating impact on victims when committed again and again over a period of time, particularly where a victim is deliberately targeted.
3. The most vulnerable and intimidated people are those who are most likely to become victims, or who need particular assistance in coping with the consequences of crime or to engage with the criminal justice system. They might include: people who are isolated, or lack social or family support; those who need assistance in managing their own affairs; those who are more likely to be a victim of crime than members of the community generally or less able to cope with the consequences if they do become victimised; and those who are able to benefit from additional/special measures in relation to court proceedings.

Victims’ services must provide support that satisfies the requirements of the EU Directive 2012/29, establishing the minimum standards on the rights, support and protection for victims of crime (in particular Articles 8 and 9).

To comply with the requirements of the Directive, services must act in the interests of the victim and be;

* 1. Free of charge;
	2. Confidential;
	3. Non-discriminatory;
	4. Available whether or not a crime has been reported to the police; and
	5. Available before, during or after the appropriate time after any investigation or criminal proceedings.

All services must comply with the Data Protection Act when dealing with personal and sensitive data.

Outcomes for the victim will be based on two main principles; cope and recover. The service should assist the victim to cope with the immediate impacts of crime and recover from the harm experienced. Cope and recover are part of the social values that commissioning of services for victims of crime seeks to address. The success of social values reflects more than just financial success of the services and should instead; include a person’s happiness, wellbeing, health, inclusion and empowerment. This focus should encourage victims’ service providers to work in partnership with other organisations to ensure the holistic needs of the victim are met. Cope and recover are outcomes which support services for victims should aim to achieve and against they will be monitored.

In accordance with the Commissioner’s Police and Crime Plan for 2015-2017, services should consider the following;

1. Prevention and early intervention;
2. Youth victimisation;
3. Protecting older people and specific vulnerable groups; and
4. The ‘drivers of crime’ (including drug and alcohol abuse, mental health).

The Ministry of Justice (MoJ) Victims’ Services Commissioning Framework identifies eight categories of need as areas that support services should aim to help victims during the course of their intervention:

* + 1. Mental and physical health;
		2. Shelter and accommodation;
		3. Family, friends and children;
		4. Education, skills and employment;
		5. Drugs and alcohol;
		6. Finance and benefits;
		7. Outlooks and attitudes’; and
		8. Social interactions.

The following types of service should be considered by all victim services:

1. Advocacy;
2. Information provision;
3. Counselling;
4. Therapeutic interventions
5. Peer support;
6. Practical assistance;
7. Emotional support;
8. Shelters/interim accommodation; and
9. Telephone helplines.
1. Data shown in the table may not sum to the totals shown in the text due to both time lapses in collecting data from police systems, in addition to possible multiple counting of strand ‘flags’ in police data recording systems. [↑](#footnote-ref-1)
2. Comparing 2016/17 to 2014/15. [↑](#footnote-ref-2)