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Contract

Domestic Abuse Service

Salford City Council

F03: Contract award notice

Notice identifier: 2022/S 000-003607

Procurement identifier (OCID): ocds-h6vhtk-02d1e8

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Section I: Contracting authority

I.1) Name and addresses

Salford City Council

Civic Centre, 100 Chorley Rd, Swinton

Salford

M27 5AW

Contact

Mr Daniel Cunliffe

Email

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Telephone

+44 1616866249

Country

United Kingdom

NUTS code

UKD3 - Greater Manchester

Internet address(es)

Main address

<http://www.salford.gov.uk/>

Buyer's address

<http://www.salford.gov.uk/>

I.4) Type of the contracting authority

Regional or local Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Domestic Abuse Service

Reference number

DN558827

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

In 2016 the OFSTED joint inspection focused on Domestic Abuse and identified key areas of development. The inspection highlighted a need across services for earlier intervention with a more victim focused approach and response to domestic abuse. A need for increased provision to support victims in crisis and a development in the offer of more long-term emotional support was identified. The inspection high-lighted gaps in support for children and young people living in households where domestic abuse was present or young people who were currently or have been in a domestic abuse relationship. Gaps were also identified in the need to hold perpetrators accountable for their behaviours and to offer a platform for change through engagement and intervention.

Salford Community Safety Partnership worked closely together to review the needs of the City and in response funded an independent needs analysis in 2019. The needs analysis confirmed gaps identified in the joint inspection and completed a mapping exercise across the city to review DA partnerships, commissioned provision delivery and community-based service delivery.

In response to the findings and in the context of Covid 19, additional funds were sourced to increase Salford victim's services offer. This involved the Partnership increasing IDVA hours, phone lines and support to families in refuge. The Partnership supported in extending contracts and implementing specialist roles to address key need.

Pilot projects were launched in the City to support children and young people affected by domestic abuse within Salford through the delivery of 121 support, groups, counselling, and support for young people who use harm.

A pilot was also launched to support perpetrators of abuse through assessment of risk and intervention, offering a platform for change through group and 121 support.

The Community Safety Partnership identified the need to increase the delivery offer to address domestic abuse across the City and also considered the statutory duty to address the new Domestic Abuse Act. A new Domestic Abuse Commissioning Strategy was developed for the city of Salford with a jointly commissioned Lead Provider model for the delivery of all domestic abuse services across the City.

The joint delivery model for the service will be broken down into 3 with subcontracts, managed by one lead provider. The importance of effective partnership working is vital to ensure the delivery of the specification and will be a key area of interest in review of all applications.

The lead provider is responsible for creating a theory of change, a delivery model to address needs identified in this service specification and an outcome framework model which would be populated by their core service outcomes and subcontractors attached to the contract.

The lead provider would need to ensure that they deliver quarterly reports through the implementation of Safe Lives 'insights' which are measurable, tangible and commission focused. The lead provider will be accountable to the commissioning lead and the Tackling Domestic Abuse Board.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £4,165,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85320000 - Social services

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

II.2.4) Description of the procurement

2.1 To provide a specialist Domestic Abuse service which will provide information, advice and direct support to victims and their families experiencing domestic abuse ensuring a co-ordinated approach. The trauma aware service will have a clear structure in offering early intervention, immediate risk management through the MARAC process and long-term emotional support packages of equality for all domestic abuse victims of all ages.

2.2 The Provider will be responsible for the safe delivery and implementation of the IRIS Programme in Salford (in line with local service specification) to ensure:

- Improved identification, response and appropriate referrals by Primary Care for all Salford registered patients affected by domestic abuse.
- Joint delivery (with identified clinical lead/s) of IRIS training (including initial training for all clinicians) across Salford's Primary Care Services.
- Ongoing provision of consultancy and support to Primary Care across Salford

2.3 The service will aim to provide support in improving early identification of victims at A&E and offer risk assessment and early sign posting into DA support.

2.4 To provide a service that gives children and young people and adults who have lived/ or are living with domestic abuse the opportunity to receive an ACE aware, trauma informed support package offering early intervention, immediate crisis support and long-term emotional support with a focus on resilience.

2.5 To work directly with people who use abusive in intimate relationships to offer a platform for change through assessment, engagement, and intervention. Holding perpetrators accountable for their own behaviours, through interventions aimed at standard, medium and high-risk perpetrators.

2.6 To work directly with parents to reduce the impact of domestic abuse on parenting capacity, helping them to understand and address the impact on the child's behaviour.

2.7 To work with all adults to provide support and interventions to address the impact of domestic abuse

2.8 To improve safety and wellbeing of victims, children, young people, and families by reducing the incidents of domestic abuse for those that access services.

2.9 To promote the development of positive relationships, within a Safeguarding Framework and a clear partnership approach and response to safety planning.

2.10 To work in partnership with victims, children and young people and their families, or carers and to be accessible to their needs through 'drop in' points across the city and homes visits when appropriate.

2.11 To work alongside the development of the Domestic Abuse Commissioning Strategy and commit to enhancing the delivery offer across the city with the sourcing of additional match funding.

2.12 To be inclusive and diverse to need with specialist support for LGBTQ, BAME, victims and perpetrators with dependencies (including but not exhaustive: those with Learning Disability, Disability, Gender, Cultural and where English is not their first language or those with mental health disorders).

2.13 The service should be equipped to give advice and guidance for honour-based violence cases, Forced Marriages, FGM and human trafficking and refer to appropriate specialist provision.

2.14 The service should have clear referral pathway and support package for victims of sexual violence with a clear focus in line with 'Violence Against Women and Girls'. This pathway should be inclusive for male victims.

2.15 To work closely with the mental health sector and dependency sector to develop supportive pathways into provision.

2.16 To work closely with housing partners to support the right choice for accommodation

2.17 To work closely and support referral into specialist welfare support services

2.18 To support referral into specialist legal services

2.19 To enhance knowledge base and offer specialist domestic abuse training packages accessible to all partnership agencies.

2.20 To support in changing of social norms through the development of a community focused approach to increase reporting of domestic abuse incidents and signposting (public campaign).

2.21 To ensure that the service we provide is outcomes focussed and evidence based.

2.22 All partners can refer into this service.

II.2.5) Award criteria

Cost criterion - Name: Quality Assessment Questionnaire / Weighting: 56

Cost criterion - Name: Social Value Portal / Weighting: 15

Cost criterion - Name: Presentation / Weighting: 9

Cost criterion - Name: Pricing Schedule / Weighting: 20

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-019065](#)

Section V. Award of contract

Contract No

DN558827

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 January 2022

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Salford Foundation

Foundation House, 3 Jo Street

Salford

M5 4BD

Email

helen.garry@salfordfoundation.org.uk

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

Internet address

<https://www.salfordfoundation.org.uk/>

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £4,165,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Salford City Council

Salford

Country

United Kingdom

Internet address

<https://www.salford.gov.uk/>