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Contract

Victim Care Hub

THE POLICE AND CRIME COMMISSIONER FOR HAMPSHIRE AND THE ISLE OF WIGHT

F03: Contract award notice

Notice identifier: 2023/S 000-033051

Procurement identifier (OCID): ocids-h6vhtk-03f697

Published 8 November 2023, 1:51pm

Section I: Contracting authority

I.1) Name and addresses

THE POLICE AND CRIME COMMISSIONER FOR HAMPSHIRE AND THE ISLE OF WIGHT

The Long Barn, Dean Estate, Wickham Road

FAREHAM

PO17 5BN

Contact

Procurement Support

Email

procurement.support@hants.gov.uk

Telephone

+44 1962846199

Country

United Kingdom

Region code

UKJ36 - Central Hampshire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://in-tendhost.co.uk/hampshire>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Public order and safety

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Victim Care Hub

Reference number

OP21211

II.1.2) Main CPV code

- 75241000 - Public security services

II.1.3) Type of contract

Services

II.1.4) Short description

The Victim Care Hub will be an all-age support provision with a comprehensive network of services encompassing a referral mechanism and onward support for victims of crime.

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: £4,391,667

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ3 - Hampshire and Isle of Wight

Main site or place of performance

Hampshire and the Isle of Wight

II.2.4) Description of the procurement

The Service Provider will be one of the first points of contact with an on-going response and information service, providing non-specialist and specialist support, working alongside Hampshire & Isle of Wight Constabulary and specialist commissioned support services within Constabulary accommodation.

The Victim Care Hub will be one single service but located within 4 police buildings aligned to the Force Area Model, with Service Provider staff and police staff working together alongside the Criminal Justice Witness Care Units to provide support which will include case information and updates, Special Measures applications and Victim Personal Statements.

A voluntary sector and police partnership provides the opportunity for hybrid collaborative working to ensure fewer gaps or transition points between them, improving the victim experience of the Criminal Justice System, potentially benefitting wider criminal justice outcomes and improving the pathway of referral to specialist support services.

The Victim Care Hub will be delivered using a trauma informed approach.

The Victim Care Hub will have multi-crime and specialist caseworkers and play therapist(s) for supporting children whose support need is often far more complex, due to their age. The Victim Care Hub can provide a widely accessible single point of contact for the emotional and practical support of victims, with the capability to provide low-level mental health and emotional wellbeing support to those who require it, as a consequence of being a victim or impacted by crime. The Victim Care Hub will provide an enhanced service for victims, through simplified and quicker access to specialist knowledge, care and support, enhancing the services provided by the commissioned support services, providing procedural and general police updates, potentially improving victim satisfaction and outcomes.

The Police and Crime Commissioner is implementing the Police Victim Care Hub Officer role within the Victim Care Hub. This new police role will link and align support and information provision for victims of crime, providing an effective link between the Service Provider and the support they provide to victims, Investigating Officers, other police personnel and criminal justice partners. Providing updates on police and procedural matters will ensure victims stay informed, while an investigating officer will retain the role of investigation updates to maintain the relationship, consistency and duty of care. The Victim Management Contact module is now used by the police and needs assessments are undertaken for every report of (victim-based) crime. This will be reviewed as part of the Victim Care Hub contract, to understand its use and ascertain if it can be used to accompany the victim on their journey through the criminal justice process and support provision.

The Police and Crime Commissioner funds a number of specialist support services and a representative from relevant commissioned specialist support services will be invited to have a presence within the Victim Care Hub location(s) to work in partnership with the Service Provider and police, ensuring a support provision for victims.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: 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: [2023/S 000-024921](#)

Section V. Award of contract

Title

Victim Care Hub

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 November 2023

V.2.2) Information about tenders

Number of tenders received: 2

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

Victim Support

Building 3, Eastern Business Park, Wern Fawr Lane, Old St Mellons

Cardiff

CF3 5EA

Country

United Kingdom

NUTS code

- UKL - Wales

Charity Commission (England and Wales)

298028

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £4,391,667

Total value of the contract/lot: £4,391,667

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Hampshire Police and Crime Panel

WINCHESTER

Country

United Kingdom