

BEV HUGHES

**DEPUTY
MAYOR OF
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MANCHESTER**

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AUTHORITY**

DECISION NOTICE

Subject:

GM STRIVE Volunteer Support Service - to provide an early intervention approach for individuals experiencing issues relating to domestic abuse which has been assessed as being standard risk

Type of decision:

Commissioner's decision	√	Senior Officers Decision	
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The decision is that:

A total of £350,000 per year for 3 years, from 1st April 2018, is allocated to fund a GM STRIVE Volunteer Support Service. The service will provide an early intervention approach for individuals experiencing issues relating to low level domestic abuse. Total funding required over 3 years is **£1,050,000** (subject to impact an option to extend for a further 2 years will be included in the contract).

A fully competitive procurement exercise will be carried out in 18/19 to determine a suitable provider to deliver this service across Greater Manchester. In the interim and where local projects are working towards similar aims, funding for these will continue.

Agreeing to provide the funding from April 2018 will ensure that existing local work in relation to STRIVE volunteer networks continues as an interim and in the immediate term, in addition to ensuring that a provider is secured for a minimum of 30 months (with an option to extend).

Interim funding will be provided to Local Authorities who support the GM model.

Financial year	Funding requirement
18/19	£350,000 (GM Service and Interim LA funding) Bolton up to £20, 000 Wigan up to £20, 000 Rochdale up to £6,000 Stockport, Trafford and Salford-£40, 500 6 months <ul style="list-style-type: none">• Consideration will be made if other Local Authorities require

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	funding to support existing work.
19/20	£350,000 (GM service and interim LA funding)
20/21	£350,000 (GM service)
20/21 & 21/22	Option to extend the contract

The reasons for the decision are:

In Nov 2017 the GM Domestic Abuse Partnership Board agreed that the learning from the STRIVE Home Office Pilot should inform a proposal to develop a STRIVE Volunteer Support Service. In February 2018 a more detailed proposal was presented which Board members fully supported. This included learning from a deepdive analysis.

The proposal outlined that a Greater Manchester STRIVE Volunteer Support Service should be developed and implemented via a competitive tendering process. It was agreed that the model should build upon good practice identified from the Home Office pilot, align to the Public Service Reform principles and ensure consistency of service across Greater Manchester.

The aim of the GM STRIVE Volunteer Support Service would be to provide an early intervention approach for individuals experiencing low level domestic abuse related issues, using experienced and fully trained volunteers.

Investment in this early intervention approach will ensure issues are addressed at the earliest opportunity, to reduce risk, vulnerability and repeat victimisation. As a result, this will improve outcomes for individuals and families and reduce unnecessary demand on public services.

In addition to this, the model also supports our GM ambition to improve and develop third sector organisations and to create a range of volunteering opportunities. The service will therefore build on local assets and community capacity to help reduce domestic violence related incidents across Greater Manchester.

The Board agreed that the STRIVE model should consider all standard risk (crimes / incidents) using a robust risk assessment tool developed and conducted by GMP. Only those that were deemed appropriate for a volunteer led approach would be referred to the Volunteer Support Service.

To ensure the STRIVE Volunteering Support Service is implemented effectively GMP have also made the following commitments, over the lifetime of the service:

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- STRIVE Strategic Lead (Dedicated Central Role)
- STRIVE divisional leads
- GMP Risk Assessors (across each of the 10 divisions)

A detailed specification will be developed working alongside GMP and Local Authority partners. This specification will outline the model, the process and the service requirements and key aspects will be tested as part of the procurement process.

A Market Engagement event will also take place, to give those interested in submitting a bid, a greater understand of the STRIVE Volunteering Support Service and the procurement process. This event will also provide an opportunity for partners to network effectively and to explore opportunities to develop a collaborative proposal.

It is proposed that the service would be implemented incrementally (from Oct 18) across Greater Manchester, via the divisional clusters, as follows:

1. Salford, Trafford, Stockport (mobilisation completes 6 weeks from contract start date)
2. Rochdale, Oldham and Tameside (mobilisation commences 2 months from contract start date)
3. Bolton, Wigan, Bury (mobilisation commences 4 months from contract start date)
4. City of Manchester (mobilisation commences 6 months from contract start date)

It is envisaged that this approach may take up to 12 months to fully implement from the contract start date. As such, and in the interim, some of this funding will initially be used to fund Local Authorities to help maintain the current STRIVE volunteer service delivered at a district level, until the GM service is fully mobilised.

The Commissioner will contract manage the service when the provider has been selected to quality assure, oversee performance and to manage any associated risks to delivery.

The GM Domestic Abuse Partnership Board will continue to receive regular updates in relation to the STRIVE Volunteer Support Service and to provide overall governance for this programme of work.

Alternative options considered and rejected:

- Do nothing – revert back to the original GMP process prior to the STRIVE Home Office Pilot. This would result in individuals receiving a limited service if they were deemed as standard risk and does not support the Public Service Reform principles around early intervention and reform. The findings of the STRIVE Home Office pilot also evidenced the benefits of sustaining and upscaling the model.

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- GMP to deliver the volunteer support service in house and recruit the relevant staff and volunteers to deliver this work. This option was considered however it was agreed that commissioning a third party not associated with GMP would result in greater outcomes which was evident from the evaluation of the Home Office STRIVE Pilot.
- Local authorities to be funded individually to undertake this work, which would exacerbate the existing inconsistencies in approach that exist pan GM.

Financial comments:

The funding will be provided from the MOJ Victims Budget which has been subject to a budget planning process and there are sufficient funds within the budget to meet these requirements.

Legal comments:

Our Legal representative will be fully engaged in the procurement of this service and advice will be sought in any relevant areas ie TUPE requirements.

Risk Assessment:

The development of the STRIVE model has been based on a two year Home Office Pilot therefore the learning and any associated risks have been carefully considered when redesigning a GM model. Detailed protocols will be agreed between GMP and the Service Provider to ensure consistency across Greater Manchester and to address any possible risks.

GMP will develop a GM Risk Assessment Tool that will be utilised to determine cases that are suitable for a volunteer led approach. All standard risk cases will be risk assessed by a GMP Risk Assessor to determine suitability and recommended contact method.

The Service Provider will be given up to 6 months to fully mobilise the service.

A detailed mobilisation plan and risk log will be required as part of the procurement process to ensure the service will be implemented within the agreed timescales.

The Commissioner will work with the Service Provider to understand and address any ongoing risks relating to the delivery of this service over the contract period.

The GM Domestic Abuse Partnership Board will continue to receive regular updates in relation to the STRIVE Volunteer Support Service and to provide overall governance for this programme of work.

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The GMP new IT system will be introduced during the lifetime of this contract and to ensure that referrals continue. iOPS are aware of the needs of the STRIVE project and have agreed to ensure these requirements are acknowledged in their work.

GM Connect are supporting this work to ensure all aspects relating to information governance are being addressed to allow implementation of the model. This includes close liaison with the Information Commissioners Office to ensure the model complies with the new GDPR regulations.

Is safeguarding of children relevant and has this been considered:

Safeguarding has been considered when designing the STRIVE Volunteer Support Service and the necessary protocols will be developed between the Service Provider and GMP around safeguarding issues.

A rigorous procurement process will take place to determine the most suitable provider to deliver the service which will include the need to have relevant and robust safeguarding policies and procedures in place. This will also involve the requirement that all staff and volunteers complete safeguarding training on a regular basis and will be monitored by the Commissioner as part of the contract management process.

The ability to adhere to safeguarding will be tested as part of the procurement process.

Agreed by Commissioner *Bev Hughes* (Police & Crime)

Signed: *Bev Hughes*
Date: *8/8/18*

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