



COMMUNITY JUSTICE SECURITY

DECISION RECORD

Decision Record Number 20

This document records a decision taken by the Police and Crime Commissioner, together with details of the advice he received prior to taking the decision.

Decision taken

The Police and Crime Commissioner has taken the decision to:

Purchase a new case management system (from Empowering Communities) for Voice, the service in Northamptonshire for victims and witnesses.

Details of advice taken

Advice was provided from the Directors for Delivery and Technology in the OPCC

Stephen Mold
Police and Crime Commissioner

END



COMMUNITY JUSTICE SECURITY

Northamptonshire Police and Crime Commission

Supporting Report to the Police and Crime Commissioner

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| Date of Report | 19 th June 2017 |
| Subject | Provision of a new case management system for Voice |
| Report Author | Paul Bullen, Director for Delivery |

1. Purpose of Report

- 1.1 To outline the preferred case management system for Voice to enable full operations from 1st October 2017

2. Decision(s) Recommended:

- 2.1 To purchase the Invictus solution from Empowering Communities to provide the case management solution for Voice at a cost for a year of £24k

3. Relevant background / Chronology of Key Events:

- 3.1 A previous decision by the PCC meant that the victim and witness service in Northamptonshire will be provided via a Teckal organisation set up by the PCC as opposed to a contract arrangement as at present. The new arrangement will be in place from 1st October 2017.
- 3.2 The decision means that a new case management system is required to be operational from 1st October 2017.
- 3.3 Various options have been considered and considerations have included usability, ability to be in place by 1st October, cost and the benefits that the system can drive.
- 3.4 The preferred option and therefore recommended decision is to take the provision provided by Empowering Communities known as Invictus.

3.5 Invictus provides the ability for a direct upload of data from Niche (the police system) into Invictus. Invictus provides the ability to case manage and report on initial needs assessments. It also then provides a seamless onward management of the case via E-Cins (already established across partners in the county) meaning that victims will be a step closer to only having to tell their story once.

3.6 The links to E-Cins mean that onward referral can be within the system rather than out of the system. E-Cins is already familiar to staff and so the only new bit will be Invictus.

3.7 Invictus is already being used by Nottinghamshire's victim service.

3.8 The providers inform that the system can be implemented within a month meaning that this will be in place for the start of the contract.

4. Consultation:

4.1 Staff in Voice have provided feedback on the current system they use and colleagues who have been involved in case management have provided advice. However this has not undergone formal consultation.

5. Compliance Issues:

5.1 Is this a decision of 'significant public interest?'

5.1.1 No

5.2 Is the recommended decision consistent with the priorities set out in the Northamptonshire Police and Crime Plan 2014/17?

5.2.1 Putting victims at the heart of justice is a key pillar of the Plan. This will help victims to tell their story once and so is consistent with the plan.

5.3 What are the financial and procurement implications of this decision?

5.3.1 The cost is an annual figure of £24,133. There is only a commitment for a year at this stage. The intention will be to novate the contract arrangements to Voice in the year and Voice to consider the longer term solution during the first year.

5.3.2 Procurement advice has been sought and they are content with awarding this without competition provided there is a clear ability to cease the arrangement at the end of the first year. As described above there is and so this has support from procurement.

5.4 Will further decisions be required?

5.4.1 Not at this stage

5.5 Legal Implications

5.5.1 None specifically related to this decision.

5.6 Risk Management

5.6.1 The solution may not be in place for the go live date of 1st October. However the preferred option provides the best chance of this being mitigated (when compared to other potential solutions which would have a longer lead time to implement)

5.7 Has an Equality Impact Assessment been undertaken?

5.7.1 Not required.

6. Evaluation of alternative option(s):

6.1 An offering from another provider was considered. This had a different pricing model (per person rather than all inclusive) and had similar functionality.

6.2 However the alternative has not yet been implemented anywhere and there was no guarantee it could be delivered by 1st October. In addition there was not a facility to link into E-Cins for multi-agency case management and so the victim would need referring out of the system and therefore potentially be re-victimised by having to tell their story repeatedly.

7. List of background reports used to compile this report:

Empowering Communities written offer

8. List of appendices accompanying this report (if any):

STA for procurement

9. Approvals

Date

Has this report been approved by the author's line manager?

Has this report been approved by the Chief Executive?