

Police and Crime Commissioner for Gwent Decision	
PCCG-2020-018	Police and Crime Commissioner for Gwent Decision
Subject	Outsourcing of Complaint Reviews
Summary	To record the decision of the Police and Crime Commissioner regarding the outsourcing of the complaint reviews to Sancus Solutions Ltd.

DECISION

1. The Policing and Crime Act 2017 (the Act) includes changes to the police complaints system with Police and Crime Commissioners (PCCs) being given the opportunity to take on more responsibility in this area, should they so wish although as a minimum it is a legal requirement for PCC's to undertake reviews of certain complaints.
2. In decision log PCCG-2019-067, the PCC confirmed his intention to adopt Model 1 when the legislation took effect on 1st February 2020. From this date all complaints would now be dealt with by Gwent Police with the PCC taking on responsibility for the review of complaints recorded under Schedule 3 of the Police Reform Act 2002 when a complainant is unhappy with the outcome of their complaint. The review process considers whether the outcome and handling of their complaint was reasonable and proportionate.
3. Discussions took place between the four Offices of the Police and Crime Commissioners (OPCCs) in Wales and it was agreed that in order to support the PCC to fulfil this role, an advisory role would be required. This role would consider each complaint review received by the OPCC, preparing a suggested response and accompanying rationale for a final decision on the outcome to be made by the OPCC.

Consideration was given to various options, including:
 - A member of OPCC staff absorbing this advisory role as part of their responsibilities;
 - Employing a new member of staff; and
 - Outsourcing this work to an independent provider.
4. When considering these options, figures were sought from the Professional Standards Department to try and predict the level of demand we may receive.

	<p>This data was analysed to understand whether an individual would need to be employed on a part-time or full-time basis and the salary scale. It was determined that the OPCC was unable to predict the level of complaint reviews once the new legislation was implemented as there was expected to be an increase in the number of complaint reviews being requested.</p>
5.	<p>Both North Wales and Dyfed Powys OPCCs reached the same conclusion as Gwent in that the outsourcing of the complaint reviews on an initial basis would likely be the most financially viable option and would also allow an understanding of the level of demand and work output prior to any permanent decisions being made.</p>
6.	<p>As such, the three OPCCs agreed to commence a joint tender process to outsource complaint reviews; this joint tender process was led by the Dyfed Powys OPCC.</p>
7.	<p>The procurement process was advertised through Sell2Wales with procurement documents available on Etenderwales electronic sourcing platform. A total of five suppliers accessed the tender exercise, with two suppliers providing a response.</p> <p>The evaluation was undertaken through the Award Tool and the panel consisted of representation from all three Welsh OPCCs with oversight from the Dyfed Powys Police Procurement Department. Each supplier was scored on the same set of questions, with each score awarded accompanied by a rationale, completed by each OPCC representative. At the conclusion, the Procurement Department considered the scores and the recommendation is to award a contract to Sancus Solutions Limited.</p>
8.	<p>This contract period is for 12 months with an option to extend for a further 12 month period. A review will take place after 18 months in order to review demand levels and determine the best way forward for the future.</p>

Jeff Cuthbert B.SC., MDIPD, Police and Crime Commissioner for Gwent

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct. Any such interests are recorded below.

The above request has my approval.

Signed



Date

04.06.20

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Position

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Background papers

Decision Log PCCG-2019-067

The Police (Complaints and Misconduct) Regulations 2020