

Authority:

The Secretary of State for the

Home Department

ASB Hot-Spot Response Fund – Evaluation

Request for Proposal (RFP)

Statement of Requirements

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# PURPOSE

The Home Office (HO) is seeking to appoint a Supplier to support the evaluation of the Hotspot Response Fund 24-25.

# BACKGROUND TO THE CONTRACTING aUTHORITY

In March 2023, the Government published a new [Anti-social Behaviour (ASB) action plan](https://www.gov.uk/government/publications/anti-social-behaviour-action-plan/anti-social-behaviour-hotspot-response-programme). This included funding for ASB Hotspot Response pilots in ten Police Crime Commissioner (PCC) areas in 2023/24, ahead of an anticipated wider roll out across England and Wales in 2024/25. The aim of the ASB Hotspot Response was to ensure an enhanced uniformed presence in ASB hotspot areas.

Since 2021/22, the Government has also provided Grip funding to the 20 police force areas experiencing the highest levels of serious violence (SV) to support the police’s operational response to tackling SV. The aim of the Grip serious violence funding was to immediately suppress and reduce serious violence by increasing delivery of visible patrol activity in hotspots whilst also supporting adoption of strategic problem-oriented policing to address the root causes of violence within hotspot locations.

Recognising the overlap between ASB Hotspot Response patrolling and Grip serious violence hotspot policing, the Home Office has decided to combine these funding schemes and rollout the programme to all 43 PCCs in 24/25.

This merged approach will allow for force areas to use the full range of uniformed visible presence available in their area to conduct patrols in hotspots, for example, police officers, Police Community Support Officers (PCSOs), local authority community safety wardens, Business Improvement District (BID) patrol staff, etc.

The decision to merge Grip and ASB hotspot response funding streams looks to build on the good practice already established. Accordingly, to avoid duplication and to reduce the number of separate funding streams, we will be giving relevant PCCs a single grant covering Grip activity and ASB hotspot response. Each force area will receive at least £1 million, as promised in the ASB Action Plan. Additionally, for force areas already in receipt of Grip funding, the Grip funding and the ASB funding will be combined given the overlap between the two schemes. The total funding available will be over £66 million.

The Hotspot Response programme will run from **1 April 2024 to 31 March 2025**.

# Background to requirement/OVERVIEW of requirement

The purpose of this work will be to support the Home Office in evaluating national rollout of the programme. This will build on previous monitoring and evaluation activity that has been conducted related to previous iterations of the Grip and ASB Hotspot Response programmes and align with internal monitoring and evaluation activity that will be delivered as part of national rollout.

The Home Office have existing plans in place to collect monitoring and crime/incident data from PCCs to measure impact of national rollout but require a supplier to support our internal activity, conducting qualitative activity with PCC and stakeholders to capture perceptions of impact of the programme and process related elements, as well as conducting a quantitative public perceptions survey to understand the impact on communities in identified hotspot areas.

## **Objectives**

The key objectives of the programme are listed below, along with details on how we expect these objectives to be evaluated or monitored indirectly. The monitoring and evaluation of these objectives will adopt a combined approach between the HO and selected Supplier.

* Reduction in Hospital admissions for assaults with a knife or sharp object (for all ages, and especially those under 25-year-olds): monitored indirectly.
* Reduction in Knife and sharp instrument flagged offences recorded by police for all ages, based on police recorded crime data: monitored indirectly initially although may be directly evaluated at some stage.
* Reduction in homicides recorded by the police but especially among those victims aged under 25 and in non-domestic settings (where the data allows): monitored indirectly
* Reduction in firearms offences (under 25s) recorded by the police: monitored indirectly
* Reduction in attempted murder and assault with intent to cause serious harm recorded by the police: directly evaluated by Home Office
* Reduction in robberies of businesses and people recorded by the police: directly evaluated by Home Office
* Reduction in incidents of ASB, directly evaluated by Home Office
* Reduction in proportion of people in hotspots concerned about ASB: directly evaluated by evaluation partner using surveys
* Reduction in proportion of people in hotspots reporting, experiencing, or witnessing ASB; directly evaluated by evaluation partner using surveys
* Reduction in ASB-linked offences recorded by the police (e.g. public order, drug misuse and criminal damage): directly evaluated by Home Office

Secondary objectives of the Hotspot Response are:

* Increased likelihood of public confidence in hotspot areas reporting on ASB; directly evaluated by evaluation partner using surveys
* Increased understanding of resident needs; directly evaluated by evaluation partner using surveys
* Increased trust in police/authorities in tackling ASB and SV; directly evaluated by evaluation partner using surveys
* Increased comfort for residents in using hotspot public spaces: directly evaluated by evaluation partner using surveys
* Reduction of total violence recorded by the police; directly evaluated by Home Office
* Reduction in all crime recorded by the police; directly evaluated by Home Office

For police recorded crime categories and ASB incidents we want to see long-term reductions, but we accept that there may be small short-term impacts from changes to reporting and recording driven by the additional patrols/visibility.

To maximise the opportunity to achieve the above objectives, the HO have set out a list of requirements for force areas to meet. The requirements set out in Annex B are based upon best practice from the delivery of the ASB Hotspot Response pilots, the delivery of the Grip programme, guidance from the College of Policing and academic best practice. This is to support force areas in delivering Hotspot Response as effectively as possible to ensure it maximises the impact by reducing SV and ASB and increases public confidence.

The Supplier should read Annex B and consider these requirements when designing and submitting a proposal.

# scope of requirement

The Authority requires an evaluation partner to work with the HO to deliver a monitoring and evaluation programme that will cover a number of strands.

The following strands will be delivered by the HO:

* **Monitoring data**: as detailed above, all 43 force areas will be expected to provide routine monitoring data related to delivery of the programme. All monitoring data will be shared with the Supplier.
* **Impact:**

1. Measuring impact on Crime/Incidents: this will be carried out by the Home Office using patrol crime and incident data provided by force areas on a quarterly basis. It will assess the programmes direct impacts on various categories of police recorded crime and ASB incidents. Where possible, we will also look to assess value for money.
2. HO produced Theory of Change to demonstrate how delivery is expected to achieve the primary and secondary objectives that have been outlined in this document.

The following strands will be delivered by the Supplier as part of this requirement:

* **Impact:**

1. Measuring impact on community perceptions (feelings of safety, witnessing ASB/SV etc): will be measured by the Supplier. It is a funding requirement that all PCCs/force areas should be prepared to work with the Supplier throughout the life cycle of delivery and post implementation.
2. Understanding police and stakeholder (including local businesses) perception of impact: this will be measured by the Supplier. As with the above, PCCs/force areas should be prepared to work with the supplier throughout the life cycle of delivery and post-implementation.

* **Process:** A light-touch process evaluation looking to understand how the programme has been delivered and how outcomes/impact have/have not been achieved. This will be expected to build and be tailored around existing learning that has been gained by the HO as part of the ASB Hotspot pilot phase and previous Grip rounds. This learning will be shared with the Supplier. Force areas will be expected to engage in any process-related fieldwork which will be delivered by the Supplier.

The HO hopes to gain an understanding of the following questions through the commissioned components. These questions are intended to be a guide and will be refined once the partner is in place.

**Impact:**

* Has there been a reduction in proportion of people in hotspots concerned about ASB and SV?
* Has there been a reduction in proportion of people in hotspots, reporting, experiencing or witnessing ASB/SV?
* Has there been an increased likelihood of public confidence in hotspot areas reporting on ASB/SV?
* Has there been an increased awareness of patrols?
* Has there been an increased understanding of resident needs?
* Has there been an increased trust in police/authorities in tackling ASB/SV?
* Has there been an increased comfort for residents in using hotspot public spaces?
* To what extent did residents or local communities report an increased likelihood to report crime/ASB in the future?
* To what extent did the hotspot funding lead to an increase in the number of hours spent in hotspots?
* What impact did hotspot patrols and associated activities have on secondary crime types?
* Is there any crime/ASB incident displacement effect? For example, does a reduction in incidents in one area increase the level of ASB or secondary crime types in neighbouring areas?

**Process:**

* How have outcomes been achieved, or not?
* What additional factors were in place which enabled outcomes to be achieved?
* What factors presented barriers or challenges to achieving outcomes?
* What impact has the merge between ASB/Grip programmes had on PCCs ability to deliver hotspot policing?
* What impact has national rollout of the programme had on PCCs ability to deliver hotspot policing?
* What could be improved and why?

## **Proposed Methodology**

The following section proposes methodology that should from the basis of Bidder’s proposals. However, the HO will consider alternative approaches to evaluating the impact of the programme relating to the objectives outlined. Any methodology proposed by the bidder should apply the most robust methods as possible in evaluating the programme and meeting the requirements objectives.

It is also expected that the Bidder outlines any associated risks and limitations with the proposed approach.

### **Impact**

The following section will outline what the HO requires as part of the impact evaluation. This includes:

* Measuring impact on community perceptions (feelings of safety, witnessing ASB/SV etc),
* Understanding police and stakeholder (including local businesses) perception of impact:

**Measuring impact on community perceptions**

The Bidder should adopt a mixed-methods qualitative and quantitative approach to measuring impact on community perceptions:

Quantitative approach: the Bidder will be expected to deliver two rounds of surveys in hotspot locations across **all 43 police forces**. It is expected this will cover a minimum of two hotspots in each force area, ensuring the selected hotspots are representative in terms of type across the programme. An approach will be finalised once the Supplier is in place.

The fieldwork for the first round of surveys should be conducted as close as possible to the beginning of the Hotspot Response delivery period (April 2024), covering the period where force areas will be ramping up delivery. The second wave should then be delivered towards the end of the delivery period to provide a comparison and measures of impact related to the programme. It will be important that any Supplier is able to work quickly with the HO and force areas to select hotspots for the first survey wave.

HO will ensure the Supplier has the necessary information, including hotspot shapefiles to scope and deliver fieldwork in hotspot locations

We envisage a mix of two data collection methods to account for the different types of hotspots that are likely to be selected:

* **Address Based Online Surveys / Push to web**: an established method for conducting high quality surveys with residents in bespoke areas. This method can define which areas are in scope for the survey, draw a sample of addresses from the Postcode Address File, and send letters to those addresses asking the residents to complete an online survey. Those who do not complete the survey could be sent a paper version of the questionnaire; this greatly improves the representativeness of the sample and ensures that people with limited internet use are able to take part.
* **Face to Face surveys:** location based surveys involving in-person interviews conducted with members of the public in hotspots. This includes residents but also transient populations travelling through the area (i.e shoppers, commuters people attending parks etc).

The sample should allow for robust impact analysis at the hotspot level, covering total and sub-group levels.

As part of the ASB Hotspot Response pilot a face-to-face approach was adopted, delivering 15-minute surveys in public areas and door to door in hotspots. The survey included questions on:

* Views of the area and levels of safety
* Levels of concern about different types of ASB
* Experience of ASB
* Awareness of police patrols
* Level of effectiveness of patrols

Any survey design will need to factor in the inclusion of serious violence given the merge with the Grip programme.

Qualitative approach: In addition to the surveys mentioned above, we require the Bidder to deliver qualitative fieldwork with members of the public and local stakeholders (e.g. business owners). This will provide vital context to the survey results. We envisage qualitative activity will be conducted via interviews or focus groups. We require the Supplier to propose a sufficient number of interviews/focus groups across a subset of force areas to ensure qualitative data is representative of the programme.

**Understanding police and stakeholder (including local businesses) perception of impact**

Qualitative approach: We also require the Supplier to conduct fieldwork with police and wider stakeholders. This could include PCCS, frontline police, local authorities, charities and other agencies/delivery partners.

It would be preferable that fieldwork is conducted at two different stages across the programme. Once in the implementation stage and a second round of fieldwork towards the end of the funding period. We require the Supplier to propose a sufficient number of interviews/focus groups across a subset of force areas to ensure qualitative data is representative of the programme.

HO will ensure the Supplier regularly receives monitoring and impact data that is collected by the HO related to the programme to allow this to inform fieldwork with PCCs and appropriate stakeholders.

### **Process**

The following section will outline what the HO requires as part of the process evaluation.

Previous evaluation activity related to ASB hotspot response pilots and the Grip programme has delivered extensive learning on how hotspot policing should be delivered. We require the Bidder to conduct a process evaluation which focuses on the novel components of this programme. This includes understanding how national rollout and the merge between the two programmes has impacted force area’s ability to deliver hotspot policing and achieve the objectives outlined in this document (section 3.1).

Qualitative approach: It is expected that a qualitative approach will be conducted, delivering a mix of interviews and focus groups with a sufficient number of PCCs and related stakeholders to answer the process research questions that will be defined as part of this evaluation. Fieldwork with PCCs/police and delivery partners should be informed by HO collected monitoring data.

## **Reporting**

The Supplier will be required to directly report to Home Office analytical leads. The Supplier will be required to attend regular meetings with HO analytical staff and policy teams to discuss progress on deliverables.

The reporting deliverables of the project will be confirmed with the Supplier, but it is expected these will include:

* Interim findings report / slide deck and associated debrief
* Data tables from survey analysis (wave 1 and 2)
* Final report / Final slide deck and associated debrief

It is expected that produced outputs will be informed by HO collected monitoring and impact data.

# The Requirement

The Contract is expected to commence in April 2024 and will run until May 2025.

The successful Supplier will be required to attend an initiation/set-up meeting which will either be held at the Home Office, 2 Marsham Street, London, SW1P 4DF or virtually.

The Successful Supplier will be required to participate in regular meetings (weekly or biweekly) with policy and analytical colleagues to discuss progress of the evaluation.

The Supplier will be expected to deliver the following, in partnership with the HO, within the agreed timescales and standards. All timescales at this stage should be treated as a guide.

* **Project Initiation Meeting to discuss and agree the requirement with the Home Office, following appointment (April 2024)**
* Project plan of timings, resources and risk register to be produced by Supplier for agreement with the HO.
* **Regular meetings with the HO (starting April 2024)**
* Weekly virtual meetings with the HO during set-up period. Bi-weekly throughout the mainstage of the evaluation.
* **Hotspots for survey fieldwork selected (April 2024)**
* To be agreed with the HO.
* **Wave 1 public/community survey fieldwork begins (April/May 2024)**
* Question design to be agreed between the successful Supplier and the HO
* Fieldwork period to be agreed between the successful Supplier and the HO. It is expected fieldwork will be conducted in all force areas, noting a staggered approach to fieldwork may be required.
* **Wave 1 Impact and process related qualitative fieldwork (TBC)**
* Topic guides and materials to be agreed between the successful Supplier and the HO
* **Interim findings report / slide deck and associated debrief (October 2024)**
* Scope of the report to defined with the successful Supplier
* **Wave 2 public community survey fieldwork begins (TBC 2024)**
* Question design to be agreed between the successful Supplier and the HO
* Fieldwork period to be agreed between the successful Supplier and the HO. It is expected fieldwork will be conducted in all force areas, noting a staggered approach to fieldwork may be required.
* **Wave 2 Impact and process related qualitative fieldwork (TBC)**
* Topic guides and materials to be agreed between the successful Supplier and the HO
* **Final report / slide deck and associated debrief (March 2025)**
* Scope of the report to defined with the successful Supplier

# Key Milestones and Deliverables

The following Contract milestones/deliverables shall apply:

|  |  |  |
| --- | --- | --- |
| **Milestone/Deliverable** | **Description** | **Timeframe or Delivery Date** |
| 1 | **Project Initiation Meeting to discuss and agree the requirement with the Home Office, following appointment** | Within week 1 of Contract Award or no later than April 2024 |
| 2 | **Wave 1 public/community survey fieldwork begins (May 2024)** | May 2024 |
| 3 | **Wave 1 Impact and process related qualitative fieldwork begins** | To be agreed with successful Supplier |
| 4 | **Interim findings report / slide deck and associated debrief (December 2024)** | October 2024 |
| 5 | **Wave 2 public community survey fieldwork begins** | To be agreed with successful supplier |
| 6 | **Wave 2 Impact and process related qualitative fieldwork begins** | To be agreed with successful Supplier |
| 7 | **Final report / slide deck and associated debrief** | March 2025 |

# Project Management

This evaluation will be complex to deliver, sizeable and high profile given political and ministerial interest. The evaluation will require effective management (including management of risks) and delivery of quality outputs from the supplier.

The Supplier will be required to allocate resources appropriately to ensure cost-effective delivery on schedule. This should include allocating resources across a number of individuals from different pay scales in order that sufficient resources are available to cover staff changes/holiday/sickness.

# MANAGEMENT INFORMATION/reporting

There will be a number of Home Office analytical leads who will act as a formal points of contact between the Home Office and Supplier to agree the evaluation design and manage delivery. The expectation is for the Supplier to work closely with the HO analytical leads throughout the contract.

HO analytical leads will ensure that the Supplier has the required information/data to fulfil key deliverables related to the evaluation. This includes securely transferring monitoring and impact data related to the programme to the supplier.

The Supplier will be required to allocate resources appropriately to ensure cost-effective delivery on schedule. This should include allocating resources across a number of individuals from different pay scales in order that sufficient resources are available to cover staff changes/holiday/sickness.

All requests, information, questions should be sent to analytical leads who will provide a reasonable level of assistance to obtain data, key reports, and approve outputs. This may involve analytical leads co-ordinating responses from other colleagues as appropriate. The leads will do their best to get a response as quickly as possible.

Please refer to section 6 for key milestones and deliverables. In addition to these key milestones, project management procedures will be in place to ensure the quality and timeliness of the project (key performance indicators are outlined in Section X).

Progress must be fed back to HO via regular meetings (as specified in section 5), detailing progress and alerting to any risks or issues to delivery.

The Successful Supplier must identify a central contact point (i.e. a project manager) to deal with all communication with the HO. Where a Supplier may employ sub-contractors (see Section 13), the Supplier must be responsible for managing and employing that sub-contractor. Suppliers must make explicit in their tender how the appointed project manager will manage all aspects of the project delivery (including communication, management of any sub-contractors, quality assurance and data security).

# Continuous Improvement

The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

The Supplier should present new ways of working to the Authority during quarterly Contract review meetings.

Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

# Sustainability

The Public Services (Social Value) Act 2012 places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity, and, in Scotland, to deliver them. These benefits are over and above the core deliverables of Contracts. This Contract provides a means of embedding social value through enabling improvements such as community engagement, economic value and sustainable development.

The Home Office practises social value procurement to help communities. Suppliers must provide evidence of their commitment to social value and demonstrate an ability and willingness to work with the Home Office to identify and help further their social value requirements. To satisfy this requirement, Suppliers must agree to provide or deliver reasonable and proportionate social value benefits within the Contract. Suppliers should consider the following policy themes, as a minimum:

* recover from the impacts of coronavirus (COVID-19)
* tackle economic inequality
* fight climate change
* promote equal opportunity and wellbeing

The Supplier shall deliver measurable benefits in respect of the Social Value priorities throughout the life of the Contract

The Supplier shall be responsible for ensuring that social value priorities are cascaded throughout the supply chain.

The Supplier shall record and report performance against the social value requirements

# Quality

Potential Suppliers must outline their contingency plans to ensure that the work is subject to appropriate levels of supervision and control from senior members of the project team, and that key stages of the project will be subject to input from, and approval by, senior members of the project team.

All outputs must be in the specified format and must have been subject to thorough quality assurance by the Supplier prior to being submitted to HO. The Supplier will be responsible for quality assurance and sign off of all outputs sent to HO. The Supplier is also expected to proactively review work at all stages and proactively feedback to HO any issues and suggestions for improvements to design and ways of working.

HO will review and comment on the methodology and outputs. All draft reports and iterations may be subject to internal review and quality assurance by the Authority and other government stakeholders.

The Supplier will be required to respond to HO and potentially peer review comments in preparing final drafts. Several iterations of review and revision may be required before HO accepts a final version of a report and releases any associated payment. The Supplier should build appropriate time and resource for this into their plan.

# Price

The budget range for this contract is from £600,000 to £1,500,000 (excluding VAT). It is expected all costs incurred will be from within this budget. To note, it is expected that the agreed scale and breadth of the quantitative survey will significantly impact the final cost.

Bidders should quote costs excluding VAT and indicate separately if VAT is chargeable.

Bidders are asked to complete the Pricing Matrix included in the bidder’s pack, which requests information on the daily pay rates and number of days allocated to each member of the project team, broken down into the key milestones as described in Section 6.

Prices are to be submitted via the e-Sourcing Suite Appendix E – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

# Experience and CustomeR SERVICE

The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard. The Supplier should be able to demonstrate:

* + - * + **Security, data handing and access;** Experience in securely handling and storing Confidential Information and data.
        + **Stakeholder engagement**; Experience in senior stakeholder engagement and communication
        + **Expertise in delivering evaluations:** Expertise in delivering impact and process evaluations, using a variety of methodologies.
* **Analytical quality assurance;** Experience in quality assurance of statistical models, data analysis and outputs
  + - * + **Reporting;** Expertise in analytical report writing, documenting methodology and decisions, code and outputs**.**
        + **Project management;** Experience of managing and delivering large scale analytical projects for Government.
        + **Policing, Crime and Justice/or funding projects**; Experience in policing and/or funding projects, ideally within government.

## The Supplier shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

# service levels and performance

The Customer will measure the quality of the Supplier’s delivery by completion of the milestones to the required standard, (see Section 6).

Performance of the Successful Supplier will be monitored through regular review points to assess the quality of delivery against agreed targets. Poor performance will be subject to review and discussion with the Supplier. In cases of continued poor or unsatisfactory performance this could lead to early termination of the contract.

The Supplier will be required to attend weekly or biweekly meetings via video conference or in person with the Customer to discuss performance and provide opportunity to improve in any areas of underperformance.

The Customer require Potential Providers to set out their quality assurance plans for the Contract, clearly describing how they will ensure that any work requires the minimum of re-drafting.

Where the Customer identifies poor performance, the Supplier shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than 5 working days from the date of the notification.

The Supplier will be required to prepare a full and robust service improvement action plan which sets out its proposals to remedy the service failure. The Supplier shall also supply a robust escalation procedure.

The Customer will work with the Supplier to resolve service failure issues. However, it will remain the Suppliers sole responsibility to resolve any service failure issues.

The Supplier is responsible for the performance of the Contract by any sub-contractors or agents working on behalf of the Supplier.

## The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| KPI/SLA | Service Area | Timeframe | KPI/SLA description | Target |
| 1 | Quality/Timeliness | April 2024 | Project Initiation Document Project plan of timings, resources and risk register to be produced by Supplier for agreement with the Authority. | 100% |
| 2 | Quality/Timeliness | April/May 2024 | Begin wave 1 public/community survey fieldwork | 100% |
| 3 | Quality/Timeliness | To be agreed with successful supplier | Deliver wave 1 impact and process related qualitative fieldwork | 100% |
| 4 | Quality/Timeliness | October 2024 | Interim findings report / slide deck and associated debrief (December 2024) | 100% |
| 5 | Quality/Timeliness | To be agreed with successful supplier | Begin wave 2 public/community survey fieldwork | 100% |
| 6 | Quality/Timeliness | To be agreed with successful supplier | Deliver 2 Impact and process related qualitative fieldwork begins | 100% |
| 7 | Quality/Timeliness | March 2025 | Final report / slide deck and associated debrief | 100% |

# Security and CONFIDENTIALITY requirements

The Supplier will be required to safely and securely hold any information relating to this project and maintain confidentiality on the details of the project. Any data from the research must not be shared with any third parties.

The Supplier must also ensure they are able to comply with GDPR regulations throughout the duration of this contract.

The Supplier will comply with Authority guidance on secure data transfer and storage.

# Social Value

Increasingly, organisations are considering their activities holistically, taking account of the wider economic, social and environmental effects of their actions. Social Value[[1]](#footnote-2) serves as an umbrella term for these broader effects, and organisations which make a conscious effort to ensure that these effects are positive can be seen as adding social value by contributing to the long-term wellbeing and resilience of individuals, communities and society in general.

As per the procurement guidance issued by the Cabinet Office (effective from January 2021), the Authority is required to include a separate Social Value Model criteria in its evaluation of tenders.

Bidders will be assessed on Wellbeing and Equal Opportunity.

# payment AND INVOICING

Payment will be made following successful completion of pre-agreed products and associated deliverables (see Section 6). Payments will be made in arrears over the life of the Contract.

Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs. All costs must be documented with receipts or invoices.

The Authority’s payment mechanism is as specified in Annex A Payment Schedule.

The Home Office will review the performance for each milestone, and, as funders, will have ultimate sign off for project deliverables.

# CONTRACT MANAGEMENT

Attendance at Contract Review meetings shall be at the Supplier’s own expense.

The Contract is expected to commence in April 2024 and will run until May 2025.

# Location

Customer meetings will be held virtually or in 2 Marsham Street, London.

# ANNEX A – Payment Schedule

|  |  |  |  |
| --- | --- | --- | --- |
| **Milestone/Deliverable** | **Description** | **Timeframe or Delivery Date** | **Milestone payment %** |
| 1&2 | **Project Initiation Meeting to discuss and agree the requirement with the Home Office, following appointment** | Within week 1 of Contract Award or no later than April 2024 | 20% |
| **Delivery of wave 1 public/community survey fieldwork** | April/May 2024 to TBC |
| 3&4 | **Delivery of wave 1 Impact and process related qualitative fieldwork** | To be agreed with successful Supplier | 20% |
| **Interim findings report / slide deck and associated debrief (December 2024)** | October 2024 |
| 5&6 | **Delivery of wave 2 public community survey fieldwork** | To be agreed with successful supplier | 20% |
| **Delivery of wave 2 Impact and process related qualitative fieldwork** | To be agreed with successful Supplier |
| 7 | **Final report / slide deck and associated debrief** | March 2025 | 40% |

# Annex B: Hotspot Response Fund Guidance 24/25

**Hotspot Identification and Definition Requirements**

It is mandatory that all 43 force areas:

* Use SV and ASB data to identify a single set of non-overlapping hot spots that cover the areas experiencing highest volumes of both SV/ASB relevant offences (frontline knowledge and local intelligence should also be used to supplement data where appropriate, particularly to inform ASB hotspot selection where data might be limited). Hotspots can be selected on the basis that they are among the highest for ASB or SV, but we would expect there to be a mix of both overall for each force area and there must be clear rationale for their selection.
* Map hotspots and share shapefiles that define the hotspot with the Home Office (HO). These will also be shared with the Supplier to inform evaluation delivery.

It is recommended that all 43 force areas:

* Engage relevant local partners in the selection process at the earliest stage.
* Ensure that hotspots are not larger in size than Lower Super Output Area.
* Ensure that each hotspot has at least 10% of days with a relevant offence.
* Ensure that once selected, treatment of hotspots is maintained for a minimum of 9 to 12 months, unless there is a very good operational reason why treatment of the hotspot is no longer viable. Any changes to hotspots identified for treatment should be discussed with the Home Office.

It is mandatory that the 20 force areas previously in receipt of Grip funding:

* Ensure that hotspots cumulatively cover at least 10% of force area total SV (violence/robbery).

It is recommended that the 23 force areas not previously in receipt of Grip funding:

* Ensure that hotspots selected cumulatively cover at least 10% of the force area’s total volume of recorded SV (which includes knife crime, GBH, robbery etc)

**Cross-agency Working Requirements**

It is mandatory that all 43 force areas:

* Consider which agency is best suited to undertake patrols at each day, time or location and present this rationale as part of their application. This could include the benefits of the agency’s specialist skills e.g. powers of arrest, abilities to divert and refer.

It is recommended that all 43 force areas:

* Map available resource from different partners to ensure there is capacity to regular carry out the planned additional patrols.
* Engage early with relevant partners to agree what additional resource will be required and take steps to arrange this e.g. recruitment as early as possible.

**Patrol Requirements**

It is mandatory that all 43 force areas:

* As a minimum on average, deliver an eligible patrol at least once every three days, (unless agreed that the area is subject to a POP plan only, with no visible patrol included as part of planned activity to address the problems).
* Ensure patrols are not in direct response to a crime that has just occurred. They should be proactive based on long-term incident data or local intelligence.
* Produce a proactive plan/schedule for patrols and share with HO.
* Return data for all relevant patrols (irrespective of their duration), but accept that for a patrol to count as hotspot treatment, its duration cannot be less than 15 minutes and that it must involve provision of a visible presence (for example, police officers, Police Community Support Officers (PCSOs), or community safety wardens) for it to be eligible for funding. If you have / will adopt(ed) an automatic system it must have the capability to distinguish proactive hotspot response patrols from reactive entries.
* Deploy only high-visibility patrols as eligible for funding. We will not consider plain-clothes patrols as eligible. We expect these to be on-foot but are open to force areas to treat hotspots impacted by vehicle based ASB with vehicle-based patrols with agreed appropriate rationale.
* Have sufficient analytical capability to support programme.

It is recommended that all 43 force areas:

* Ensure patrols are targeted at the hottest times and hottest segments within hot spots by providing this information to those patrolling.
* Randomise patrol days as part of the patrol plan. We are asking force areas to randomise by day where possible, but not by time. So, force areas should only proactively patrol on the days specified in their agreed (and preferably random) schedule. But within those days' patrols should occur at the times and at the places identified as most likely to have impact, which will of course be non-random. This could and sometimes should mean doing multiple patrols on the same day.
* Have, or be working towards (by end of 24/25), a GPS tracking system for patrols which records automated entry/exit to a hotspot. Ideally, the GPS tracking system should accurately identify date of patrol, time of patrol start and finish, and number of officers involved.
* Consider whether they want to implement an academically supported Randomised Control Trial (RCT).
* Encourage officers and delivery partners to engage with the community while on patrols. This could include resident forums.
* Consider whether to advertise that patrols are taking place, for instance via the use of social media.

**Problem Orientated Policing (POP) Requirements**

It is recommended that all 43 force areas:

* Consider the implementation of POP alongside visible patrols to maximise the effectiveness of the hotspot response. However, before implementing POP they should also very carefully consider whether they are resourced to deliver this in addition to visible patrols. This is because all evidence indicates that effective delivery of hotspot responses is operationally challenging. Force areas that are newer to implementing hotspot responses consistent with College of Policing advice may want to initially focus purely on delivering a visible patrol response in hotspots. While both visible patrols and POP are known to be effective, visible patrols are somewhat easier to implement. Once visible patrols are operating effectively, POP can always be introduced to supplement patrols.

It is mandatory that all 43 force areas:

* Ensure that where a decision to treat a hotspot with POP has been taken, that POP activity does not commence until a proper SARA (Scanning, Analysis, Response and Assessment) plan has been developed and has been appropriately implemented.
* Ensure that where a decision to treat a hotspot with POP has been taken, the Home Office is provided with data allowing it to identify each hotspot that is the subject of POP treatment, the date upon which POP activity in that hotspot commenced, and the types of crime the POP activity is targeting.

**Data Return /Sharing Requirements**

PCCs should put in place arrangements to monitor the level of operational activity (including partner activity), ASB and crime in the identified hotspots and share hotspot operational activity and incident data with the Home Office.

It is mandatory that all 43 force areas:

* Comply with the existing Annual Data Requirements (ADR) requirement to return offence and geo-location data to the Home Office data hub as we will use this to estimate impact of the programme. Any force areas currently not returning offence and geo-location data via that route will need to provide this data via a bespoke alternative approach.
* Provide record-level patrol data every quarter consisting of date, hotspot, time-in, time-out, number of officers, number of other-agency patrollers, type of other-agency patrolled
* Provide record-level details of any POP activity delivered. This must be divided between additional visible uniformed activity (in the same format as core visible patrolling) and any other activity delivered, for example licensing visits, improved CCTV, cutting back undergrowth.
* For the latter we must be provided with a return which outlines the start date, the hot spot treated, and the crime type targeted. Further details on the exact format of these data returns will follow this guidance.
* Provide aggregated totals of weapons taken off the streets by quarter within identified hotspots, or if not possible, at force area level.
* Provide a more frequent return of the ADR 150 stop and search data [6 monthly].
* Provide aggregated totals of arrests carried out in the hot spots [6 monthly].
* Provide aggregated totals of ASB powers carried out in the hot spots [6 monthly].
* Provide aggregate totals of ASB incidents for each hot spot [6 monthly].

It is recommended that all 43 force areas:

* Share any internal evaluations and reports produced in relation to their hotspot response programmes. The Home Office strongly recommends using comparable control groups to assess impact.
* should, where relevant, clearly define how they will engage with delivery partners,
* should set out clearly how delivery partners will share data, evaluations and findings

We will provide templates for the data elements that are not already part of (ADR) collections. Generally, the templates will only be one possible method of returning the data. Grant recipients will also be free to return automated outputs directly from their systems, provided the form and format of these returns satisfies the criteria specified above and has been agreed in writing by the Home Office.

**Project Progress Reports Requirements**

Project leads will be required to provide a single set of quarterly reports on the activity their force area has delivered with accompanying financial details.

**Serious Violence and Anti-Social behaviour crime and incident types in scope**

**Serious Violence**

Force areas must use Serious Violence data when identifying hotspots, but this does not need to match exactly the categories used by the Home Office for evaluation.

In identifying hotspots for preventing and reducing Serious Violence, all 43 areas should consider the following:

* Police recorded offences involving knives or sharp instruments
* Police recorded offences involving a firearm
* Police recorded offences, where offence group is robbery (against business and personal property) and violence against the person (resulting in injury).

For reference below is a list of crimes that have been used by Home Office analysts in the evaluation of the Grip programme:

* Robbery of personal property
* Robbery of business property
* Assault with injury • Assault with intent to cause serious harm
* Assault without injury
* Assaults on emergency workers (other than constables)
* Attempted murder
* Endangering life
* Manslaughter
* Murder
* Racially or religiously aggravated assault with injury
* Racially or religiously aggravated assault without injury
* Threats to kill

**Anti-Social behaviour**

Recipients should identify data sources available to understand levels of ASB in their area, for example: police and partner ASB report and incident data, proxy crime data, perception / community surveys, and local partnership intelligence.

The types of ASB in scope for a hotspot response are behaviours that fall within the definition in the Anti-social Behaviour, Crime and Policing Act 2014 legislation: “‘anti-social behaviour’ means—

(a) conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person,

(b) conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or

(c) conduct capable of causing housing-related nuisance or annoyance to any person.”

Types of ASB that the funding can be used to target are (non-exhaustive):

* Regular street drinking or drunken behaviour;
* Environmental ASB, such as litter and fly-tipping, that is distressing residents;
* Other forms of environmental ASB, such as vandalism, criminal damage, or graffiti to public buildings, vehicles, bus shelters or phone boxes, that is distressing residents and may be seen to be encouraging more serious types of crimes;
* Inconsiderate and repeated nuisance behaviours (such as the inappropriate use of fireworks; cycling or skateboarding in pedestrianised areas);
* Repeated loud noises (such as loud music playing in public parks);
* People using or dealing drugs or evidence left of drugs (such as discarded needles or nitrous oxide canisters);
* People being repeatedly intimidated, threatened, verbally abused, or harassed (including where related to people’s race, religion, disability, sexual orientation, or another characteristic);
* Persistent vehicle related ASB (such as repeated illegal parking, abandoned vehicles, speeding cars or motorcycles, joyriding);
* Persistent sexually inappropriate acts;
* Problems with out of control or dangerous dogs.
* Shoplifting-related ASB where it has a detrimental effect on a neighbourhood.

This list is not exhaustive and PCCs may consider other types of ASB.

1. The relevant guidance may be found [here](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/921437/PPN-06_20-Taking-Account-of-Social-Value-in-the-Award-of-Central-Government-Contracts.pdf). [↑](#footnote-ref-2)