

Police and Crime Commissioner for Gwent Decision	
PCCG-2021-035	Police and Crime Commissioner for Gwent Decision
Subject	Contract for Support to the Complaint Reviews Process
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 PCCs 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 be dealt with by Gwent Police with the PCC taking on responsibility for the review of certain complaints recorded under Schedule 3 of the Police Reform Act 2002. The review process considers whether the outcome and handling of their complaint was reasonable and proportionate.
3. Since 1st February 2020, three of the four Welsh OPCCs (Gwent, Dyfed Powys and North Wales), have been working with an independent provider who have provided a rationale and recommendation on how to deal with each review to the relevant OPCC (More information can be found in PCCG-2020-018). A member of staff from each OPCC then makes the final decision and prepares the review outcome, they are also responsible for the follow-up work in response to any lessons learnt/recommendations identified during the review process.
4. Prior to the end of the existing contract, all three OPCCs met to discuss the viability of undertaking a new contract. All three agreed that based on the support provided by the existing supplier and the increase in the volume of reviews being received since 1st February 2020, that a new contract was required. South Wales OPCC were informed that we would be tendering for a new contract and were asked if they would like to participate but determined they would continue with their existing arrangements regarding support to the review process.

5. As such, the three OPCCs agreed to commence a joint tender process to outsource complaint reviews; this joint tender process was again led by the Dyfed Powys OPCC.
6. The procurement process was advertised through Sell2Wales with procurement documents available on Etenderwales electronic sourcing platform. A total of ten suppliers accessed the tender exercise, with two suppliers providing a response.

The evaluation was undertaken through the Award Tool and the panel consisted of representation from all three 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.
7. This contract period is for 36 months with the option to extend for a further period of 2 x 12 months. The contract will commence on 03/04/2022.

Jeff Cuthbert B.SC., MCIPD, 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
	08/04/2022
Contact Officer	
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Background papers	Decision Log PCCG-2019-067 and PCCG-2020-018.

	The Police (Complaints and Misconduct) Regulations 2020
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