

**DECISION NOTICE**

**Decision author and proposer:**

<b>Subject:</b>
<b>Victims Website</b>

<b>Type of decision:</b>			
<b>Deputy Mayor's decision</b>		<b>Chief Officer's decision</b>	X

**In all case's this will need to be approved by the Assistant Director Police, Crime, Criminal Justice and Fire.**

<p><b>The decision is that:</b> The costs associated with the Greater Manchester Victims' Services Website – gmvictims.org.uk – should be met to keep the site active and online.</p>
<p><b>The reasons for the decision are:</b> The Victims website is an online tool designed to help provide support and advice to victims of crime, regardless of when the crime took place, or if it was reported to the police. As well as information, the site contains a directory of victim's services available to the people of Greater Manchester. The former Police and Crime Commissioner paid for the design and set up of the site, but ongoing costs are required.</p> <p>In 2015 Tony Lloyd agreed the development of the Website at a cost of £20,000 and £450 for the annual licence, additional annual costs are also required as outlined below.</p> <p>The annual costs associated with the website are as follows:          Domain Costs – 11 domains at approximately (domains have various renewal dates, and could be for 1, 2 or 3yrs with some differences in renewal costs) £15 each per annum – so approximately £165 per year. Domain costs are standard.</p> <p>Hosting – costs are £500 per year</p> <p>We are exploring with IT as to whether we can bring hosting of the site in-house, under GMCA control, which may bring costs down. However we are not yet in a position to do this and external hosting costs need to be paid.</p> <p>Support and maintenance costs amount to £2,250 for 30hrs of support per year.</p> <p>The support and maintenance costs to Silverchip enable us to fix bugs and make those site changes that are not possible within the content management system. The organisation 'Silverchip' built the site, and are best placed at present to continue delivering the support.</p>

Total costs for 3 years 2018/19, 2019/20, and 2020/21 would be: £8,745.00

**This decision will contribute to priorities of the the Greater Manchester strategy in the following ways:**

Priority 8 of the Greater Manchester Strategy outlines the vision to have safer stronger communities where every community and person can feel safe and secure in their daily lives.

This Website will directly contribute to ensuring victims cope and recover from the impact of crime and as far as possible recover from its effects.

**Financial comments:**

Funding of £8,745 is available from the MOJ Victim Grant.

**Legal comments:** Present spending with Silverchip has not exceeded £50K, the original procurement did include more than three quotes so procurement rules have been adhered to.

**Risk Assessment:**

The hosting bill is now due, the service provider was appointed via competitive tender and subsequently further costs need to be agreed, failure to do so could result in Silverchip closing down the Website. When hosting does move, it will be to bring it in house.

**Is safeguarding of children relevant and has this been considered:**

“Due consideration is to be given to safeguarding for the lifetime of this project.

“Callback functionality and livechat services are hosted by Victim Support who operate this in accordance to their safeguarding policies.

Forms on the site that allowed for feedback on services etc, have been removed because information that people might choose to disclose, could lead to privacy / data sharing concerns. GM Connect's privacy / data expertise advise on the site and privacy assessments etc.

“The only form and database on the site that will remain on the site are the ones that allow service providers to submit their service information for users to browse. This information is presented to site users 'as is', and on the notices page we make clear that inclusion of a service is not necessarily an endorsement or recommendation for it.

**Is safeguarding of vulnerable adults relevant and has this been considered:**

“Due consideration is to be given to safeguarding for the lifetime of this project.  
“Callback functionality and livechat services are hosted by Victim Support who operate this in accordance to their safeguarding polices.

Forms on the site that allowed for feedback on services etc, have been removed because information that people might choose to disclose, could lead to privacy / data sharing concerns. GM Connect’s privacy / data expertise advise on the site and privacy assessments etc.

“The only form and database on the site that will remain on the site are the ones that allow service providers to submit their service information for users to browse. This information is presented to site users ‘as is’, and on the notices page we make clear that inclusion of a service is not necessarily an endorsement or recommendation for it.


**Agreed by Assistant Director – Police, Crime, Criminal Justice and Fire**

Signed.....  
Date..... 25/10/18 .....

**Agreed by Deputy Mayor**

~~Signed: .....~~  
~~Date: .....~~

**Contact Officer:  
Alison Connelly  
Criminal Justice and Victims**

  
JAWA  
Dir of Finance  
(Police+Crime)  
26/10/18.

