

DMPC Decision – PCD 1859

Title: Provision of Crimestoppers Contact Centre Services Funding from 2025 to 2028

Executive Summary:

Crimestoppers Trust provides a 24-hour anonymous service for the public as a means for them to report crime. This service is funded on a pro-rata basis by all Police Forces in the country.

This is a request to approve a 3-year agreement for the services provided by the Crimestoppers Bureau to the MPS. The agreement will cover the financial years 2025/26 to 2027/28, for a total value of £1,461k (£487k per annum).

Recommendation:

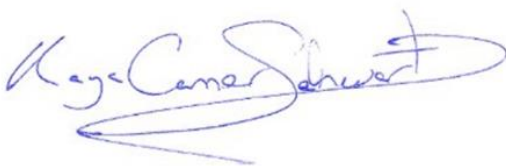
The Deputy Mayor for Policing and Crime, via the Investment and Portfolio Group (IPG), is asked to:

- Approve the award of a contract for the provision of Contact Centre services to Crimestoppers, for the receipt of anonymous information regarding criminal activity from members of the public, with a contract Term of three (3) years and a total value of £1,461k (£487k per annum).

Deputy Mayor for Policing and Crime

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 the Code of Conduct. Any such interests are recorded below.

The above request has my approval.



Signature

Date 10/06/2025

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PART I - NON-CONFIDENTIAL FACTS AND ADVICE TO THE DMPC

1. Introduction and background

- 1.1. MOPAC approved a three-year funding arrangement with Crimestoppers Trust for the period 2022-2025 [PCD1130]. This agreement expires in March 2025. This paper seeks approval for a further three-year contractual arrangement with Crimestoppers.

2. Issues for consideration

- 2.1. As this requirement will be funded from within existing Met Intelligence budgets, no additional funding is required from MOPAC.
- 2.2. Crimestoppers is the only organisation that provides a truly anonymous service for the public to provide information to the police and other agencies.
- 2.3. The anonymous nature of the Crimestoppers facility can be particularly important for those who may not have full confidence in law enforcement agencies and those communities who may suffer disproportionately from the effects of crime.
- 2.4. There has been a steadily increasing volume of reports from Crimestoppers to the MPS, with arrests and positive outcomes following the same trend.
- 2.5. This is a continuation of the service level agreement which was signed directly between the MPS and Crimestoppers, covering the period of April 2022 – March 2025. The MPS negotiates its own agreement outside of the national NPCC SLA as the national agreement would cost the MPS more due to the focus on pro-rata distribution of Crimestoppers operating costs.
- 2.6. Crimestoppers sent a letter to the Mayor's Office for Policing and Crime on 6 November 2024 outlining the results achieved over the last three year, and presenting the updated figures for the next three years of service.
- 2.7. The information provided by Crimestoppers supports the key priorities detailed in the New Met for London Plan in relation to the safeguarding of children and vulnerable persons, tackling violence and hate related crime.

3. Financial Comments

- 3.1. This information is contained in the restricted section of the report.

4. Legal Comments

- 4.1. This information is contained in the restricted section of the report'.

5. Commercial Issues

- 5.1. As a renewal to an existing service this work does not change any aspects relating to responsible procurement'.

6. GDPR and Data Privacy

- 6.1. The MPS is subject to the requirements and conditions placed on it as a 'State' body to comply with the European Convention of Human Rights and the Data Protection Act (DPA) 2018. Both legislative requirements place an obligation on the MPS to process personal data fairly and lawfully in order to safeguard the rights and freedoms of individuals.
- 6.2. Under Article 35 of the General Data Protection Regulation (GDPR) and Section 57 of the DPA 2018, Data Protection Impact Assessments (DPIA) become mandatory for

organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects.

- 6.3. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the programme meets its compliance requirements.
- 6.4. The programme does not use personally identifiable data of members of the public, so there are no GDPR issues to be considered.

7. Equality Comments

- 7.1. MOPAC is required to comply with the public sector equality duty set out in section 149(1) of the Equality Act 2010. This requires MOPAC to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations by reference to people with protected characteristics. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 7.2. As this is a renewal of an existing service this work does not change any aspects relating to equality or diversity'.

8. Background/supporting papers

None.

Part 2 - This section refers to the details of the Part 2 business case which is NOT SUITABLE for MOPAC Publication.

The Government Security Classification marking for Part 2 is:
OFFICIAL-SENSITIVE [COMMERCIAL]

Part 2 of Provision of Crimestoppers Contact Centre Services Funding from 2025 to 2028

BJP is exempt from publication for the following reasons:

- Exempt under Article 2(2)(a) of the Elected Local Policing Bodies (Specified Information) Order 2011 (Data Protection Section 43 - Trade Secrets and Prejudice to Commercial Interests).

The paper will cease to be exempt upon completion of the contract. This is because the information is commercially sensitive and could compromise future procurement activity.

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOIA) and will be made available on the MOPAC website following approval.

If immediate publication risks compromising the implementation of the decision it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

Part 1 Deferral:

Is the publication of Part 1 of this approval to be deferred? YES/NO

If yes, for what reason:

Until what date:

Part 2 Confidentiality: Only the facts or advice considered as likely to be exempt from disclosure under the FOIA should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a **Part 2** form – YES

ORIGINATING OFFICER DECLARATION	<i>Tick to confirm statement (✓)</i>
Financial Advice: The Strategic Finance and Resource Management Team has been consulted on this proposal.	✓
Legal Advice: The MPS legal team has been consulted on the proposal.	✓
Equalities Advice: Equality and diversity issues are covered in the body of the report.	✓
Commercial Issues Commercial issues are covered in the body of the report.	✓
GDPR/Data Privacy GDPR compliance issues are covered in the body of the report .	✓
Drafting Officer Omo Okuonghae has drafted this report in accordance with MOPAC procedures.	✓
Director/Head of Service: The MOPAC Chief Finance Officer and Director of Corporate Services has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.	✓

Chief Executive Officer

I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Deputy Mayor for Policing and Crime.

Signature

A handwritten signature in black ink, featuring a circular loop at the beginning followed by a series of connected, slightly wavy lines.

Date 10/06/2025