



Provision of Crimestoppers Contact Centre services funding from 2025 to 2028

MOPAC Investment & Portfolio Group meeting - April 2025

Report by Andrea Enti on behalf of the Det. Superintendent Matt Webb

Part 1 – This section of the report will be published by MOPAC. It is classified as OFFICIAL – PUBLIC

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).

Recommendations

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);

Time sensitivity

A decision is required from the Deputy Mayor by 30 April 2025. This is because the current agreement with Crimestoppers expired in March 2025 and a new agreement is urgently required to guarantee the continuity of the services.

Non-confidential facts and advice to the Deputy Mayor for Policing and Crime

Introduction and background

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.

Issues for consideration

2. This requirement will be funded within existing Met Intelligence budgets, no additional funding is required from MOPAC.
3. Crimestoppers is the only organisation that provides a truly anonymous service for the public to provide information to the police and other agencies.
4. 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.
5. There has been a steadily increasing volume of reports from Crimestoppers to the MPS, with arrests and positive outcomes following the same trend.
6. 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.
7. 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.

Contributes to the New Met for London (NMfL) Plan and / or MOPAC Police & Crime Plan 2022-25¹

8. 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.

Financial, Commercial and Procurement Comments

9. This information is contained in the restricted section of the report.
10. As a renewal to an existing service this work does not change any aspects relating to responsible procurement'.

Legal Comments

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

Equality Comments

12. As this is a renewal of an existing service this work does not change any aspects relating to equality or diversity'.

Privacy Comments

¹ [Police and crime plan: a safer city for all Londoners | London City Hall](#)

13. 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.
14. 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.
15. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the programme meets its compliance requirements.
16. The programme does not use personally identifiable data of members of the public, so there are no GDPR issues to be considered.

Real Estate Implications

17. There are no Real Estate Implications.

Environmental Implications

18. There are no Environmental implications.

Background/supporting papers

19. Not applicable.

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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 2025-2028 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 – Commercial Interests).

The paper will cease to be exempt until the completion of the contract in March 2028, or retain for a minimum of 6 years according to the MPS Records Management Policy.