

**Our ref:** MOPAC200323-521

**17 April 2023**

Dear [REDACTED]

Thank you for your email and Freedom of Information request of 20 March 2023 to the Mayor's Office for Policing And Crime (MOPAC)

I can confirm that your request has been being handled under the Freedom of Information (FOI) Act 2000 and that MOPAC does hold information relating to your request.

**You asked for:**

Information on the Integrated Victims and Witnesses Service:

<https://www.london.gov.uk/programmes-strategies/mayors-office-policing-and-crime/governance-and-decision-making/mopac-decisions-0/integrated-victims-and-witnesses-service-contract-award>

Seeking information on the following

- What are the contractual performance KPI's for this contract?
- Suppliers who applied for the contract and were successful & not successful at the PQQ & ITT stages
- Actual spend on this contract (and any sub lots), from the start of the contract to the current date
- Start date & duration of framework/contract?
- Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?
- Is there an extension clause in the contract and, if so, the duration of the extension? Is there a current extension in place and when does this run to?
- Has a decision been made yet on whether the contract is being either extended or renewed?
- Who is the senior officer (outside of procurement) responsible for this contract?

**Our response:**

**Information Request: *What are the contractual performance KPI's for this contract?***

**Response:** Please find below the KPIs in the current LVWS contract:

Outcome Description	Measurement	Frequency	Target
More victims and witnesses accessing the service	<ul style="list-style-type: none"><li>• Referral and self-referral levels are maintained or increased</li><li>• Percentage of people referred who take up the service</li></ul>	Quarterly <ul style="list-style-type: none"><li>• from the first quarter</li></ul>	<ul style="list-style-type: none"><li>• Referrals remain at least at baseline levels, or increase (baseline defined as average quarterly referrals in 18/19)</li><li>• Percentage of people who take up the service increases</li></ul>
Ensure the service is equally accessible to all demographic groups in London	Engagement levels with the service across different groups reflect the demographics of victims and witnesses in London	Quarterly <ul style="list-style-type: none"><li>• from the first quarter</li></ul>	<ul style="list-style-type: none"><li>• Engagement levels with the service reflect the relevant demographics</li><li>• Actions in place to address underrepresentation of individual groups</li></ul>
High quality of service delivered to victims and witnesses	User satisfaction survey	Quarterly <ul style="list-style-type: none"><li>• from the second quarter</li></ul>	<i>Key data to be collected to be agreed with Provider(s) during mobilisation</i>
Victims better able to cope & recover	Victims and witnesses demonstrate improvement in the key categories of need identified at needs assessment. Key categories are: <ul style="list-style-type: none"><li>• better informed about how to cope with the impact of crime;</li><li>• health &amp; well-being;</li><li>• feeling safe; and</li><li>• ability to manage aspects of everyday life</li></ul>	Quarterly <ul style="list-style-type: none"><li>• from the second quarter</li></ul>	At least 95% of victims state improvements in each of the 4 categories.

Witnesses able to give their best evidence	Percentage of witnesses referred to the service who attend court and give evidence <b>Note:</b> wording may change following feedback from judiciary on defining appropriate measurement	Quarterly • from year 2	<i>Data will be collected in year 1 to identify the baseline rates and an improvement target will then be identified for year 2</i>
Improved support for priority target groups	Increase in the proportion of victims and witnesses receiving support from the service who come from the priority target groups Priority groups are: • Victims with Enhanced Entitlements under VCoP • Vulnerable and intimidated witnesses	Quarterly • from year 2	<i>Data will be collected in year 1 to identify the baseline rates and an improvement target will then be identified for year 2</i>
Evidence of reduced repeat victimisation	• Fewer victims who are repeat victims of crime are accessing the service	Quarterly • from year 2	<i>Data will be collected in year 1 to identify the baseline rates and an improvement target will then be identified for year 2</i>
More victims and witnesses receiving VCoP & WC entitlements*	Increase in the proportion of victims and witnesses who are receiving their VCoP & WC entitlements ( <i>note: those within the control of the service</i> )	Quarterly • from year 2	<i>Data will be collected in year 1 to identify the baseline rates and an improvement target will then be identified for year 2</i>
Work in partnership with the Police and CPS to increase knowledge and use of Victim Personal Statements*	Increase in the proportion of victims who are making Victim Personal Statements	Quarterly • from year 2	<i>Data will be collected in year 1 to identify the baseline rates and an improvement target will then be identified for year 2</i>
Effective and meaningful engagement with London partners and national agencies to support the	• feedback from LAs on how Provider(s) is working with local DA services • feedback from MPS on how service is	Quarterly • from second quarter	<i>To be discussed and agreed with the Provider(s) during mobilisation, once further discussions have taken place with key</i>

successful delivery of the Service**	engaging with WCUs and others as necessary • effective referral arrangements in place with statutory agencies and other key London partners		<i>London partners on the detailed operational arrangements.</i>
<b>Key Performance Indicator – Contract Compliance</b>			
Minimum spend commitments for domestic abuse and witness support elements of the service being met	Provider(s) able to evidence that they are spending at least the minimum specified on the domestic abuse service and on pre-trial support for witnesses	Quarterly (aligned with the payments for the service fee) • From the start of the contract	<ul style="list-style-type: none"> <li>• At least £1,999,600 per annum being spent on the provision of support for victims of domestic abuse</li> <li>• At least £427,200 per annum being spent on the provision of pre-trial support for witnesses</li> </ul>

\* Not implemented as VCOP compliance is now monitored in a different way.

\*\* Not implemented as a formal KPI but feedback is routinely sourced from various channels (including Local Authority forums) to inform continuous improvement.

**Information Requested:** *Suppliers who applied for the contract and were successful & not successful at the PQQ & ITT stages*

**Response:** There was three bids submitted. All three bids met the minimum requirements of the Selection Questionnaire and were evaluated in full. The contract was awarded to one supplier, Victim Support, and this was communicated in the contract award notification.

**Information Requested:** *Actual spend on this contract (and any sub lots), from the start of the contract to the current date*

**Response:** Please see below an overview of actual spend on this contract to date:

<i>Financial Year</i>	<i>Actual Spend</i>
2019/20	£7,719,327
2020/21	£7,618,800
2021/22	£7,478,173 + 236,500 (MoJ Covid uplifts) = £7,714,673
2022/23	£7,543,018 + 836,956.75 (MoJ Covid uplifts) = £8,379,974.75

**Information Requested:** *Start date & duration of framework/contract?*

**Response:** The start date is 1st April 2019 and contract has been recently extended to 30th September 2024.

**Information Requested:** *Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?*

**Response:** Please find attached the specification that was published as part of the Invitation to Tender

**Information Requested:** *Is there an extension clause in the contract and, if so, the duration of the extension? Is there a current extension in place and when does this run to?*

**Response:** The opportunity was advertised as an initial 2-year contract, to 31st March 2021, with an option to extend by a further two years, to 31st March 2023. The COVID-19 pandemic meant the recommissioning of the service has been delayed. The Contract was therefore extended by a further 18 months to 30th September 2024 to enable the service to be recommissioned.

**Information Requested:** *Has a decision been made yet on whether the contract is being either extended or renewed?*

**Response:** Yes, this is covered by MOPAC decision number 1234 which is attached to our email.

**Information Requested:** *Who is the senior officer (outside of procurement) responsible for this contract?*

**Response:** [REDACTED]

If you are unhappy with the response to your Freedom of Information request, please see the MOPAC website on what the next steps are at:

<https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/governance-and-decision-making/freedom-information>

Thank you again for taking the time to write to us.

Yours sincerely,

Matthew Foley  
Correspondence, Enquiries and FOI Officer  
**Mayor's Office for Policing And Crime**