

REQUEST

Dear Mayor's Office for Policing and Crime,

I am writing to request a copy of all documentation related to the contract recently awarded to Victim Support to run victim and witness services across London.

This includes, but is not limited to, contracts, KPIs, performance management processes, grant amounts, etc.

Please treat this as a request under the Freedom of Information Act.

Yours faithfully,

RESPONSE

Thank you for your Freedom of Information request of 27 March to the Mayor's Office for Policing And Crime (MOPAC).

I confirm that your request has been handled under the Freedom of Information Act 2000 and that MOPAC does hold some information relating to your request, as attached and set out below.

Please find attached a copy of the final draft of the contract which includes:

- the terms and conditions; and
- the schedules, which include the key performance indicators and the contract value information.

Please also find attached:

- a copy of the specification (Schedule 2);
- an overview of Victim Support's operating model; and
- a guidance note setting out an overview of the contract management process.

Below is a list of the partners Victim Support are working with in their delivery of the service and a brief description of their respective delivery roles:

Partner Name	Delivery Role
Galop	LGBT+ IDVA & Caseworker
Stay Safe East	Disability IDVA & Caseworker
Sistah Space	African Heritage Women and Children IDVA
Calm Mediation	Restorative Justice
Shelter	Housing/Welfare Advice
St Giles Trust	Gangs/Knife Crime Caseworker

Please note: while Victim Support's tender forms a schedule of the contract, it is a commercially sensitive document as it comprises their intellectual property. The attached overview of their operating model and the list of partners and their delivery role above have been provided instead.

Please also note: as the Integrated Victims and Witnesses Service only started on 1st April there is no further information available at this point relating to contract management.

If you are unhappy with the response to your Freedom of Information requests, 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>

Yours sincerely