

REQUEST

1. Paper copy of MOPAC Data Protection Policy, Procedure, Process.
2. Paper copy of MOPAC Data Security, Retention, Deletion Policy, Procedure, Process.
3. Paper copy of MOPAC Data Sharing Policy, Procedure, Process, inclusive of 3rd parties/contractors/partners/others etc.
4. Paper copy of MOPAC Confidentiality Policy, Procedure, Process, inclusive of 3rd parties/contractors/partners/others etc.
5. Paper copy of MOPAC Code of Conduct and Standards of Services and Ethics Policy, Procedures, Process.
6. Paper copy of MOPAC IT Acceptable Use Policy, Procedure, Process.
7. Paper copy of MOPAC Contracted Services Policy, Procedure, Process, inclusive of any sub terms, appendices, riders that are used as templates to accompany any terms/services where services are contracted out, outsourced, or entered into as partnership agreements, or sponsored agreements, in the general context.
8. Paper copy of MOPAC Complaints Policy, Procedure, Process.
9. Paper copy of MOPAC; about us, what we do, remit for London/Greater London, working in conjunction with others, information.
10. Paper copy of MOPAC Freedom of Information Policy, Procedure, Process.
11. Paper copy of MOPAC recommendation/report/overview in respect of awarding Victim Support the contract to provide Witness Care Services. This removed the Witness Care (mostly voluntary) Team Support role from London courts to Victim Support. And provide me with the exact date this process came into effect in 2019, and Victim Support took over the role.
 12. Paper copy of MOPAC Terms of Service Agreement and Victim Support for that contract, along with any other policies, procedures, processes that would be applicable to that agreement.
13. Victim Support maintain a database. Is that database shared with MOPAC? What is the extent of access to it? Who else is it shared with? What agreements are in place regarding it? How is this communicated to victims/witnesses? What purposes is its contents utilised for? Are any opt-outs provided to victims/witnesses regarding third party usage by third parties/contractors/partners/others etc, inclusive of further secondary/non-specified purposes.

14. Does MOPAC pay Victim Support for their services? If so, how is this done? By annual amount, a token donation, the number of victims/witnesses referred and/or registered by the police/others and/or Victim Support? Are, if any, fees/sums paid variable or fixed, and how frequently?
15. Who at MOPAC has responsibility and oversight of MOPAC's contract with Victim Support?
16. If there are failings or concerns who is the appropriate person at MOPAC that deals with such issues regarding Victim Support?
17. Are point 15 and 16 the same person or different people?
18. If there is anything else that you can think of that would be helpful to include which is relevant to my points that you can identify please do include it, even if I have not listed it, or listed it but you use a different terminology or phrase to describe it.

RESPONSE

Thank you for your Freedom of Information request received by the Mayor's Office for Policing And Crime (MOPAC) on 10 February. Thank you too for the follow up phone call received by MOPAC and the letter received on 23 March. I apologise for the delay in replying to you.

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 requests as set out below.

You requested the following:

1. Paper copy of MOPAC Data Protection Policy, Procedure, Process.
Please find MOPAC's Data Protection Policy attached.
2. Paper copy of MOPAC Data Security, Retention, Deletion Policy, Procedure, Process.
Please find MOPAC's Information Security Policy and related documents attached.
3. Paper copy of MOPAC Data Sharing Policy, Procedure, Process, inclusive of 3rd parties/contractors/partners/others etc.
Please find MOPAC's Data Protection Policy attached.
4. Paper copy of MOPAC Confidentiality Policy, Procedure, Process, inclusive of 3rd parties/contractors/partners/others etc.
Please find attached MOPAC's Privacy Statements.
5. Paper copy of MOPAC Code of Conduct and Standards of Services and Ethics Policy, Procedures, Process.
Please see attached MOPAC's Code of Conduct for employees (including contractors/agency workers/office holders/secondees and volunteers).

6. Paper copy of MOPAC IT Acceptable Use Policy, Procedure, Process.
Please see attached MOPAC's IT Acceptable Use Policy.
7. Paper copy of MOPAC Contracted Services Policy, Procedure, Process, inclusive of any sub terms, appendices, riders that are used as templates to accompany any terms/services where services are contracted out, outsourced, or entered into as partnership agreements, or sponsored agreements, in the general context.
Please see attached MOPAC Standard Grant Agreement and Conditions of Contract. Please also see 12 below.
8. Paper copy of MOPAC Complaints Policy, Procedure, Process.
This information is exempt from disclosure under Section 21 of the Freedom of Information Act, since it is information which is already published on our website, here:
<https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/about-mayors-office-policing-and-crime-mopac/mopac-complaints>
9. Paper copy of MOPAC; about us, what we do, remit for London/Greater London, working in conjunction with others, information.
This information is exempt from disclosure under Section 21 of the Freedom of Information Act, since it is information which is already published on our website, here:
<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/publication-scheme>
10. Paper copy of MOPAC Freedom of Information Policy, Procedure, Process.
Please see attached MOPAC's Freedom of Information Policy.
11. Paper copy of MOPAC recommendation/report/overview in respect of awarding Victim Support the contract to provide Witness Care Services. This removed the Witness Care (mostly voluntary) Team Support role from London courts to Victim Support. And provide me with the exact date this process came into effect in 2019, and Victim Support took over the role.
This information is exempt from disclosure under Section 21 of the Freedom of Information Act, since it is information which is already published on our website, here:
https://www.london.gov.uk/sites/default/files/pcd_516_integrated_victims_and_witnesses_service_-_contract_award.pdf
12. Paper copy of MOPAC Terms of Service Agreement and Victim Support for that contract, along with any other policies, procedures, processes that would be applicable to that agreement.
This information is exempt from disclosure under Section 21 of the Freedom of Information Act, since it is information which is already published, here:
These documents were published in response to a Freedom of Information request to MOPAC in March 2019, here:
<https://www.london.gov.uk/mopac-disclosure-log/contracts-recently-awarded-victim-support>

13. Victim Support maintain a database. Is that database shared with MOPAC? What is the extent of access to it? Who else is it shared with? What agreements are in place regarding it? How is this communicated to victims/witnesses? What purposes is its contents utilised for? Are any opt-outs provided to victims/witnesses regarding third party usage by third parties/contractors/partners/others etc, inclusive of further secondary/non-specified purposes.
- Non-personally identifiable data is shared with MOPAC for performance management purposes. Some of this non-personally identifiable data is also shared with statutory partners – the MPS and London Local Authorities. Victim Support has a Data Protection Information Agreement (DPIA) regarding the data, which would be available on request. Service Users are notified of their rights and entitlements regarding their data via Victim Support’s Fair Processing Notice, which can be found here:**
- <https://www.victimsupport.org.uk/help-and-support/fair-processing-notice-0>
14. Does MOPAC pay Victim Support for their services? If so, how is this done? By annual amount, a token donation, the number of victims/witnesses referred and/or registered by the police/others and/or Victim Support? Are, if any, fees/sums paid variable or fixed, and how frequently?
- Please refer to the document ‘IVWS Terms and Conditions – Final Draft’ provided in the answer to question 12. You can find the relevant information in Clause 5 (pages 12-13) and Schedule 4 (pages 54-56).**
15. Who at MOPAC has responsibility and oversight of MOPAC’s contract with Victim Support?
- Contract Management of the London Victim and Witness Service sits with the Victims Team in the Criminal Justice & Commissioning Directorate in MOPAC.**
16. If there are failings or concerns who is the appropriate person at MOPAC that deals with such issues regarding Victim Support?
- In the first instance, complainants should contact Victim Support. Their complaints process is set out here: <https://www.victimsupport.org.uk/more-us/contact-us/complaint-about-victim-support>.**
- If the complaint is not resolved, complainants are welcome to contact MOPAC. As the commissioner of LVWS, MOPAC’s priority is to ensure a quality service and we will do all we can to resolve the situation. Complainants should contact victims@mopac.london.gov.uk.**
17. Are point 15 and 16 the same person or different people?
- There is a cross-MOPAC team that deals with the contract management, and that would include dealing with any complaints – as the purpose of both is to ensure a high-quality service.**

18. If there is anything else that you can think of that would be helpful to include which is relevant to my points that you can identify please do include it, even if I have not listed it, or listed it but you use a different terminology or phrase to describe it.

I have included all the information requested which is held by MOPAC.

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>