

## REQUEST FOR DMPC DECISION –PCD 116

**Title: Provision of Crimestoppers Trust Funding**

### Executive Summary:

This paper requests approval for funding of £372,818 per annum from 2016/17 to 2018/19 and to approve an exemption contract award to Treble 5 Treble 1 Ltd, a wholly owned subsidiary of Crimestoppers.

### Recommendation:

The DMPC is asked to

1. Approve funding of £372,818 per annum from 2016/17 to 2018/19 for the provision of the Crimestoppers service.
2. Approve an exemption contract award to Treble 5 Treble 1 Ltd, a wholly owned subsidiary of Crimestoppers.

### 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 *Sybil Under*

Date 9/1/17

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

### **Decision required – supporting report**

#### **1. Introduction and background**

- 1.1. Treble 5 Treble 1 Ltd is a subsidiary of Crimestoppers Trust, which provides anonymous information regarding criminal activity to all police forces in the UK. A call bureau operates on a 24/7 365 days a year basis. The MPS receives 24% of all national Crimestoppers information, which through fast time processing is disseminated to relevant areas of the business and used to detect, reduce and prevent crime throughout London.
- 1.2. It is proposed for this year the MPS remain outside of the newly agreed National Police Chief's Council Service Level Agreement (SLA) and have a SLA directly with Crimestoppers.

#### **2. Issues for consideration**

- 2.1. If the MPS were to stop funding Crimestoppers, it would mean the MPS would need to rely on its existing intelligence structures to generate intelligence opportunities. With the MPS being the largest contributor to the Crimestoppers Call Bureau there is a real risk that the Bureau would cease to exist. There is also the reputational issue for the MPS by not supporting a function that the public have confidence in and clearly use.
- 2.2. These are discussed in the Part 2.

#### **3. Financial Comments**

- 3.1. The cost of £373,818 per annum will be funded from the Specialist Crime and Operations budget from 2016/17 until 2018/19.

#### **4. Legal Comments**

- 4.1. Regulation 32(2)(b)(iii) of the Public Contracts Regulations 2015 provides that a contracting authority may use the negotiated procedure without prior publication of a contract notice when reasons connected with the protection of exclusive rights, the public contract may be awarded only to a particular economic operator. Treble 5 Treble 1 Ltd holds exclusive licensing rights to use the Crimestoppers brand and telephone number. Consequently, the Public Contract Regulations permit MOPAC to negotiate directly with Treble 5 Treble 1 Ltd for the provision of the service on the basis of their exclusive licensing rights.

#### **5. Equality Comments**

- 5.1. There are no direct equality or diversity implications arising from this report

#### **6. Background/supporting papers**

- 6.1. None.

**Public access to information**

Information in this form is subject to the Freedom of Information Act 2000 (FOIA) and other legislation. Part 1 of this form will be made available on the MOPAC website within 1 working day of approval. Any facts/advice/recommendations that should not be made automatically available on request should not be included in Part 1 but instead on the separate Part 2 form. Deferment is only applicable where release before that date would compromise the implementation of the decision being approved.

**Part 1 Deferral:**

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

**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

If yes, for what reason: EXEMPT under Article 2(2)(a) of the Elected Local Policing Bodies (Specified Information) Order 2011.

**ORIGINATING OFFICER DECLARATION:**

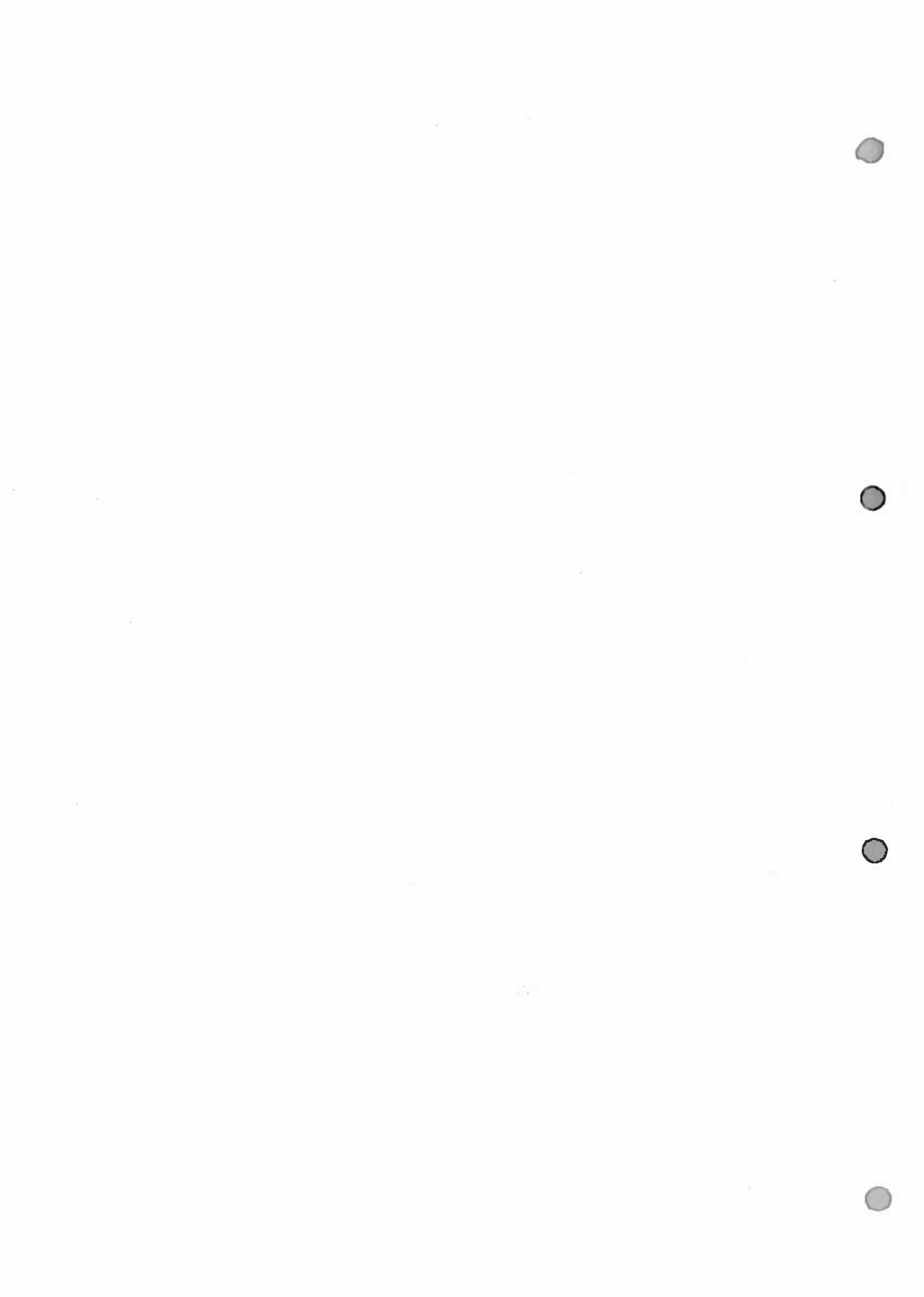
	<i>Tick to confirm statement (✓)</i>
<b>Head of Unit:</b> The Head of Strategic Finance and Resource Management has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.	✓
<b>Legal Advice:</b> The MPS legal team has been consulted on the proposal.	✓
<b>Financial Advice:</b> The Head of Strategic Finance and Resource Management has been consulted on this proposal.	✓
<b>Equalities Advice:</b> No Equality and Diversity issues identified.	✓

**OFFICER APPROVAL****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 *R. Lawrence*

Date *9/1/17*





## *Business Justification*

### *Provision of Crimestoppers Trust Funding*

*Investment Advisory Board*

*22/11/16*

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#### Freedom of Information Act Publication Scheme

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<b>Protective Marking</b>	Commercial - Protected
<b>Publication Scheme Y/N</b>	N
<b>Title</b>	Provision of Crimestoppers' trust funding
<b>Version</b>	1.0
<b>Summary</b>	Request for approval of contract exemption regarding the funding for the continued provision of the Crimestoppers Bureau and associated receipt of anonymous information regarding criminal activity from members of the public. An ongoing Service Level Agreement (SLA) has been in place with Treble 5 Treble 1 Limited, a wholly owned subsidiary of the Crimestoppers Trust since 2005.
<b>(B)OCU or Unit, Directorate</b>	SCO36 - Met Intelligence
<b>Author</b>	Superintendent Caroline Trevithick
<b>Review Date</b>	11/09/2017
<b>Date Issued</b>	12/09/2016

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**Purpose of this document**

This is the standard MPS template for the production of business cases where a business decision is required by departmental COGs, corporate or project/programme Boards. Although it follows a broadly similar structure, it is distinct from the SOP/SOC/OBC/FBC templates which are only used as part of the Corporate Programme and Project Management process to pass through the required 'Gates'. This template should be used for all other business decisions which require management or corporate approval. It is designed to ensure that all relevant considerations are taken into account when significant business decisions are required. Although the '5 case' structure should always be maintained, the template can be adapted to suit the particular circumstances of the subject matter and the decision required.



### Version History

Version	Date	Additions/Modifications	Prepared/Revised by
1.0	12.09.2016		Supt C. Trevithick
1.1	30.09.2016	Amendments made following responses from internal consultation and assurance.	Supt. C. Trevithick

### Internal Consultation & Assurance

The following people have been consulted in the production of this Business Justification and their opinions incorporated.

Directorate / Dept.	Name & Job Role	Rank / Grade	Date Assured
Procurement	Stephen Wilson		30/09/2016
DP	No requirement		
HR	No requirement		
Legal (DLS)	Prit Mandair		28/09/2016
Property	No requirement		
Finance Business Partners	Ruth Hodson		30/09/2016
Safety & Health Risk Management	No requirement		
Equality and Diversity	Mailbox: 'Strategic Diversity and Inclusion'		



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## ***Appendices***

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# 1 Decisions Required

This Business Justification concerns a request for approval of contract exemption regarding the funding for the continued provision of the Crimestoppers Bureau and associated receipt of anonymous information regarding criminal activity from members of the public. An ongoing Service Level Agreement (SLA) has been in place with Treble 5 Treble 1 Limited, a wholly owned subsidiary of the Crimestoppers Trust since 2005.

We request that The Deputy Mayor for Policing And Crime approves the following recommendations:

- Agree Crimestoppers funding for a 3 year period, covering the financial years 2016/17, 2017/18, 2018/19 of £372,818, is made prior to approval being sought from the Deputy Mayor for Policing and Crime to sanction a contract award above £100,000 in accordance with paragraph 5.17 of MOPAC's Scheme of Delegation. This will be funded within existing SC&O budgets.
- To note that new service level agreement be signed between the MPS and Crimestoppers outside of the revised SLA signed by the NPCC. The latter would commit the MPS to a greater share of the pro-rata financing of Crimestoppers operating costs, thereby increasing costs.

The key issue the Board needs to take account of is:

Crimestoppers have indicated that the following **cumulative** cuts would be the result of a reduction in following services as below: -

- **5% = £19k** - Withdrawal of the MPS Integrity Line currently provided at no cost, leading to the loss of professional standards information from anonymous sources and associated internal/external reputational damage and decrease in public confidence in terms of police integrity. This provision has been in place since January 2015. Since then 72 calls have been taken resulting in positive action in 44% of cases and 53 submissions have been taken online, resulting in positive action in 49% of cases of these cases. *If funding cuts are inevitable, this option has the least impact on the MPS and no direct impact on the public as this is an internal reporting mechanism only. Furthermore Right Line is already in place.*

**10% = £38k** - A reduction in the 24/7 call handling provision, namely an inability to provide a call handling service for London between 2000 to 0600 hours.

**15% = £56k** A further reduction of the call handling provision in London extending to weekend calls, meaning no service provision for London between 2000 hours on a Friday to 0600 hours on a Monday.

The risk associated with the 10% and 15% funding reduction will to be a reduction of between 5 to 10% contact from the public and loss of equivalent intelligence, including over 300 pieces of high risk information that are currently telephoned through to the MPS 'out of hours', which include threats to life, firearms, and crime in action needing a fast-time response from the MPS, for example gang nominals seeking retribution and in possession of firearms/knives. It is the perception and expectation of the public that all calls to Crimestoppers will be dealt with promptly and be passed to the respective force for their assessment and action in real time. Were this to no longer be the case, then public confidence in the whole service would inevitably be reduced and the reputational impact for the MPS would be significant. In the short term, callers may call back or use on-line reporting which would shift demand and result in a requirement to review service provision during 0600-2000 hours. In the long term it is likely that the caller would

disengage totally. In terms of detection, 100 to 200 fewer MPS crimes would be solved and based on 2014/15 data would include 2 less murders, 11 less sexual offences, one human trafficker, 25 drug manufacturers etc.

**20% = £74.5k** - Withdrawal of all services currently provided at no cost to the MPS including; the loss of the London Regional Manager resulting in the loss of a key coordinating role which generates funds and targets Crimestoppers activity on MPS/MOPaC priorities calling the public to action. Crimestoppers would no longer support the community engagement work of volunteers in London or 'Fearless', which focuses on youths and has intrinsic links to the Trident portfolio and current focus on gangs and knives. Crimestoppers would not offer/pay rewards or coordinate media releases in this regard, which are regularly used as a tactical option in the investigation of serious crime. The visibility of Crimestoppers would be dramatically reduced leading to a sustained loss in unique anonymous intelligence from hard to reach London communities.

## 2 Strategic Case

1. On a pro-rata basis, agreed in accordance with a Crimestoppers/ACPO SLA signed in 2005/06, the MPS pay 18.7% of the £2.1m National police contributions to Crimestoppers and receive 24% of all information. The £2.1m raised from the 43 National Police Forces via the 2005/6 ACPO agreement, covers the operating costs of the Crimestoppers Bureau (24/7 call handling - receipt, evaluation and dissemination of anonymous information). All other Crimestoppers services are funded by alternative means with no financial implications for any Police Force.
2. It is proposed this year that the MPS remain outside of the newly agreed NPCC service level agreement, which replicates the original ACPO agreement of 2005/6. This will protect our exposure to increased costs and enable us to negotiate a settlement independently.
3. Crimestoppers are proposing a three (3) year agreement, which would be a flat cash settlement of £372,818 p.a., with the provision of the integrity line continuing at no additional cost. This will also represent protection against increased operating costs, which Crimestoppers estimate to be in region of 3 to 4% increases annually. The net effect being absorption of costs equating to more than 20% over the three year period.
4. The £372,818 p.a. invoiced for the MPS relates **only** to the Crimestoppers 24/7 call handling provision (receipt, evaluation and dissemination of anonymous information). Additional service provision has been provided at no cost through FY15/16 at the request of the Deputy Mayor, to demonstrate added value to safeguard future funding at the current level. This was agreed during the funding settlements of FY13/14, FY14/15 and FY15/16. A breakdown of what National police funding pays for is included at Appendix A and includes costs associated with staffing, accommodation and secure technology.
5. Due to budgetary pressures impacting on the MPS there was an intention to seek a 20% reduction in funding to Crimestoppers, at a rate of 5% each year from FY14/15. This did not take effect in FY14/15, when agreement was reached that comparative cost savings would be provided through additional Crimestoppers service provision. However, a 5% reduction was implemented in FY15/16, resulting in a reduction of £20K from £392,000 to £372,818 for FY15/16. Despite this reduction, the additional services agreed the previous year continued with no additional costs accrued.
6. Whilst MPS funding to Crimestoppers has remained static, since 2005/06 there has been a 599% increase of actionable Crimestoppers intelligence and a 237% increase of arrests as a direct result of that intelligence.
7. During the 2015/16 period, the MPS received on average 873 actionable intelligence reports per month from Crimestoppers. These reports have led in the MPS, to a total of 557 persons being arrested, 721 positive outcomes and to the recovery of:
  - £455,443 worth of property;
  - Drugs with a street value of £736,770;
  - 21 Firearms and 2 Knives.

8. In addition to the above quantifiable outcomes there have been a number of notable successes:

- Redacted.

Crimestoppers received full funding (£392,440) for financial year 2014/15 on the basis that an integrity line would be implemented at no additional cost to the MPS. This was reduced by 5% to £372,818 in financial year 2015/16. The expectation from the Commissioner is that this funding would incrementally decrease by 20% over the four years from 2014/15 at 5% per annum (reducing to £313,952 by 2018/19.,

Over the last 12 months the MPS has met and communicated with Crimestoppers on a number of occasions at senior levels to try to establish what impact reduced funding would mean for them and to define the service provision. Crimestoppers believe that the Deputy Mayor supports funding at the current level based on added value they have demonstrated.

To stop funding Crimestoppers completely would currently deliver savings of £372,818 to assist the MPS with its overarching savings target. However this would mean that the MPS would need to rely on its existing intelligence structures to generate intelligence opportunities. With the MPS being the largest contributor to the Crimestoppers Call Bureau there is a real risk that the Bureau would cease to exist. There is also a reputational issue for the MPS by not supporting a function that the public have confidence in and clearly use regularly. Crimestoppers surveys have shown that the public trust the Crimestoppers brand and use it because it is independent to the police and is anonymous. There is evidence to show that communities that have little trust in the police use Crimestoppers as a vehicle to pass information to the police, so the loss of this service may mean the MPS lose that contact and information. Crimestoppers provide an invaluable service to the MPS. It is not a service which could be replicated internally due to the trust and confidence issues surrounding anonymity, but should this be considered it is anticipated the annual cost would exceed the current level of funding provided to Crimestoppers for an inferior service.

Treble 5 Treble 1 Ltd as a subsidiary of the Crimestoppers Trust, provides anonymous information regarding criminal activity to all UK Police Forces, through its call bureau, which operates on a 24/7, 365 days a year basis. The MPS receives 24% of all national Crimestoppers information which through fast time processing is disseminated to relevant areas of the business and used to detect, reduce and prevent crime throughout London.

A strength of the Crimestoppers Trust is that they are currently the only charity who guarantee anonymity in collating the information passed to the police and who are completely independent of them. This methodology is particularly useful to access those hard to reach communities and instils confidence in those members of the public who wish to maintain their anonymity. This anonymity has never been breached.

In addition to the Bureau Services and at no cost to the MPS, Crimestoppers also offers a scheme whereby the Senior Investigating Officer (SIO) of a crime can request an Enhanced Reward be paid to the source of the information leading to the arrest and charge of a serious offender. Strict criteria are applied as to when this is available and in the last year Crimestoppers have made 2 offers to the MPS. Although in the past year no Enhanced Rewards have been paid out, the added media interest provided by this facility has contributed to increased information being received either via Crimestoppers or to the MPS directly.

Failure to support the provision of this service will impact upon the quality and volume of intelligence received by the MPS regarding criminal activity. This service continues to have the support of the Commissioner and other senior ranking officers within the MPS. Crimestoppers is also used as a reporting mechanism by others, including various charities and Crimewatch.

Crimestoppers also manage campaigns on behalf of the MPS/MOPAC. It has previously produced specific campaign materials and, on occasions, a specific phone number to support that campaign. The MPS/MOPAC has previously funded the additional cost of the campaign materials via additional Single Tender Actions. Campaigns are costed at £7,000 to £100,000. There have been no campaigns of note approved this financial year due to lack of funding, notwithstanding aligning future campaigns to MPS days of activity would ensure targeted intelligence with the structure and resources in place to appropriately action it. Currently Crimestoppers are working with SCO8 to scope a gangs and guns campaign targeted on specific Boroughs, at the request of the Commissioner to assist in the response to increased firearm discharges.

There will be no impact on the One Met Model; the Crimestoppers service is maintained through the Met intelligence RED Day Team. The management structure of Met Intelligence enforces compliance and uniformity in relation to the collation of results, more accurately reflecting the work being undertaken demonstrating value for money. Since January 2015, Crimestoppers has been a performance measure at SCO CrimeFighters and new processes for the allocation of resources and collation of outcomes in partnership with BOCUs was rolled out in January 2015.

A percentage of these results have impacted on the tackling of the most violent crimes, which are key MOPAC and MPS priorities and results obtained from information provided by Crimestoppers have had positive outcomes in the MPS such as:

- Violent crime - 525 reports leading to 53 arrests and 118 positive actions;
- Robbery - 98 reports leading to 13 arrests and 2 positive actions;
- Burglary - 102 reports leading to 4 arrests and 5 positive actions;
- Threat to Life - 54 reports received, risk managed and investigated. (A murder is costed as £1.2 million to investigate as an average)

A positive action is defined by NPCC as an action that addresses the need for some police activity to have occurred other than the recording or dissemination of intelligence. Positive action can include, for example, negative warrants, negative stops in the street, increased patrols and may not always lead to an arrest or commodity. There were 721 positive actions in the MPS in 2015/16, a decrease on the previous year, but as a result of the loss of administrative staff within the MPS to track outcomes, rather than in the quality and volume of actionable intelligence being passed from Crimestoppers.

### 3 Economic Case

Crimestoppers provide a means to detect, reduce and prevent crime through the provision of information about crimes and criminals to the law enforcement agencies from anonymous sources, assisting the MPS with its efforts to fight crime. This is 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. Engagement is reaching more communities as a result of the positive impact of Crimestoppers Youth Prevention Strategy ('Fearless'), who have incorporated the use of Facebook, Twitter and You Tube. The MPS has explored hosting its own 'Knifestoppers' and 'Trident Gang line' services, however these were not implemented as both initiatives concluded that Crimestoppers already provides suitable access to report these areas of knife, gun and gang violence/crime.

The MPS could not provide this service as cost effectively as Crimestoppers, if at all, due to the trust and confidence issues which would arise from a locally provisioned service.

Due to budgetary pressures impacting on the MPS there was an intention to seek a 20% reduction in funding to Crimestoppers, at a rate of 5% each year from FY14/15. This did not take effect in FY14/15, when agreement was reached that comparative cost savings would be provided through additional Crimestoppers service provision. However, a 5% reduction was implemented in FY15/16, resulting in a reduction of £20K from £392,000 to £372,818 for FY15/16. Despite this reduction, the additional services agreed the previous year continued with no additional costs accrued. The savings associated with implementing these reductions are outlined in the table below, but there are operational consequences which have been outlined in Section 1 of this paper.

Financial Year	Crimestoppers funding
2014/15	£392,440
<b>2015/16</b>	<b>£372,818</b>
2016/17	£353,196
2017/18	£333,574
2018/19	£313,952

Outcomes from targeted intelligence as a result of bespoke Crimestoppers campaigns are more likely to be realised demonstrating value for money delivery against MOPAC and MPS priorities; however these campaigns are rarely authorised in the MPS due to the cost. As a result Crimestoppers are trying to secure corporate funding to minimise cost, if any, to the MPS for this service provision; for example the establishment of the London Working Group. The Group seek to obtain funds for campaigns aligned to key priorities; for example they are currently engaged in fund raising activities to support bespoke Domestic Abuse campaigns targeting the London Boroughs of Brent and Hillingdon. Crimestoppers also now have a seat on the Board of Directors for the Business Crime Forum. Any bespoke campaigns that would incur an additional cost would be competed and subject to a compliant MPS procurement process.

Whilst the monetary value of funding has remained at the same level, since 2007/8 the percentage of overall costs, compared to all forces contributions, that the MPS contribute to the Crimestoppers Call Bureau has reduced from 32.3% to 18.7%.

Funding costs for Crimestoppers has been at the same level since 2006, whilst year on year the volume of information received from Crimestoppers bureau has increased by 251%. Its services have evolved since 2006, providing 24/7 cover which includes online reporting; two-way reporting and more recently an online chat facility. Crimestoppers have also introduced a Youth Programme Strategy and had a complete overhaul of its IT infrastructure at no extra cost to the MPS.

Between FY05/06 to FY14/15 the MPS saw a 599% increase in actionable intelligence and arrests increased by 237% following the ongoing provision of Crimestoppers Information. (See table below). The reduction in outcomes for FY15/16 is not a reflection on the quality or volume of actionable intelligence being passed to the MPS, but a consequence of the reduction in administrative resource in Met Intelligence to track outcomes. This will only be adequately reported with the implementation of an improved intelligence and tasking system, as is being progressed through the MiPS project.

Year	Actionable Info	Arrest	Property recovered (£)	Drugs Seized (£)
2005/06	1,920	412	332,013	339,010
2006/07	2,165	407	84,415	608,980
2007/08	2,555	345	49,990	501,665
2008/09	3,626	559	697,549	1,346,605
2009/10	4,246	603	196,446	1,591,680
2010/11	6,640	835	460,910	2,882,966
2011/12	10,223	729	5,622,849	1,548,203
2012/13	11,696	758	822,420	3,099,509
2013/14	12,776	601	551,540	4,623,464
2014/15	11,497	978	1,312,474	3,980,879
2015/16	10,474	557	455,443	736,770

The Directorate of Professional Standards have confirmed reporting via the Integrity Line in addition to Right Line and Right Line Online. The Integrity Line was launched in Mid January 2015. Since then 72 calls have been taken resulting in positive action in 44% of cases and 53 submissions have been taken online, resulting in positive action in 49% of cases of these cases.

Crimestoppers estimate £20K per annum for the continued delivery of the Integrity Line. Crimestoppers propose to provide this service at nil cost to the MPS.

## 4 Commercial Case

*The purpose of this section is to outline the proposed procurement approach (or other commercial arrangement) for the achievement of the preferred option identified in the previous section.*

The freephone number 0800 55 111, Online form and the 'Crimestoppers' brand are well established in the public domain and widely advertised by the Crimestoppers Trust. These provide significant benefit to the MPS in its effort to fight crime. The impact of not supporting this service would be to potentially harm the volume of intelligence regarding criminal activity received by the MPS and the effectiveness of the Service in fighting crime. The reputation of the MPS may be damaged with an adverse public reaction to the MPS not supporting the work of Crimestoppers, especially regarding Crimestoppers access to media and political channels.

The Mayor's Office for Policing and Crime (MOPAC) is a contracting authority as defined in the Public Contracts Regulations 2015 (the Regulations). When awarding a public contract for goods and services valued at £164,176 or above all contracting authorities must do so in accordance with the Regulations. Accordingly, the Regulations are engaged.

Regulation 32(2)(b)(iii) of the Regulations provides that a contracting authority may use the negotiated procedure without prior publication of a contract notice when for reasons connected with the protection of exclusive rights the public contract may be awarded only to a particular economic operator. Treble 5 Treble 1 holds exclusive licensing to use the Crimestoppers brand and telephone number. Consequently, the Regulations permit the MOPAC to negotiate directly with Treble 5 Treble 1 for the provision of the service on the basis of their exclusive licensing rights.

The MOPAC may only compliantly use Regulation 32(2)(b)(iii) to negotiate directly with Treble 5 Treble 1 for as long as their exclusive licensing is maintained. It is therefore advised that periodic reviews of this exclusive licensing are undertaken in the event that a competitive procurement exercise is required in the future.

The MOPAC Contracts Regulations and Scheme of Governance require all contracts of a certain value to be competitively tendered. As set out above, which is not possible in this case due to the exclusive licensing of the Crimestoppers brand and telephone number. Paragraph 2.24 of the MOPAC Scheme of Delegation gives the Deputy Mayor for Policing and Crime delegated authority to approve all contract exemptions for £100,000 or above. Accordingly, this authority must be obtained.

## 5 Financial Case

*The purpose of this section is to set out the implications for the MPS revenue budget and capital plan of the proposed approach.*

The preferred option is to maintain existing funding of Crimefighters at £372,818 per annum for the next 3 financial years. This cash settlement will mitigate any inflationary costs.

Crimestoppers estimate £20K per annum for the continued delivery of the Integrity Line. Crimestoppers propose to provide this service at nil cost to the MPS.

There is sufficient budget for this expenditure.

## 6 Management Case

*The purpose of this section is to explain how the proposals will be implemented and the benefits realised.*

N/A - the process is already in place thus no further implementation is required. This service is not available from any other provider and can only be provided by Crimestoppers.

# Appendices

## Appendix A

### Crimestoppers Contact Centre - What Police Funding Pays for:

In its broadest sense police funding pays for all the core activities and infrastructure associated with receiving Crimestoppers information and forwarding it to the relevant force. This breaks down to:

#### Staff and related costs:

##### For agents, team leaders, management and support staff

- Payroll, including NI and pensions
- Training
- Travel/subsistence
- Welfare
- Recruitment & CRB checks
- HR admin & support

#### Property & Equipment:

- Rent
- Rates
- Utilities
- Maintenance
- Furniture and Software
- Telephony hardware and software

#### Services:

- Provision of 0800 555 111 telephony and line rentals
- Provision of online form technology and security
- Language line translation
- Text messaging service - to be replaced with online chat in 2012/2013
- Rewards Administration

#### Office Admin:

- Telephony
- Insurance
- Office catering
- IT Maintenance
- Financial admin, including audit fees

#### Police Support:

- Coordinator and other officer guidance and training
- Provision of statistical information
- Preparation of court statements
- Enhanced Rewards mechanism

## Appendix B

In 2014/15 Crimestoppers absorbed £344,787 in additional service provision directly impacting the MPS/London including:

- 2 trained volunteers, undertaking administrative tasks that would otherwise need to be undertaken by MPS staff, to the MPS Most Wanted working 4 hours a week, which equates to a comparative cost saving of £4341.80 (based on a Band E at £21,709);
- The implementation of an Integrity Line in January 2015 at nil cost;
- A number of London campaigns for which the MPS have made no contribution (Appendix B) totalling £84,646 to £89,646, including
  1. a prevention and education programme focusing on the dangers of knives, piloted in Westminster in conjunction with Trident and
  2. a number of Most Wanted campaigns focusing on priority offences;
- The Advertising Value Equivalent (AVE) of £193,000 and reach to 28,721,652 people via the press, radio and intranet. This is particularly relevant in relation to Social Media, targeting young people in hard to reach communities. For example, 16% of the Charity's Twitter followers are from London (7,000) as are 8.78% of their Facebook page 'likes' (2,977). In addition, virtually all of DMC press releases contain the Crimestoppers strap line; and
- A dedicated London Regional Manager at £36,000pa, as well as associated expenses. In addition Crimestoppers have made additional in-house cuts, including the Assistant Bureau Manager post, a saving of £30,000pa.

### In Summary

Service	Cost
Campaigns	£84,646-£89,646
AVE	£193,000
Volunteers	£4,341
London Regional Manager	£36,000
Integrity Line (provision)	£20,000
Ordinary Rewards	£1,800

## Appendix C

London campaigns for which the MPS have made no contribution totalling £84,646 to £89,646

Campaign	Cost
CVIT	£9,500
Fearless awareness –Enfield	£5,760
Fearless awareness – Westminster	£4,511
Knife-crime campaign – Westminster	£3,359
General Crimestoppers awareness	£600
Drink-driving	£600
Car parking-meter tampering	£3,316
Counterfeit cigarettes	£5,000
Commercial cannabis cultivation	£25,000
Op Captura	£1,500
Op Sunfire	£1,500
Rural Crime	£1,000
Fraud Awareness	£10,000-£15,000
Counterfeit currency	£9,000
Town Centre crime (Dartford)	£4,000

Some figures are estimates based on the London element of a National campaign.

Operations Captura and Sunfire were media campaigns only so the figures only represent the time of the Crimestoppers communications' team.

These figures do not include campaigns on behalf of the Insurance Fraud Bureau as that intelligence goes predominantly to the City of London Police, albeit some of the intelligence may be relevant to the MPS.

A Cycle Theft campaign was not included as it was funded by Safer Transport.



## Appendix F

METROPOLITAN		YEAR TO DATE (15/16)		
	Actionable Information	Positive Outcomes	Arrested & Charged	
Murder (and Other Unlawful Killings)	142	10	11	
Assault and Harassment	304	28	42	
Possession of Weapons	481	31	26	
Other Violent Crime	79	80	0	
Terrorism Related Offences	167	78	0	
Rape and Sexual Offences (incl Online)	355	32	9	
Robbery	98	2	13	
Criminal Damage	13	1	3	
Arson	15	0	0	
Drug Trafficking and Supply	4,419	276	142	
Drug Manufacture and Cultivation	464	81	42	
Possession and Other Drug Crime	18	0	127	
Theft	251	5	9	
Handling Stolen Goods	49	3	24	
Vehicle Theft	35	5	4	
Burglary	102	5	4	
Fraud and Forgery	361	6	24	
Disqualified and Uninsured Drivers	228	11	6	
Drink Driving	298	17	3	
Other Road Traffic Offences	178	5	0	
Human Trafficking	38	2	1	
Public Order Offences	29	1	11	
Wanted Persons and Fugitives	206	22	39	
Other Crimes	221	14	14	
<b>Subtotal</b>	<b>8,551</b>	<b>715</b>	<b>554</b>	
Border Offences	1,145	5	3	
DWP Benefit Fraud	1	0	0	
HMRC Offences	12	0	0	
Licensing other than alcohol (SIA)	3	0	0	
Trading Standards Offences	9	1	0	
<b>TOTAL</b>	<b>9,721</b>	<b>721</b>	<b>557</b>	

## Appendix G

### Investment Criteria

Criteria	Minimum score required	MPS Score	MOPAC Score	Comments
Business Requirement	3	5		The continuation of the Crimestoppers service is imperative to the organisation. It provides anonymous information regarding criminal activity, of which, the MPS received 24%. Reports from Crimestoppers led to 978 arrests. It enables information to be provided by hard to reach communities and instills confidence. Failure to support would significantly impact upon the quality & volume of intelligence received.
Cashable Revenue Saving	1	0		No cashable saving
Return on Investment	4	0		No return on investment
Total	8	5		
Total exc ROI	4	5		The continuation of the Crimestoppers service is imperative to the organisation. The volume of information has increased by 251% year on year yet costs have remained the same since 2006. Failure to support would significantly impact upon the quality & volume of intelligence received.

