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Award

MOPAC 1232 Victims Voice Forum for London's Black Communities

Mayor's Office for Policing and Crime

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-084739

Procurement identifier (OCID): ocds-h6vhtk-05676f ([view related notices](#))

Published 19 December 2025, 10:06am

Scope

Description

Victim satisfaction with the Metropolitan Police Service (the Met) has not been high for some time and the Casey Review highlighted that trust needs to be rebuilt with Londoners and with victims of crime. To help achieve this, the Met is reviewing how victims are looked after when they come into contact with the police: from the first point of contact through to justice outcomes. The Met wants to provide better, more consistent victim care to rebuild lost confidence and place victims at the heart of what they do.

This can only be achieved by involving victims in the improvement process, hence we are establishing the Victim Voice Forum (VVF) programme, giving a voice to specific victim groups with low trust and confidence in the police:

Victims from London's Black communities

Victims/survivors of violence against women and girls

LGBTQ+ victims

Disabled victims

The contract will begin early 2026 and will run for an initial term of 2.5 years, valued at £50,000. There will be two optional one-year extensions, each valued at £20,000 per year.

Contract 1

Supplier

- The WayFinders Group

Contract value

- £90,000 excluding VAT
- £108,000 including VAT

Below the relevant threshold

Award decision date

16 December 2025

Earliest date the contract will be signed

11 January 2026

Contract dates (estimated)

- 12 January 2026 to 10 July 2028
- Possible extension to 9 July 2030
- 4 years, 5 months, 29 days

Description of possible extension:

There will be two optional one-year extensions, exercised at the discretion of MOPAC.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKI - London

Information about tenders

- 3 tenders received
- 3 tenders assessed in the final stage:
 - 3 submitted by small and medium-sized enterprises (SME)
 - 2 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts

- 2 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

Supplier

The WayFinders Group

128 City Road

London

EC1V 2NX

United Kingdom

Email: admin@thewayfindersgroup.com

Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Mayor's Office for Policing and Crime

- Public Procurement Organisation Number: PTMT-7816-YCQG

169 Union Street

London

SE1 0LL

United Kingdom

Email: MOPACProcurement@mopac.london.gov.uk

Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - sub-central government