

DMPC Decision – 1444**Title: DPC Programme Grant for 2023-24****Executive Summary:**

This paper seeks approval to accept grant funding of £10,500,000 from the Home Office for running of the Digital Public Contact (DPC) programme for 2023-24. DPC is a Tier 1 NPCC National Policing Programme hosted within the MPS with MOPAC as the contracting authority and with DCC Simon Megicks as the SRO.

The programme has delivered the Single Online Home (SOH), a web platform offering accessible, on-demand, interactive services (a Digital 101 offering Online Crime Reporting; Road Traffic Incident reporting; Firearms Licensing applications (including online payment); online chat; Domestic Abuse; ASB; Missing Persons and many more) and Police.uk (PUK) which is predominantly an information service for the public which transitioned from Home Office ownership onto the SOH platform in April 2020. The programme also delivers the social media operating model deployment within policing.

In addition the Strategic Integration Hub (SIH) is a key development which will provide the functionality to automatically transfer a report from a member of the public into a forces' back office Records Management System, avoiding resource intensive re-keying. There are currently 35 forces fully on the SOH platform including BTP and by March 2024 the aim is to have 41 forces on the SOH platform, providing digital access to policing services.

The hosting arrangement was established in 2020/21 and this new Grant Agreement is a continuation for a further financial year.

Recommendation:

The Deputy Mayor for Policing and Crime is recommended to:

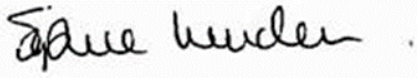
1. Approve receipt of £10,500,000 Home Office grant funding for the Digital Public Contact (DPC) programme for 2023-24 for a period of 12 months beginning on the 01 April 2023 and authorise the use of the funding by the DPC Programme for the delivery of the outcomes detailed in this paper.
2. Note that the MPS will provide an additional £1,400,000 received from from the Home Office in 2022-2023.
3. Note that the scope of the programme and high level milestones will be agreed between DPC, Home Office, MOPAC and Digital Policing prior to signing the grant agreement.

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



Date

06/07/2023

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

1. Introduction and background

- 1.1. The Single Online Home (SOH) has been delivered under the Digital Public Contact Programme and supported by Digital Policing. The MPS acts as the Host Authority for the SOH Platform, National Digital Team (NDT) and the DPC Programme. The NDT are responsible for the live running and service development of SOH. The DPC Programme, fully funded via Home Office grant award, is responsible for the ongoing onboarding of national forces to SOH and delivery of the wider DPC vision and objectives. The SOH platform and NDT are fully funded through the SOH Charging Model revenues every SOH onboarded force and auxiliary body contributes to as agreed through a Section 22 Collaboration Agreement. MOPAC, via the MPS, host all DPC contracts and the ongoing SOH service.
- 1.2. There are currently 35 forces fully onboarded to SOH including BTP. The long-term vision is to deliver a national SOH.
- 1.3. DPC's key objectives are to:
 - a. Encourage the public to access Policing services online to enable High Harm services to be available digitally to improve safeguarding
 - b. Adopt a dynamic, flexible, customer-centric approach to delivery. Keeping pace with changing customer needs, adopting good practice and innovation from across Policing.
 - c. Complete roll-out of a Social Media framework and use what is learned to better engage with the public.
 - d. Continue to improve SOH to provide interactive, two-way communication that evolves into wider customer service for a seamless citizen experience
 - e. Set and maintain data standards to allow integration between front-end and back-end systems to drive police efficiency enabling officers and staff through digital.
 - f. Leverage commercial opportunities to deliver faster innovation, value for money and connectivity into wider public services and empowering the private sector.
 - g. Contribute to wider Policing IT strategies and align with the emerging changes to national governance.
- 1.4. This paper seeks approval for MOPAC to accept the Home Office Grant for 2023/24 that enables DPC to continue to deliver its vision and objectives.
- 1.5. The Home Office has allocated £10.5 million in overall funding for 2023–2024; the remaining £1.4 million will be provided by the MPS with the goal of completing the following work programmes:
 - Continued onboarding of forces onto the Single Online Home.
 - Continued development of services.
 - Continued delivery of a Strategic Integration Hub (i-Hub) to integrate Single Online Home services with back office functionality in individual forces.
 - Strategic development of the police.uk website.

- Supporting the adoption of a digital desk by the forces will enable control rooms, communications, and neighbourhood policing to collaborate more closely on how the public contacts the police via social media.

2. Issues for consideration

- 2.1. The nature of a grant agreement is that payments are made by Home Office in arrears. DPC, MPS Digital Policing, MOPAC and Home Office will continue to work collaboratively to ensure the terms of the agreement can be met to ensure expenditure is fully recovered.

3. Financial Comments

- 3.1. Total funding for the DPC Programme for 2023-24 is £11.9m of which MOPAC will receive £10.5m from the the Home Office. The MPS will allocate an additional £1.4m funding received from the Home office for 2022-2023 to the DPC programme.
- 3.2. In addition to additional ministerial priorities that emerge during the year, such as the delivery of a web app, an element of this total, £0.9 million, is ringfenced for work on 999/101 performance data. The funding is broken down in the table below

Total Programme Funding	Amount £m
Total Home Office grant funding in 2023-24	9.6
MPS contribution applying Home Office funding paid in 2022-23	1.4
Total programme funding	11.0
Home Office grant funding allocation	
Ringfenced Home Office grant funding for league tables	0.9
Home Office grant funding paid to MOPAC in 2023-24	11.9

- 3.3. The funding paid to MOPAC will be administered through the MPS Finance team as it has been in previous years. Financial, delivery and commercial reporting will continue on a monthly basis to the HO SCIB. It is anticipated that the HO Grant Agreement will be based on standard terms and conditions, consistent with the previous year.
- 3.4. There is no impact on the MPS Capital Plan. All costs related to the DPC programme are recovered through Home Office grant funding. This does not change the MPS annual revenue contribution to SOH of £1.4m per annum.

4. Legal Comments

- 4.1. MOPAC is a contracting authority as defined in the Public Contracts Regulations 2015 ("the Regulations").
- 4.2. Paragraph 4.8 of the MOPAC Scheme of Delegation and Consent provides that the Deputy Mayor for Policing and Crime (DMPC) has delegated authority to approve

business cases for revenue or capital expenditure of £500,000 or above and to approve bids for grant funding made and all offers made of grant funding.

- 4.3. MOPAC has an obligation to publish a grant agreement pursuant to Part 1 of the Schedule, Paragraph 3(g) of the Elected Local Policing Bodies (Specified Information) (Amendment) Order 2012
- 4.4. The legal powers applicable to the acceptance of the Grant will be under Schedule 3, Paragraph 7 of the Police Reform and Social Responsibility Act 2011 which provides that:
 - 7(1) The Mayor's Office for Policing and Crime may do anything which is calculated to facilitate, or is conducive or incidental to, the exercise of the functions of the Office.
 - (2) That includes—
 - (a) entering into contracts and other agreements (whether legally binding or not).

5. GDPR and Data Privacy

- 5.1. All privacy issue considerations were considered when the MPS took on responsibility and became the Host Organisation for SOH and the National Digital Team. Nothing has changed since this original commitment but appropriate assessments will be undertaken as part of the design of new services.
- 5.2. Under Article 35 of the General Data Protection Regulation (GDPR) (as amended and updated by the UK GDPR) and Section 57 of the DPA 2018, Data Protection Impact Assessments (DPIA) become mandatory for organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects.
- 5.3. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the programme continues to meet its compliance requirements.
- 5.4. A DPIA has been completed for the Single Online Home (SOH). The SOH DPIA will be updated to reflect changes driven by DPC deliveries. As with the SOH, the DPC Programme will ensure a privacy by design approach, which will allow the MPS to find and fix problems at an early stage, ensuring compliance with GDPR. DPIAs support the accountability principle, as they will ensure the MPS complies with the requirements of GDPR and they demonstrate that appropriate measures have been taken to ensure compliance.

6. Equality Comments

- 6.1. Equalities assessments were carried out when the MPS took on responsibility and became the Host Organisation for SOH and the National Digital Team. Nothing has changed since this assessment was conducted but appropriate assessments will be undertaken as part of the design of new services.

7. Background/supporting papers

7.1. Report

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOIA) and will be made available on the MOPAC website following approval.

If immediate publication risks compromising the implementation of the decision it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

Part 1 Deferral:

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

If yes, for what reason:

Until what date:

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 –NO

ORIGINATING OFFICER DECLARATION

Tick to confirm statement (✓)

Financial Advice:

The Strategic Finance and Resource Management Team has been consulted on this proposal.

✓

Legal Advice:

The MPS legal team has been consulted on the proposal.

✓

Equalities Advice:

Equality and diversity issues are covered in the body of the report.

✓

Commercial Issues

Commercial issues are not applicable.

✓

GDPR/Data Privacy

- GDPR compliance issues are covered in the body of the report.
- A DPIA has been completed.

✓

Drafting Officer:

Stephen Kalyango has drafted this report in accordance with MOPAC procedures.

✓

Director/Head of Service:

The Chief Finance Officer has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.

✓

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



Date 03/07/2023

