

DMPC Decision – PCD 1400

Title: Changes to the National Policing Programme Grant Agreement for NPP02-2022 Digital Public Contact

Executive Summary:

This decision seeks approval to accept additional funding from the Home Office in 2022-23 as follows:

- £522,500 for the Digital Public Contact (DPC) Programme in Financial Year 2022-23 for initial investment in the scoping of a Single Online Home Citizen Portal and
- £460,000 for deliverables brought forward from next financial year to accelerate critical aspects of the DPC Delivery Roadmap.

Recommendation:

The Deputy Mayor for Policing and Crime is recommended to:

1. Approve receipt of additional Home Office grant funding in 2022-23 of £522,500 for the Digital Public Contact (DPC) Programme for initial investment in the scoping of a Single Online Home Citizen Portal and £460,000 for deliverables brought forward from next financial year to accelerate critical aspects of the DPC Delivery Roadmap.

Deputy Mayor for Policing and Crime

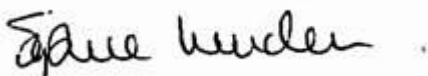
I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct. Any such interests are recorded below.

The above request has my approval.

Signature

Date

17/03/2023



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

1. Introduction and background

- 1.1. Digital Public Contact (DPC) is a Tier 1 NPCC National Policing Programme hosted within the MPS with MOPAC as the contracting authority.
- 1.2. The decision to accept the Grant of £14m from the Home Office for the running of the Digital Public Contact (DPC) programme for 2022-23 was approved in September 2022 (PCD 1292).
- 1.3. A previous grant variation was approved in December 2022 (PCD 1356) to cover the DPC elements of the CDS contract uplift resulting from the supplier contract extension in September 2022.

2. Issues for consideration

- 2.1. Following the decision by the Home Office Commissioning Board on 13 December 2022 to approve initial investment in the scoping of a Single Online Home Citizen Portal, additional funding of £522,500.00 is awarded to the Digital Public Contact Programme for Financial Year 2022/23 to cover the costs of this work.
- 2.2. In addition, further funding of £460,0000 is awarded for deliverables brought forward from next financial year to accelerate critical aspects of the DPC Delivery Roadmap.
- 2.3. The Home Office funding letter also identifies repurposing of £318,000 underspend on League Tables funding, which will be used to fund business analysis work of two key areas of public contact, namely Failure Demand and Major Incident Response, and updating of two Strategic Integration Hub deliverables within existing funding.
- 2.4. Additionally, the Home Office is making available £1,400,000 to cover the MPS Single Online Home/Police.UK contribution to the DPC Programme in 2022-23 on the understanding that the MPS will match fund DPC to the equivalent of £1,400,000 in 2023-24. This contribution will support DPC's continued delivery of an ambitious programme including the further development and roll out to forces of the Strategic Integration Hub, contact management analysis and the additional development of the StreetSafe tool, as well as the ongoing onboarding of forces to, and development of new and existing services, on Single Online Home.

3. Financial Comments

- 3.1. The Home Office has agreed additional funding for the DPC Programme in 2022-23 totalling £522,500 for initial investment in the scoping of a Single Online Home Citizen Portal. The specific elements that are funded by DPC as part of the programme delivery are listed in the table below:

Area	Activities	Output	Costs
Validation / Viability	<ul style="list-style-type: none"> • Work with Lancashire to collate and analyse portal solution benefits • Development of a benefits model for Lancashire solution • Develop an indicative cost/benefit profile for scaling solution nationally through SOH 	<ul style="list-style-type: none"> • Benefit model for Lancashire solution • Indicative Cost/benefit profile for nationally scaled solution, supporting ROI analysis (proving viability) 	<ul style="list-style-type: none"> • £97,500
Requirements & Design (scalability Analysis)	<ul style="list-style-type: none"> • Document Lancashire portal end to end business process and operating model to inform technical design and architecture • Technical analysis of solution to understand options for integrating with the SOH platform • Technical analysis of solution to understand scaling to other forces and CRM / Command & Control systems. • Develop design to adapt Lancashire solution to work with SOH 	<ul style="list-style-type: none"> • Preliminary design documentation for Lancashire solution enablement on National SOH platform (including ROM costs) • National scalability options paper for other Forces/ CRM/C&C systems • Provide technical support (Design, requirements, Architecture) to adapt Lancashire solution to be more usable on a national stage • Demonstration of the Portal's ability to process SOH public submissions within a test environment 	<ul style="list-style-type: none"> • £350,000
Functionality Integration	<ul style="list-style-type: none"> • Analyse integration needs for Lancashire solution to incorporate the community information functionality (through the Your Area SOH service) • Analyse integration needs for Lancashire solution to incorporate the community messaging functionality (through the Neighbourhood Alerts and other solutions). 	<ul style="list-style-type: none"> • Design integration (business requirements, Technical requirements, Solution architecture) with existing national products (Your Area, Neighbourhood Alerts, etc.) to incorporate key portal capability requirements 	<ul style="list-style-type: none"> • £75,000

	<ul style="list-style-type: none"> Develop business and technical requirements and solution architecture for integrating Lancashire solution with SOH community information and messaging functionality 		
Estimated Cost Profile			£522,500

3.2. Additional funding of £460,0000 is awarded for deliverables brought forward from next financial year to accelerate critical aspects of the DPC Delivery Roadmap:

Deliverable	Brief Description	Cost
Data Modelling	<ul style="list-style-type: none"> Create and configure a dedicated data modelling environment that will enable future data modelling work to be delivered faster than in the current set-up. 	£80k for dedicated environments (CDEL)
Force Service Management and Force Triage Portal	<ul style="list-style-type: none"> Development of a prototype portal to enable forces to self-serve for incident reporting; forms replay and forms workflow (triage) management. 	£280k (CDEL)
Social Media survey tool	<ul style="list-style-type: none"> Development of a survey tool initially for the bi-annual Social Media survey that will then be re-usable for other public facing surveys with results linked to the DPC/SOH Dashboards 	£60k (RDEL)
Strategy support to Children & Young People (C&YP) Project	<ul style="list-style-type: none"> Extension of the recent strategic support to the C&YP team to complete the definition of future work streams and the expansion of the service 	£40k (RDEL)
Total cost		£460k

3.3. The Home Office is also making available £1,400,000 to cover the MPS Single Online Home/Police.UK contribution to the DPC Programme in 2022-23 on the understanding that the MPS will match fund DPC to the equivalent of £1,400,000 in 2023-24.

- 3.4. There is no impact on the MPS Capital Plan. All costs related to DPC are recovered through Home Office grant funding. This does not change the MPS annual revenue contribution to SOH, in 2023-24.

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 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 Schedule 1, 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).
- 4.5. The Grant is subject to number of reasonable requirements by the Home Office including the management of the Grant, maintaining records, provision of information, and adequate data protection controls in place. The requirements in regard to the Grant are not onerous and have not been materially changed by the Grant Variation Letter dated 5 April 2022, therefore the additional Grant funding can be accepted by MOPAC.

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) 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. The decision to accept the Grant of £14m from the Home Office for the running of the Digital Public Contact (DPC) programme for 2022-23 was approved in September 2022 (PCD 1292).
- 7.2. PCD 1356 in December 2022 approved additional funding of £420,450 for the DPC Programme to cover the DPC elements of the CDS contract uplift resulting from the supplier contract extension in September 2022.

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

Craig James 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: 13/03/2023