

DMPC Decision – PCD 1562

Title: Changes to the National Policing Programme Grant Agreement for 685 Digital Public Contact.

Executive Summary:

This decision seeks approval to accept additional funding from the Home Office for the Digital Public Contact (DPC) Programme in 2023-24 of:

- £1,000,000 for the extension of the Single Online Home front-end to provide a portal capability with integration to Humberside Police's crime management system.
- £200,000 for continued development of the DPC Analysis & Insights reporting dashboard to include benefits and enhancements to the StreetSafe tool, to include reporting of public transport locations for richer dataset to inform community activities.

Recommendation:

The Deputy Mayor for Policing and Crime is recommended to:

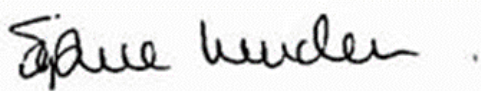
1. Approve receipt of additional Home Office grant funding in 2023-24 of £1,000,000 for the extension of the Single Online Home front-end to provide a portal capability with integration to Humberside Police's crime management system.
2. Approve receipt of additional Home Office grant funding in 2023-24 of £200,000 for continued development of the DPC Analysis & insights reporting dashboard to include benefits and enhancements to the StreetSafe tool, to include reporting of public transport locations for richer dataset to inform community activities.

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

12/12/2023

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 £11.9m from the Home Office for the running of the Digital Public Contact (DPC) programme for 2023-24 was approved in July 2023 (PCD 1444).
- 1.3. MOPAC continues as the contracting authority for the DPC Programme, as it has been for FY 2022/23 with the programme hosted within the MPS.
- 1.4. The total Grant Agreement of £11.9m included the following deliverables:
 - 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. Following a decision by the Home Office Commissioning Board on 14 July 2023, additional funding of £1,000,000 was awarded to the Digital Public Contact Programme for 2023/24 for the extension the Single Online Home front-end to provide a portal capability with integration to Humberside Police's crime management system, to enable members of the public in that force area to:
 - Register for, and verify, a user account;
 - View crime and Officer in Charge (OIC) details;
 - Interact with OIC through two-way communications;
 - View knowledge articles;
 - Access local and national content.
- 2.2. In addition, on the 7th of September 2023, the Home Office Technology & Innovation Portfolio Governance Board approved additional funding of £200,000.00 for the Digital Public Contact Programme for 2023/24 to provide the following deliverables:
 - Continued development of the DPC Analysis & Insights reporting dashboard to include benefits;
 - Enhancements to the StreetSafe tool, to include reporting of public transport locations for a richer dataset to inform community activities.

3. Financial Comments

3.1. The Home Office agreed to provide additional funding for the DPC Programme in 2023-24 totalling £1,000,000 for the extension of the Single Online Home front-end to provide a portal capability with integration to Humberside Police's crime management system as well as, £200,000 for deliverables of continued development of the DPC Analysis & Insights reporting dashboard to include benefits and enhancements to the StreetSafe tool, to include reporting of public transport locations for a richer dataset to inform community activities.

3.2. Details of the work and a breakdown of costs for the additional funding of £1,000,000 are listed in the table below.

DPC Citizen Portal details of work and break down of costs.

Key National Milestone/ Outputs	Indicative key tasks/ activities	Est. Start Month	Est. Finish Month	Indicative Cost
National Standards and Blueprint	<ul style="list-style-type: none">• Draft and agree National Standards.• Develop blueprint for Core, Citizen Portal Solution.	September 2023	February 2024	£120,000
Core Solution Designed, Built and Tested	<ul style="list-style-type: none">• Create foundation portal build (managed package) leveraging TVP/HC.• Complete user research.• Create national UX design.• Develop content bridge from SOH to incorporate Optimizely content into Portal pages.• Develop test version of one SOH service/form (i.e. test form filler capability).	September 2023	November 2023	£270,000
Deployable Core Solution complete	<ul style="list-style-type: none">• Refine and iterate core solution and activities outlined above.	November 2023	February 2024	£110,000
National Options Paper	<ul style="list-style-type: none">• Identify potential delivery options.	November 2023	March 2024	£120,000

	<ul style="list-style-type: none"> • Develop commercial model/ identify route to market. • Outline potential, national benefits of scaled solution. 			
Humberside Milestone/ Output	Indicative key tasks/ activities	Est. Start Month	Est. Finish Month	Indicative Cost
Humberside Portal Live	<ul style="list-style-type: none"> • Data Discovery and Integration. • Setup and Build. • Testing and deployment. • Initiate solution evaluation including baselining. 	November 2023	March 2024	£310,000
HC/ TVP Milestone/ Output	Indicative key tasks/ activities	Est. Start Month	Est. Finish Month	Indicative Cost
Lessons Learned Report Completed	<ul style="list-style-type: none"> • Collate lessons learned for delivery of pilot in Humberside and development of Core Solution Design. 	July 2023	October 2023	£20,000
HC/TVP Benefits Evaluation Completed	<ul style="list-style-type: none"> • Track and monitor quantitative and qualitative benefits of HC/ TVP MVP solution. • Draft and complete evaluation report. 	July 2023	January 2024	£50,000
Total				£1,000,000

3.3. 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 of £1.4m 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 regarding 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 £11.9m from the Home Office for the running of the Digital Public Contact (DPC) programme for 2023-24 was approved in July 2023 (PCD 1444).

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 Interim 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 04/12/2023

