

REQUEST FOR DMPC DECISION – PCD 428

Title: Digital Public Contact – National Website

Executive Summary:

This paper seeks approval for MOPAC to accept funding from the Home Office via the national Digital Public Contact programme to fund further development of the new national web platform ("Single Online Home"). Services to be delivered include: Firearms Licensing Photo Upload; the Firearms Licensing form elements for the payment process; and Niche integration.

Approval for this paper is required to enable work to start on the programme and to ensure reasonable progress is made before work under the existing CDS contract must cease as work transitions to the new national platform contract.

Recommendation:

The Deputy Mayor for Policing and Crime is recommended to

1. Approve acceptance of funding from Home Office via Digital Public Contact of circa £362,000 to fund the development of new national web platform ("Single Online Home") services along with the content delivery and enhancements to the service support capability. The services to be developed during this period are the Firearms Licensing Photo Upload, the Firearms Licensing form elements for the payment process (this will use the Gov.UK Pay service) and the Niche Integration.

NOTE: funding for this work (Metropolitan Police Service resource as part of the National Website team and CDS activity for additional developments) is within the Digital Public Contact forecast for FY18/19 from Police Transformation Fund grants and has no financial impact or long-term commitment on the Metropolitan Police Service.

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 Henderson

Date

24/07/18

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

Decision required – supporting report

1. Introduction and background

- 1.1. In March 2018 approval was received for the Phase 2 (live Beta) to transition the Metropolitan Police Service (MPS), Thames Valley Police and Hampshire Constabulary website service covered to a shared platform and provide support from April 2018 to July 2018. Following the successful delivery of Phase 2 (live Beta) services onto the Single Online Home National Platform, the Digital Public Contact Programme and Metropolitan Police Service are progressing the procurement of a new contract to deliver single on line home for policing.
- 1.2. Between now and the anticipated approval of the national platform the Home Office via Digital Public Contact would like us to continue developing the current platform to include: Firearms Licensing Photo Upload, the Firearms Licensing form elements for the payment process (this will use the Gov.UK Pay service) and the Niche Integration. This will enable faster take-on of new forces when a new contract is in place.

2. Issues for consideration

- 2.1. This paper only seeks authority to do the required development work, and any testing activities prior to launch. This functionality will not be deployed into the live environment until there is formal agreement via the appropriate governance process.

3. Financial Comments

- 3.1. Funding for this work (covering Metropolitan Police Service resource as part of the National Website team and Supplier [CDS] activity for additional developments) is within the Digital Public Contact forecast for FY18/19 from the Police Transformation Fund grants and has no financial impact or long-term commitment on the Metropolitan Police Service.

4. Legal Comments

- 4.1. There are no significant legal implications that arise directly from the recommendations or decisions proposed in the report.

5. Equality Comments

- 5.1. This paper covers a request for additional funds to continue work that is already in progress, and as such there are no new equality and diversity issues arising from this work.

6. Background/supporting papers

- 6.1. 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 – YES

ORIGINATING OFFICER DECLARATION

		Tick to confirm statement (✓)
Head of Unit: The Chief Finance Officer has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.		✓
Legal Advice: Legal advice is not required.		✓
Financial Advice: The Strategic Finance and Resource Management Team has been consulted on this proposal.		✓
Equalities Advice: Equality and diversity issues are covered in the body of the report.		✓

OFFICER APPROVAL**Chief Executive Officer**

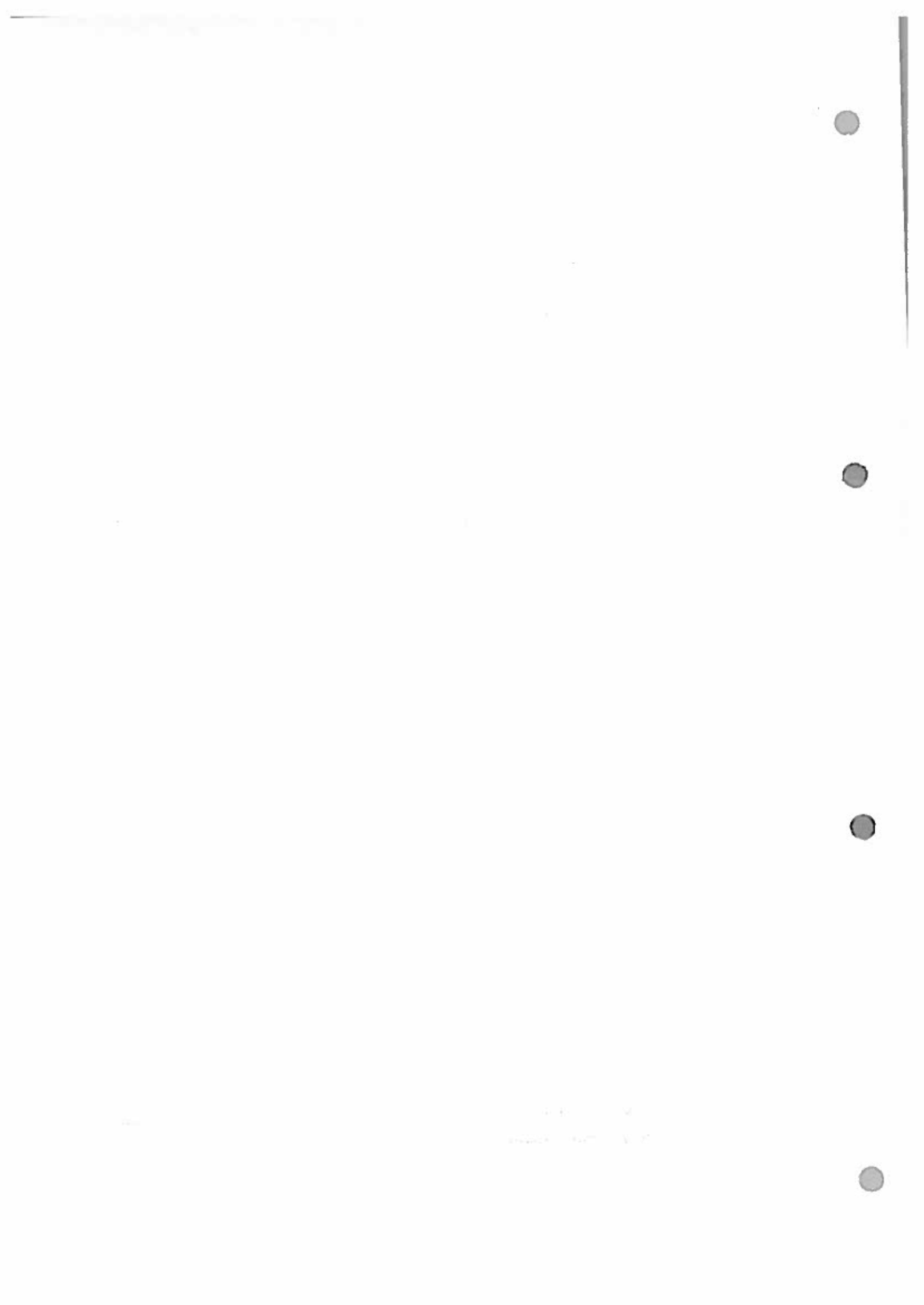
I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Deputy Mayor for Policing and Crime.

Signature

R. Lawrence

Date

24/07/18



Digital Public Contact – National Website

IAM – Ex Committee

Report by Angus McCallum on behalf of the Deputy Commissioner

EXECUTIVE SUMMARY

This paper seeks approval for MOPAC to accept funding from the Home Office via DPC to fund further development of the new national web platform ("Single Online Home"). Services to be delivered include: Firearms Licensing Photo Upload; the Firearms Licensing form elements for the payment process; and Niche integration.

Approval for this paper is required urgently to enable work to start without an adverse impact on the programme timescales and to ensure reasonable progress is made before work under the existing CDS contract must cease as work transitions to the new national platform contract.

A. RECOMMENDATIONS – This paper recommends that

1. **MOPAC approves the acceptance of funding from the Home Office via DPC.** These funds will cover the development of the new national web platform ('Single Online Home') services and required content delivery.
 - a. Services to be delivered during this period include: Firearms Licensing Photo Upload; the Firearms Licensing form elements for the payment process; and Niche integration.

NOTE: funding for this work (MPS resource as part of the National Website team and CDS activity for additional developments) is within the DPC forecast for FY18/19 from Police Transformation Fund grants and has no financial impact or long-term commitment on the MPS.

B. SUPPORTING INFORMATION

1. In March 2018 a Briefing Note was approved for the Phase 2 (live Beta) to transition the MPS, Thames Valley Police and Hampshire Constabulary website service covered to a shared platform and provide support from April 2018 to July 2018. Following the successful delivery of Phase 2 (live Beta) services onto the Single Online Home National Platform, the DPC Programme and MPS are progressing the procurement of a new contract to deliver single on line home for policing and we expect to come to PIB and IAB in August for approval.
2. Between now and the anticipated approval of the national platform the Home Office via DPC would like us to continue developing the current platform to include: Firearms Licensing Photo Upload, the Firearms Licensing form elements for the payment process (this will use the Gov.UK Pay service) and the Niche Integration. This will enable to faster take-on of new forces when a new contract is in place.

OFFICIAL – PUBLIC

3. This briefing note only seeks authority to do the required development work, and any testing activities prior to launch. This functionality will not be deployed into the live environment until there is formal agreement to the planned August PIB paper. Given no functionality is being brought into service at this stage there is minimal risk to both the MPS and DPC.
4. The MPS and the Digital Public Contact teams have been delivering a joint proof of concept to bring Hampshire Constabulary and Thames Valley Police onto the same integrated platform as the MPS as the basis for delivering a national Single Online Home for policing. This has been done utilising the MPS service that was developed by CDS, a commercial supplier.
5. The work completed to date delivered a Proof of Concept (POC) for HC and TVP with an evaluation report on the success criteria of the POC presented to the Digital Public Contact Board at the end of March. From April 2018 the delivery team has prepared the MPS service, together with the HC and TVP public beta sites, on the national platform. As of 6th June the MPS service has been running live from that national platform, with work now progressing for the TVP and HC service to be available to the public as a 'Beta' site.
6. The MPS and DPC ambition is to have over 35 digital contact services (such as crime reporting, road traffic incident reporting and firearms licencing) available to the public using the platform, with police forces across the UK sharing the service (including the costs). To date, 29 forces' Chief Constables have committed in writing in principle to join the platform. Police Transformation Fund monies have been approved through a business case that will fund both transition of forces to the platform, and the development required for the 35 services up to March 2020.
7. The MPS and DPC teams have been working closely together since the December submission of the Outline Business Case to PRTB to develop and agree appropriate live service and governance arrangements for the future of a national 'Single Online Home'.
8. Formal approval to the governance arrangements was obtained on 8th May 2018 with the key arrangements being that the National Live Service and Content teams will be hosted by the MPS with the MPS being accountable to DPC for enabling of the national objectives and roadmap.
9. In parallel with this activity the DPC team, with a 'dual key' approach with the MPS, have been running the procurement process for the supplier for the national platform that must start by end September 2018 when the current supplier contract for the MPS website ends. This procurement process is currently in the bidder response evaluation phase.
10. A subsequent paper will be delivered to PIB and then IAB in August 2018 to seek approval to commit to the national Single Online Home supplier prior to contract signature, with the MPS as the host force as well as being a force served by the platform.
11. The national governance, which the MPS form part of, have approved the strategic roadmap for development prior to October 2018 (when the new contract needs to be in place to continue service for all forces including the MPS). This seeks delivery of a) the first release of an online firearms licencing service, and separately b) integration with NICHE.

C. OTHER ORGANISATIONAL & COMMUNITY IMPLICATIONS

Equality and Diversity Impact (mandatory)

1. This paper covers a request for additional funds to continue work that is already in progress, and as such there are no new equality and diversity issues arising from this work.

Financial Implications / Value for Money (mandatory)

2. Funding for this work (covering MPS resource as part of the National Website team and Supplier [CDS] activity for additional developments) is within the DPC forecast for FY18/19 from the Police Transformation Fund grants and has **no financial impact or long-term commitment on the MPS.**

Legal Implications (mandatory)

3. There are no significant legal implications that arise directly from the recommendations or decisions proposed in the report.

Consultation undertaken (mandatory)

4. The following consultation has occurred before submission of this paper.

Consultation grid

Key stakeholder engagement (up to what level)	Supportive / Supportive with concerns / Not supportive / Not affected
Digital Policing (Director)	Supportive
Directorate of Media and Communications	Supportive
Commercial and Finance	Supportive
Deputy Commissioner	Supportive

Risk (including Health and Safety) Implications (mandatory)

5. Risks:

- 1) The Home Office delivery plan continues to hold an aggressive timetable. MPS and DPC teams will continue to work together to review and agree dates.

Real Estate and Environmental Implications (if relevant to the subject)

6. The approval of this work will not require any change to the existing MOPAC estate nor will it have any environmental implications.

Background papers:

PART 2: EXEMPT SECTION OF THE REPORT

7. See appendix for exempt information. The reason for exemption is:

- Commercial Interest Section 43

