

REQUEST FOR DMPC DECISION – PCD 376

Title: Single On-Line Home for Policing

Executive Summary:

The MPS delivery teams have now successfully completed a Home Office funded proof of concept and established that the MPS digital crime reporting service can be extended and utilised by other forces to support a Single On-line Home for policing.

This paper asks for approval to continue this work and develop a full Beta site for Thames Valley and Hampshire police (TVP&H) funded by the Home Office up to £500,000. This work does not commit the MPS at this stage to delivering a national service and the current TVP&H sites will continue to operate.

Recommendation:

The DMPC is asked to approve;

1. The continuing development of a beta service to demonstrate that the MPS website and crime reporting service can provide a shareable platform for other forces.
2. The receipt by the MPS of up to £500,000 of Home Office funding to facilitate a beta development, replicating and enhancing the digital on-line service provided in Thames Valley and Hampshire police forces.

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 Under

Date

10/04/18

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

Decision required – supporting report

1. Introduction and background

- 1.1. The MPS and the Digital Public Contact teams have been delivering a joint proof of concept to bring TVP&H onto the same integrated platform as a basis for delivering a national Single Online Home for policing. This has been done utilising the MPS service that was developed with CDS (Commercial supplier)
- 1.2. The next phase of development will be a Beta site, again wholly funded by the Home Office (and less than £500,000) will extend the current TVP&H functionality to support all areas of their web service. TVP&H will continue to operate their existing services with the MPS delivered service being an optional, Beta, site that users can select.

2. Issues for consideration

- 2.1. There will be then be a full evaluation from May to consider the go live of the national Single Online Home including the MPS live site together with the TVP&H sites at which point the MPS can formally decide whether to commit to participating and providing the Single On-Line Home.
- 2.2. To develop the service beyond the TVP&H beta will require a further procurement and that activity will follow the shared governance model ensuring that the chosen supplier of the national platform is able to deliver the platform with no adverse impact to the MPS services. This further procurement will also be subject to further MOPAC approvals.

3. Financial Comments

- 3.1. All funding being provided by the Home Office. Funds will be passed to the MPS who will then make appropriate payments to the relevant suppliers.

4. Legal Comments

- 4.1. Para 4.8 of the MOPAC Scheme of Consent and Delegation requires the Deputy Mayor for Policing and Crime with delegated power to approve any bid over £50k for grant funding.
- 4.2. There are no direct legal implications. The MPS will ensure an appropriate memorandum of understanding is in place to give clarity on roles and responsibilities during the beta phase.

5. Equality Comments

- 5.1. There are no direct equality or diversity implications arising from this report

6. Background/supporting papers

- 6.1. Report.

Public access to information

Information in this form is subject to the Freedom of Information Act 2000 (FOIA) and other legislation. Part 1 of this form will be made available on the MOPAC website within 1 working day of approval. Any facts/advice/recommendations that should not be made automatically available on request should not be included in Part 1 but instead on the separate Part 2 form. Deferment is only applicable where release before that date would compromise the implementation of the decision being approved.

Part 1 Deferral:

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

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

If yes, for what reason: N/A

ORIGINATING OFFICER DECLARATION:

Head of Unit: The Head of Strategic Finance and Resource Management has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.	✓
Legal Advice: The MPS legal team has been consulted on the proposal.	N/A
Financial Advice: The Chief Financial Officer has been consulted on this proposal.	✓
Equalities Advice: No Equality and Diversity issues identified.	✓

OFFICER APPROVAL

Financial
Chief Executive Officer *in delegated authority*

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

04/04/18

Single On-Line Home for Policing

Report by Darren Scates on behalf of the Deputy Commissioner

EXECUTIVE SUMMARY

The MPS delivery teams have now successfully completed a Home Office funded proof of concept and established that the MPS digital crime reporting service can be extended and utilised by other forces to support a Single On-line Home for policing.

This paper asks for approval to continue this work and develop a full Beta site for Thames Valley and Hampshire police (TVP&H) funded by the Home Office up to £500,000. This work does not commit the MPS at this stage to delivering a national service and the current TVP&H sites will continue to operate.

A. RECOMMENDATIONS – That approval is given to:

1. The continuing development of a beta service to demonstrate that the MPS website and crime reporting service can provide a shareable platform for other forces.
2. The receipt by the MPS of up to £500,000 of Home Office funding to facilitate a beta development, replicating and enhancing the digital on-line service provided in Thames Valley and Hampshire police forces.

B. SUPPORTING INFORMATION

3. The MPS and the Digital Public Contact teams have been delivering a joint proof of concept to bring TVP&H onto the same integrated platform as a basis for delivering a national Single Online Home for policing. This has been done utilising the MPS service that was developed with CDS our commercial supplier.
4. The work completed to date has delivered an 'alpha' service for TVP&H which enables traffic incidents to be reported using the MPS service. The fact that the MPS site is being used behind the scenes is opaque to the end user as will be the case for future services. An evaluation report on the success of the POC has been produced.
5. In parallel, we have now successfully negotiated a series of governance and delivery principles that are mutually acceptable to the MPS, TVP&H and the Home Office sponsored Digital Policing Portfolio teams.
6. The next phase of development will be a Beta site, again wholly funded by the Home Office (and less than £500,000) will extend the current TVP&H functionality to support all areas of their web service. TVP&H will continue to operate their existing services with the MPS delivered service being an optional, Beta, site that users can select.
7. There will be then be a full evaluation from May to consider the go live of the national Single Online Home including the MPS live site together with the TVP&H sites at which point the MPS can formally decide whether to commit to participating and providing the Single On-Line Home.

8. National Governance

9. The MPS and DPC teams have been working closely together since December to develop agree appropriate live service and governance arrangements for the future of a national Single Online Home.
10. It has been agreed that the National Live Service and Content teams will be hosted by the MPS with the MPS being accountable to DPP for enabling of the national objectives and roadmap. This arrangement will help to ensure continuity of the MPS service already live on the platform, whilst also ensuring the national BAU team is resourced by those experienced and skilled on the platform. A governance model has been established between the MPS and DPC that delivers a 50:50 governance split between MPS and national forces.
11. To develop the service beyond the TVP&H beta will require a further procurement and that activity will follow the shared governance model ensuring that the chosen supplier of the national platform is able to deliver the platform with no adverse impact to the MPS services. This further procurement will also be subject to MPS approvals (including PIB and IAB).
12. The beta activity will continue to inform the programme of the effort and transition process required for successful on-boarding of forces onto the national platform. During the period we will also seek formal MOPAC approval to be the contracting authority for the new platform.
13. A subsequent paper will be delivered to PIB in May 2018 to seek approval to commit to the national Single Online Home and turn off TVP&H websites. This will create a point of no return for the hosting of the services for the three forces (TVP&H and MPS).
14. Risks:
15. 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.
16. Issues: To be assessed during the beta phase:
 - Resources required to manage a national system. We expect this to require a small uplift in the existing MPS teams which will be funded initially by the Home Office and then by participating forces. As a participating force the MPS would contribute to the eventual service. This paper does not mean that we are signing up to this and PCCs and MOPAC have been contacted directly for their views on proposed funding models which are expected to follow the police grant funding formula.
 - Commercial vehicle for a national solution. The existing contract with CDS requires re-compete in 2018 in any event so national functionality can be included in a new requirement. We will need to ensure that a future supplier has sufficient resources to scale their services to provide a national solution.
 - Liability in relation to information assurance and risk will need to be properly dealt with via appropriate Memorandum of Understanding and contracts for both beta (in the coming weeks) and a live service if this is approved in the spring. MOU is in progress for the beta activity, and DPP are working on a section 22 agreement to underpin the national platform.
17. Benefits:
 - Continuing to assist in the development of the national service will reduce MPS development costs, spreading this among contributing forces and ensure that the MPS will benefit from external funding for a Single Online Home

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- Maintenance and support costs will be shared though the precise cost will not be known until a new procurement is concluded in the summer.
- The MPS will deliver considerable benefit to other forces and play a pivotal role in establishing a national platform onto which other functionality can be added and rolled out.
- Creating a single national platform will lead to a wider public awareness of the digital services offered and support the drive to further channel shift where appropriate to digital police services.

Conclusion

18. This paper seeks approval for the work to proceed and to extend current contracts with suppliers and national team resources within the MPS. Funding for this work (MPS resource on the National Website team, CDS activity for additional developments) is underwritten by the Home Office and in any event within the DPC forecast for FY18/19.
19. This phase, while signalling our preparedness to provide a national service, does not at this stage constitute a long-term commitment for the MPS.

C. OTHER ORGANISATIONAL & COMMUNITY IMPLICATIONS

Equality and Diversity Impact (mandatory)

There are no equality and diversity issues. The development will as now be compliant with relevant legislation and usability standards

Financial Implications / Value for Money (mandatory)

If there are no direct financial implications with all funding being provided by the Home Office. Funds will be passed to the MPS who will then make appropriate payments to the relevant suppliers.

Legal Implications (mandatory)

There are no direct legal implications. The MPS will ensure an appropriate memorandum of understanding is in place to give clarity on roles and responsibilities during the beta phase.

Consultation undertaken (mandatory)

The following stakeholders have been consulted: Craig Mackey (Deputy Commissioner), Angus McCallum (CIO), Lynda McMullan (FD), Mark Simmons (DAC Public Access), Stephanie Day (Head of External Comms)

Risk (including Health and Safety) Implications (mandatory)

There are no health and safety risks.

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

There are no estates implications

Report author: Darren Scates, Director of technology, darren.scates@met.police.uk

PART 2: EXEMPT SECTION OF THE REPORT

1. None

