

## DMPC Decision – PCD 1292

**Title: DPC Programme Grant for 2022-23**

### Executive Summary:

This paper seeks approval to accept grant funding of £14m from the Home Office for the running of the Digital Public Contact (DPC) programme for 2022-23. 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. Both of these areas now include COVID-19 reporting with a nationally consistent service available to 40 forces across England and Wales. The programme also delivers the social media operating model deployment within policing.

In addition the Strategic Integration Hub (SIH) is a key new 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 31 forces fully on the SOH platform including BTP and by March 2023 there will be 37 forces on the SOH platform, providing digital access to policing services to 81% of the population of England & Wales (48.6m citizens).

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 the Home Office grant funding for the Digital Public Contact (DPC) programme for 2022-23, which totals £14,000,000 for a term of 12 months starting 01 April 2022 and the use of this funding by the DPC Programme for the delivery of the outcomes detailed in this document.
2. 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**

A handwritten signature in black ink, appearing to read "Paul Hender", is written over a light grey rectangular background.

**Date** 15-9-22

## **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 31 forces fully onboarded to SOH including BTP. The long-term vision is to deliver a national SOH.
- 1.3. The DPC Programme was allocated £13m of Home Office funding for the financial year 2021/22 to support the delivery of:
  - a. Strategic Integration Hub pilots for Online Crime Reporting for Essex and a Media Upload service for MPS
  - b. Further rollout of the integration service to additional forces and back office systems (this includes the Year 1 running costs of this new service)
  - c. New and enhanced SOH services based on the priorities agreed with the SOH National Steering Group comprising force leads and the SOH Product Owner
  - d. Final implementation of a PDS procurement framework for a Social Media management platform plus the continued development of best practice guidelines for forces use of Social Media
  - e. Up to 10 additional forces onboarded to the SOH platform based on either the core services only model or the full onboarding model
  - f. Up to 8 additional auxiliary bodies onboarded onto the SOH/PUK Platform
  - g. Development of a new Police.UK service strategy
  - h. Development of the 2-way engagement proof of concept.
- 1.4. A grant variation provided a further £1.183m funding for agreed areas of additional investment (offset by some underspends relating to iHub Year 2 running costs profile changes and NDT Resource profile changes):
  - a. VAWG / StreetSafe tool and dashboard development and running
  - b. SOH Analysis & Insights dashboard development and hosting
  - c. Cloudflare licence costs and SOH Platform Charges
  - d. Commercial support to the SOH Host Force
  - e. AMO funding for MEC capabilities around record de-duplication

- f. iHub pilot delivery costs
  - g. iHub next phases costs
  - h. Reprofitting of forces onboarding (10 at core to 5 at full)
- 1.5. The DPC vision is to ensure that every digital interaction between the public and policing improves trust and confidence in the Police, by building a better relationship with the public. This will help keep the Public safe through improved safeguarding and will be achieved by providing a range of convenient, accessible, integrated digital policing services for the public, to meet Policing priorities.
- 1.6. 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.
- 1.7. This paper seeks approval for MOPAC to accept the Home Office Grant for 2022/23 that enables DPC to continue to deliver its vision and objectives.
- 1.8. The total value of the Home Office funding for 2022-23 is £14.0m with the intention of delivering against the following programmes of work:
- Continued onboarding of forces onto the Single Online Home, including Auxiliary Bodies
  - 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
  - Production of a Strategic Policy Document defining how a citizens portal pilot to enable two-way public/policing engagement and interaction could be delivered
  - Roll out of the Social Media Target Operating Model (SMTOM) to promote better engagement with the public.

## **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. The total funding for the DPC Programme for 2022-23 is £14m, of which the Home Office is now providing 12.159m to MOPAC. The funding is broken down in the following table:

<b>Total Programme Funding</b>	<b>Amount £m</b>
Total Home Office grant funding in 2022-23	12.6
MPS contribution applying Home Office funding paid in 2021-22	1.4
<b>Total programme funding</b>	<b>14.0</b>
<b>Home Office grant funding allocation</b>	
Ringfenced Home Office grant funding for league tables	1.0
Remaining Home Office grant funding for DPC Programme	11.6
Less element of Home Office funding transferred to PDS for DPC accommodation costs	-0.441
<b>Home Office grant funding paid to MOPAC in 2022-23</b>	<b>12.159</b>

- 3.2. Note that the Home Office paid £1.4m to the MPS in 2021-22 with the MPS agreeing to apply this funding to the DPC Programme in 2022-23. This therefore forms part of the total funding for the DPC Programme in 2022-23.
- 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.

✓

**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 13-9-22**