

DMPC Decision – PCD 988

Title: Digital Public Contract Programme Grant for FY 2021/22

Executive Summary:

This decision seeks approval to accept the Grant from the Home Office for the running of the Digital Public Contact (DPC) programme for FY21/22. DPC is a Tier 1 NPCC National Policing Programme hosted within the MPS with MOPAC as the contracting authority and with CC Simon Cole QPM as the SRO.

Its primary products are currently 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.

A key addition to the platform in FY21/22 will be the Strategic Integration Hub (SIH) 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 27 forces fully or partially on the SOH platform plus the Auxiliary Bodies BTP and NABIS.

The hosting arrangement was established in FY20/21 and this new Grant Agreement is a continuation for a further financial year.

Decisions:

The Deputy Mayor for Policing and Crime is recommended to:

1. Approve receipt of the Home Office Grant which has a financial value of £13,000,000 and a term of 12 months starting 01 April 2021 and use of this funding for the delivery of the outcomes detailed in paragraph 1.7 of the Introduction and background section of this document.
2. Note that MOPAC continues as the contracting authority for the DPC Programme as it has done for FY20/21 with the programme hosted within the MPS.
3. 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 and the

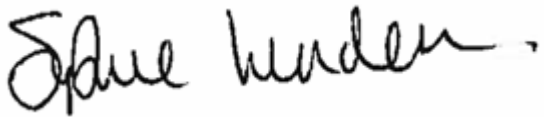
governance arrangements continue through the DPC Programme Board which is chaired by CC Simon Cole (QPM) as the Senior Responsible Officer (SRO) with MPS membership.

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 "Eddie Hender", written over a horizontal line.

Date

1/6/2021

PART I - NON-CONFIDENTIAL FACTS AND ADVICE TO THE DEPUTY MAYOR

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 25 forces fully onboarded to SOH; 2 forces with specific services only and 2 auxiliary bodies fully onboarded to SOH with a further 10 forces and 8 auxiliary bodies in development. 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 2020/21 to support the delivery of:
 - a. the procurement and subsequent development of a Strategic Integration Hub (SIH)
 - b. the development of new and enhanced SOH Services such as a national COVID breach reporting service taken up by 40 forces across the SOH and PUK platforms ; a new national Missing Persons service; a new Domestic Abuse service and an enhanced LiveChat capability
 - c. the onboarding of 6 new forces plus auxiliary bodies (British Transport Police and NABIS)
 - d. enhancements of the SOH platform to improve performance, resilience and security of the platform as more forces and services are added. The 24/7 operational support for the platform was also improved.
- 1.4. 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.
- 1.5. 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.
- 1.6. This paper seeks approval for MOPAC to accept the Home Office Grant for FY21/22 that enables DPC to continue to deliver its vision and objectives.
- 1.7. The total value of the Grant Agreement is £13m with the intention to include the following deliverables:
- 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.

2. Issues for consideration

- 2.1. The nature of a grant agreement is that payments are made by Home Office in areas so it will be important that the MPS and MOPAC are confident that the terms of the agreement can be met to ensure expenditure is fully recovered. DPC, MPS Digital Policing, MOPAC and Home Office will continue to work collaboratively to ensure the detailed grant agreement fulfils this need.

3. Financial Comments

- 3.1. The total value of the Grant Agreement is £13m and this will be administered through the MPS Finance team as it has been for FY20/21. Financial, delivery and commercial reporting will continue on a monthly basis to the HO SCIB as it has done for FY20/21. It is anticipated that the HO Grant Agreement will be based on standard terms and conditions, consistent with the previous year.

- 3.2. There is no impact on the MPS Capital Plan. All costs related to DPC are recovered through Home Office grant funding. There is no change to the MPS annual revenue contribution to SOH which is capped at £1.4m per annum.
- 3.3. Where appropriate the existing commercial arrangements for the suppliers engaged on the DPC programme will continue. DPC will continue to leverage MPS and national commercial frameworks.

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 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).

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. MPS Part 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: N/A

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 21/5/2021



MOPAC

MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME

Digital Public Contact Programme Grant Agreement for FY 2021/2022

**Report by T/Chief Supt Tony Josephs on behalf of Angus McCallum - CDTO
and supported by the Chief Constable Leicestershire Simon Cole, DPC SRO**

**Part 1 – This section of the report will be published by MOPAC. It is
classified as OFFICIAL – PUBLIC**

EXECUTIVE SUMMARY

This paper seeks approval to accept the Grant from the Home Office for the running of the Digital Public Contact (DPC) programme for FY21/22.

DPC is a Tier 1 NPCC National Policing Programme hosted within the MPS with MOPAC as the contracting authority and with CC Simon Cole QPM as the SRO. Its primary products are currently 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.

A key addition to the platform in FY21/22 will be the Strategic Integration Hub (SIH) 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 27 forces fully or partially on the SOH platform plus the Auxiliary Bodies BTP and NABIS.

The MPS hosting arrangement was established in FY20/21 and this new Grant Agreement is a continuation for a further financial year.

Recommendations

The Mayor is asked to:

- 1. Accept the Home Office Grant which has a financial value of £13m and a term of 12 months starting 01 April 2021 and use of this funding for the delivery of the outcomes detailed in paragraph 7 of the Introduction and background section of this document.**

2. Note that MOPAC continues as the contracting authority for the DPC Programme as it has done for FY20/21 with the programme hosted within the MPS.
3. 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 and the governance arrangements continue through the DPC Programme Board which is chaired by CC Simon Cole (QPM) as the Senior Responsible Officer (SRO) with MPS membership.

Time sensitivity

A decision is required from the Mayor as soon as practicable. Whilst the DPC programme formally started a new FY on 01 April 2021, the detailed deliverables are being finalised based on the high level scope in section 7 which has previously been agreed at the DPC Programme Board.

Non-confidential facts and advice to the Deputy Mayor for Policing and Crime

Introduction and background

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.
2. There are currently 25 forces fully onboarded to SOH; 2 forces with specific services only and 2 auxiliary bodies fully onboarded to SOH with a further 10 forces and 8 auxiliary bodies in development. The long-term vision is to deliver a national SOH.
3. The DPC Programme was allocated £13m of Home Office funding for the financial year 2020/21 to support the delivery of:
 - a. the procurement and subsequent development of a Strategic Integration Hub (SIH)
 - b. the development of new and enhanced SOH Services such as a national COVID breach reporting service taken up by 40 forces across the SOH and PUK platforms; a new national Missing Persons service; a new Domestic Abuse service and an enhanced LiveChat capability
 - c. the onboarding of 6 new forces plus auxiliary bodies (British Transport Police and NABIS)

- d. enhancements of the SOH platform to improve performance, resilience and security of the platform as more forces and services are added.
The 24/7 operational support for the platform was also improved.
4. 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.
5. 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 we learn 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
6. This paper seeks approval for MOPAC to accept the Home Office Grant for FY21/22 that enables DPC to continue to deliver its vision and objectives.
7. The total value of the Grant Agreement is £13m with the intention to include the following deliverables:
 - 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 cores 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.

Issues for consideration

1. The nature of a grant agreement is that payments are made by Home Office in arrears so it will be important that the MPS and MOPAC are confident that the terms of the agreement can be met to ensure expenditure is fully recovered. DPC, MPS Digital Policing, MOPAC and Home Office will continue to work collaboratively to ensure the detailed grant agreement fulfils this need.

Contributes to the MOPAC Police & Crime Plan 2017-2021¹

2. The delivery of DPC helps to support the MOPAC priority 'Providing a better service for London'. The delivery of DPC and in particular the Strategic Integration Hub, will enable further development of services available on the SOH, ensuring Londoners can continue to engage with the MPS in a convenient way when they need to while offering people a digital choice in how they access the MPS.

Financial, Commercial and Procurement Comments

3. Where appropriate the existing commercial arrangements for the suppliers engaged on the DPC programme will continue. DPC will continue to leverage MPS and national commercial frameworks.
4. The total value of the Grant Agreement is £13m and this will be administered through MPS Finance team as it has been for FY20/21. Financial, delivery and commercial reporting will continue on a monthly basis to the HO SCIB as it has done for FY20/21. It is anticipated that the HO Grant Agreement will be based on standard terms and conditions, consistent with the previous year.
5. There is no impact on the MPS Capital Plan. All costs related to DPC are recovered through Home Office grant funding. There is no change to the MPS annual revenue contribution to SOH which is capped at £1.4m per annum.

Legal Comments

6. MOPAC is a contracting authority as defined in the Public Contracts Regulations 2015 ("the Regulations").
7. 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

¹ [Police and crime plan: a safer city for all Londoners | London City Hall](#)

and to approve bids for grant funding made and all offers made of grant funding.

8. 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
9. 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).

Equality Comments

10. Equality 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.

Privacy Comments

11. 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.
12. 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.
13. 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.
14. 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.

Real Estate Implications

15. There are no Real Estate Implications to be considered in relation to this paper.

Environmental Implications

16. An assessment has been conducted, and it is not believed there will be any Environmental Implications as a result of this paper.

Background/supporting papers

17. N/A

Report author: T/Chief Supt Tony Josephs