

Approved By: Mr Nick Alston, PCC	Classification of Paper: Not Protectively Marked
Report to: Strategic Transformation Board	Report reference number PCC/ 031/16
Date of Decision 01 March 2016 - OPCC	Area of County/Stakeholders affected Whole County - Essex
Title of report On-line Reporting via police.uk – Building Block Approach Approval for Capital Funds and revenue support for the national on-line reporting connection to police.uk.	
Report by: Claire Heath	
Enquiries to: Claire Heath	

1. Purpose of report

- 1.1. To release the stated funds to complete initial sign up and annual connection fee to police.uk. The requested funds outlined in this decision sheet (£25K) form part of the original £250k agreed in principle, subject to detailed project plans on the previous website decision sheet).

2. Recommendations

- 2.1. The PCC approves the funds as a component of the Essex Police channel shift strategy and within the strengthened governance for the public contact programme as outlined in his letter to the Chief Constable dated 2nd October 2015.

3. Benefits of Proposal

3.1 There is a limited timescale to implement on-line reporting. Essex seeks to minimise costs for delivery by preventing duplication within IT. Public engagement and confidence in data security are key to the success for on-line reporting.

The timescale for implementation makes in house developments unfeasible. A private sector solution presents a number of challenges in terms of procurement timetable, security accreditation and data ownership.

3.2 Feedback from other forces describes how take up is increased when self-service options are designed in an as open way as possible.

As the Home Office host the solution we simply need to place a link on our own website to direct users to the on-line form hosted by Police.UK. Further development to meet our needs has been discussed and we have been briefed that it is feasible to deliver before March 2016. Police.UK is the only product that the PCP is confident can be delivered by 31st March 2016.

Kent are recommending Police.UK as an on-line solution to COSM and will be coming on-line with Athena in 2016, providing the opportunity to share the interface development cost with our collaborative partner, should it be decided that an interface is required before the Athena reporting product is available. This development provides the opportunity to offset costs by sharing the interface development costs.

Working with the Home Office early in the Police.UK project will allow Essex to influence the development of the on-line reporting tool ensuring it continues to meet our requirements as it develops.

The £25,000 cost for the Police.UK will guarantee Essex Police can provide a public on-line reporting option by 31st March 2016 without an Athena interface. The long term ambition remains to utilise the full functionality of Athena including the public reporting tool currently in development.

4.0 Background and proposal

The Public Contact Programme (PCP) has been created to improve the quality and responsiveness of non-emergency contact from the public. It aims to achieve this through aligning systems, technology processes and skills to improve access, issue resolution and improve public confidence in the service overall.

4.1 This Programme is designed to deliver improvements to that contact through:

- Offering a Multi-channel approach to public contact.
- Improving access to police and other agency services
- Improving resolution at point of initial contact
- Better alignment of resources with demand.

4.2 The PCP will fundamentally change the way non-emergency public contact is handled and in doing so will support a number of organisational imperatives.

4.3 A full appraisal of the vision is outlined in the document: The Building Block Approach v0.7 and includes a range of initiatives. This particular funding proposal is aimed at the implementation of a national connection to Essex Police website.

There are five options which have been considered and evaluated:

1. In house development
2. Adapt on-line reporting form designed and implemented by another Force
3. Utilise the national solution - Police.UK
4. Utilise the product developed by Face Watch
5. Athena Public Engagement Tool

The recommended solution is Police.UK:

- Community engagement and feedback has already been undertaken
- Security accreditation has been nationally achieved and the on-line reporting tool is utilising secure architecture already in place for other data products approved locally.
- Feedback from other forces describes how take up is increased when self-service options are designed in an as open way as possible.

This solution is hosted by the Home Office with access gained via a link on the Essex Police Website to direct users to the on-line form hosted by Police.UK. Further development to meet our needs has been discussed and we have been briefed that it is feasible to deliver before March 2016. Police.UK is the only product that the PCP is confident can be delivered by 31st March 2016.

The £25,000 cost for the Police.UK will guarantee Essex Police can provide a public on-line reporting option by 31st March 2016 without an Athena interface. The long term ambition remains to utilise the full functionality of Athena including the public reporting tool currently in development.

The Procurement Department have confirmed that a procurement process would not need to be undertaken to purchase and implement the Home Office Police.UK product.

4.4 The proposal has been presented to chief officers and formal approval is now being sought from the Strategic Transformation Board to add this part of the PCP to the 2015/16 Capital Programme.

4.5 Funding is for initial sign up and annual connection as described in the attached paper (On-line Reporting Options v0.14) presented to Chief Officers on 25th November 2015.

5 Police and Crime Plan

5.1 This proposal supports the PCC's vision and delivery of the following key areas of focus:

- Area 3 / Supporting Victims' of Crime
- Area 8 / Increasing efficiency in policing through collaborative working and innovation

6 Police Operational Implications

6.1 No operational policing implications have been identified.

7 Financial Implications

7.1 The 2016/17 capital bid for this service, considered by Chief Officers on the 25th November 2015, had a payments profile consisting of a signup fee of £10,000 with £15,000 hosting per year. The Home Office have confirmed the costs break down as follows:

- 5 days of dedicated developer support to onboard¹ Essex to the service
- A contribution towards user testing with members of the public in the force area to ensure it meets their needs
- Small development tweaks needed to the Service to meet force needs

Most of the initial development costs for Police.UK have already been absorbed (and were part-funded by the Innovation Fund) so Home Office are not intending to pass these costs on to forces.

The annual fee of £15k covers:

- Hosting costs for front-end and back-end servers, backups and associated support costs
- Annual penetration testing
- Security accreditation
- Annual accessibility testing
- Service management of the system
- 3.5 days dedicated developer support per annum
- A contribution towards on-going user research and development to ensure the service continues to improve and meet user needs

7.2 The following table outlines the estimated costs of this implementation

Item	£s
Capital	
Signup fee	10,000
Revenue	

¹ Onboard covers the entire process of signing up including legal, IT, Development, embedding and testing.

Annual fee	15,000

8 Legal Implications

8.1 All legal implications will be met through a Memorandum of Understanding (MOU) agreed with the Home office.

The police.uk service is only available through the home office and is an enhancement to accessibility of the police website services.

9 Staffing and other resource implications

9.1 The Essex Police Public Contact programme Board is chaired by ACC Maurice Mason. This board has authority for business decision making in relation to all Programme work streams. Overall ownership for the Strategic Change development falls within the Deputy Chief Constables portfolio of work

9.2 The Public Contact Board reports into the Strategic Transformation Board which provides oversight and coordination of all major change programmes.



9.3 The implementation of this service will be managed by the Public Contact Programme Board.

10 Equality and Diversity implications

10.1 There is no anticipated impact on equality from this recommendation.

Report Approval

The report will be signed off by the Chief Executive and CFO and the PCC Solicitor where legal implications arise.

Chief Executive/M.O 
Chief Financial Officer 
PCC Legal Advisor (As necessary)

Decision

I agree the recommendations to this report 


.....

PCC/Deputy PCC

I do not agree the recommendations to this report because

.....
.....
.....
.....
.....

.....

PCC/Deputy PCC

Publication

Reasons for non-publication (*state 'None' if applicable*)

.....
.....
.....
.....
.....
.....

.....
Signed/Print name

Report for publication	YES	<input type="checkbox"/>
	NO	<input type="checkbox"/>

If the report is not for publication, the Chief Executive will decide if and how the public can be informed of the decision.

Public Contact Programme Version 0.2

Internal Order	Asset Code	CAPITAL					REVENUE							
		2015-16 Budget £'000	2016-17 Forecast £'000	2017-18 Budget £'000	2018-19 Forecast £'000	2019-20 Forecast £'000	2015-16 Budget £'000	2016-17 Forecast £'000	2017-18 Budget £'000	2018-19 Forecast £'000	2019-20 Forecast £'000			
CAP3088	Public Contact Points - Proof of Concept (POC) - IT Hardware - IT Software System	223	60	163			223	223						
CAP3088	Website - Content Management System - Design & Customisation - On-Line Reporting	250	91	134	25		250	250						
CAP3088	PCP Contact Points - Deployment (15/16 Cloud)		480	480			480	480						
CAP3088	PCP Contact Points - Deployment		730	730			730	730						
CAP3088	PCP Single User Overview (Channel Shift)		1,100	1,100	100	100	1,200	1,200						

Amber - Awaiting Approval

