



To: Business Coordination Board

From: Chief Constable

Date: 4th April 2019

Single Online Home

1.0 Purpose

1.1 The purpose of this paper is to provide an update to the Business Coordination Board (“the Board”) on the development and progress of the Single Online Home (SOH), a national platform for delivery of a range of online services.

2.0 Recommendation

2.1 The Board is invited to note the contents of this report.

3.0 Background

3.1 SOH sits within the Digital Policing Portfolio (DPP), which is the national delivery organisation responsible for delivering the policing vision 2025. It seeks to do this through the development of nationally consistent services and capabilities enabled by technology. It is intended that the solutions developed will enable forces to meet the changing demands of the public, allow more effective prevention and investigation of crime and improve handling of digital evidence.

3.2 Single Online Home (SOH) is a digital platform that replaces force internet. Each force will be able to offer a range of nationally consistent online services to the public but, with their own local identity.

3.3 The concept of the Single Online Home is to be the singular policing portal from which to launch a common platform that allows the public to report, transact and self-help.

- 3.4 As part of the development of a single online home for policing, it was identified from user feedback that the user journey should be consistent and have the same look and feel.
- 3.5 Police.uk and data.police.uk currently exist as national sites, which are together known as “police.uk” and are funded by a central Home Office process. SOH will eventually replace the police.uk function (although the two will co-exist for a period of time). Each force will continue to pay the Home Office directly towards the use of police.uk until April 2020, after which forces would make their payments to the MPS, as the host force for SOH.
- 3.6 The SOH will provide the public with a one stop shop for many policing interactions including crime reporting, road traffic incident reporting, missing persons, fraud, anti-social behaviour, lost or stolen vehicles, civil disputes, lost and found property, possible terrorist activity, events and processions notifications.
- 3.7 The SOH is not mandated by the Home Office but there is an ambition to sign up all 43 forces to achieve national consistency. Funding is currently provided by the police transformation fund until March 2020 to develop the system. This doesn’t mean that all forces need to align to SOH by then, rather that there may be additional costs for those that may join after this date.
- 3.8 In April 2018, Chief Constables signed a statement of intent for BCH to join the SOH programme in Feb 2020. This date was selected as it coincides with the end of the contractual agreement that BCH has with its current website supplier (28th Feb 2020).
- 3.9 In December 2018, confirmation was received that sufficient funding had been secured to allow all forces the opportunity to join by March 2020 (previously this applied to only 20). The national programme have confirmed that March 2020 is also the intended go live date for BCH.

4.0 Governance

- 4.1 SOH is delivered as part of the Digital Public Contact (DPC) strand of the Digital Policing Portfolio. The national steering group reports into the DPC Programme Board, chaired by CC Simon Cole from Leicestershire.
- 4.2 SOH operates as a collaboration between Police Forces, who join the platform as stakeholders and not customers. All forces are expected to participate through the steering group structure, initially through the National Steering Group and then, as the number of participating forces grow, through a regional structure (to ensure the national meeting remains practical and manageable with consistent attendance).
- 4.3 The MPS, who developed the platform, will retain a 50% share of all decision making at any Governance Board, covering strategy, design or operation related to the platform, for as long as they remain the host force.
- 4.4 The remaining 50% share will be divided among the other national forces through the relevant Governance Boards.

4.5 If an individual participating Police Force no longer wishes to have use of the platform, it must give at least 12 months written notice to the host Force.

5.0 Current Position

5.1 BCH has invested in its website provision over recent years and therefore the gap between what is currently delivered and what will be delivered by SOH is not significant.

5.2 While BCH already have many services in place already, SOH will provide additional functionality such as personal injury RTC's and firearms applications. The intention is that all services will be up and running by March 2020 to make effective use of the PTF funding and to avoid additional costs.

5.3 The SOH is a replacement for the external facing force websites only - there will remain a continuing need to retain internal force intranets.

5.4 The current position is that 40 forces have signed the statement of intent, with all forces having indicated they will join prior to the end of 2020. Six are on the platform already with another 10 either in transition or imminently moving to transition.

6.0 Implementation

6.1 Implementation of the SOH requires a significant amount of business change across BCH. As part of the statement of intent, each force was asked to commit a business change lead at Superintendent level together with a project manager.

6.2 As the project spans many business areas across the three forces and JPS, the preferred option to employ one business change manager on a full time basis for a period of 12 months was presented and agreed at JCOB in January 2019.

6.3 Recruitment for these posts is now in hand with the anticipation that they will be in post by April 2019.

6.4 Once these posts are recruited, a full project management structure for the delivery of SOH across BCH will be in place, which will include benefits realisation.

7.0 Considerations

7.1 While the SOH presents a nationally consistent digital experience for the public, there remain some considerations that are being explored further with regards to implementation across BCH.

7.2 At this stage, only indicative costs have so far been provided, with final costings dependent upon the number of forces that ultimately join. It is anticipated that more exact costings will be provided next month, following a more detailed view of the national position.

7.2 The contract for our current website expires before the join date and, while it is extendable on an annual basis, it is unlikely that BCH would require a full 12 months extension before joining the SOH. An option of a rolling monthly contract is being explored to mitigate this position.

- 7.3 The cost of SOH is more expensive than the current website provision, although it is difficult to draw a direct comparison in terms of functionality. The cost to maintain and develop the existing internal intranets will also need to be added onto the SOH costs once known. By the time BCH join, however, the majority of new SOH services will be available and the contract also includes an ongoing development fund to allow SOH to proactively develop and keep pace with societal and technological changes.
- 7.4 The processes by which the SOH integrates with Athena requires further development in order to minimise the risk of double keying. With differing crime recording IT systems in place nationally, the ability to enter information in one force area on one system and then transfer to another, via the SOH also requires further clarity.
- 7.5 The gateway to transfer data or information from SOH into Athena must therefore be automated and effective, to avoid the need for any manual intervention. Work is currently being progressed with the Athena supplier to develop an integrated solution for data transfer between the two systems to address these issues.
- 7.6 The 50% stake of the MPS within the governance reflects their financial investment in managing and developing the system. With the remaining 50% governance split across the remaining forces, the ability for any individual force and particularly smaller forces to influence national development and decision making is potentially limited.
- 7.7 The route to ensure that forces retain a voice and that the national system meets local needs will be via the regional and national steering groups. The national steering group, made up of regional leads will oversee and prioritise platform developments while the national BAU team are responsible for continuous improvement of the platform and the services offered.

8.0 Section 22

- 8.1 The statement of intent does not commit forces to providing funding at this stage. This will be required at the point that BCH joins SOH.
- 8.2 BCH have not yet signed the S 22 agreement and are currently scheduled to be within tranche 7 of the signing process. While no date has yet been defined, tranche 6 forces are due to sign at the end of May, so an anticipated signing date of July 19 is realistic.

9.0 Early Benefits

- 9.1 While the SOH has only been in operation for a number of months, data from the MPS indicates that they have seen a reduction in the number of calls received per month, with 70% of traffic collisions now being reported online and 89% of reports not requiring a deployment.
- 9.3 The first four months of operation by Thames Valley and Hampshire has seen extensive use made of the system, with 27,000 reports made, over 11,000 crimes reported and over 4,500 collisions reported.

9.4 This supports the concept of the SOH as a digital front counter and services hub where the public can go to self-serve.

10.0 Recommendation

10.1 The Board is invited to note the contents of this report.

Bibliography

Contact Officers	
Source:	