

**THE OFFICE OF POLICE AND CRIME COMMISSIONER  
FOR DERBYSHIRE  
DECISION RECORD**

<b>Request for PCC Decision</b>	<b>Received in OPCC Date: July 2018</b>	<b>OPCC Ref: 41/ 2018</b>
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**SINGLE ONLINE HOME - SOH**

**Executive Summary:**

Approval was sought from the Police and Crime Commissioner to set aside a maximum funding of £300,000 for the implementation of Single Online Home and the initial two years' revenue costs.

**Decision**

The allocation of a budget of £300,000 for the implementation of SOH was agreed.

**Declaration**

I confirm that 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 for the Police and Crime Commissioner for Derbyshire. Any such interests are recorded below.

None

The above request has my approval.

**Signature**

Hardyal Dhindsa

**Date August 2018**

**PUBLICATION SCHEME CONSIDERATIONS**

**Is the related Section B report to be published**    **Yes**

The report contains commercially sensitive information.

**Is the publication of this approval to be deferred**    **No**

If Yes, provide reasons below

**Date to be deferred to –**

NB Statutory Instrument 2011/3050 (as amended by SI 2012/2479) states that: *all decisions made by a PCC are in the types of information that must “be published as soon as practicable after it becomes available to the elected local policing body”.*

**OFFICER APPROVAL**

**Chief Executive or Nominee:**

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 Police and Crime Commissioner

Name    Andrew Dale

Date    August 2018

**REQUEST FOR COMMISSIONER DECISION**

**20 JULY 2018**

**REPORT OF CHIEF CONSTABLE**

**DN41: SINGLE ONLINE HOME - SOH**

**1. PURPOSE OF THE REPORT**

- 1.1 To seek approval from the Police and Crime Commissioner to set aside a maximum funding of £300,000 for the implementation of Single Online Home and the initial two years' revenue costs.

**2. INFORMATION AND ANALYSIS**

- 2.1 This report seeks approval for the necessary investment to adopt the national Digital Policing Portfolio (DPP) Single Online Home (SOH) solution for the Constabulary's presence online. This solution aims to transform the public relationship with the Constabulary through new ways of interacting, while creating a nationally consistent but locally branded service.
- 2.2 Adoption of SOH has the potential to deliver a range of benefits for local policing which include self-service, convenience and choice; better quality information; future proof, continuous investment; a robust, secure and scalable platform; economies of scale.
- 2.3 SOH aims to provide a simple and reliable digital contact service between the public and the police. The associated capabilities, services, content and standards will allow the public to be informed, reassured and empowered in transacting, interacting and engaging with the Constabulary digitally.
- 2.4 SOH is a nationally provided and managed service with connectivity provided for each adopting force, across the various IS platforms and databases. Scoping work has already been conducted to understand

compatibility and interdependencies with current force systems with no significant issues identified.

2.5 The functionality associated with SOH allows the public to service their information requirements, report crimes and road traffic collisions, conduct financial transactions and provide data without the need for Constabulary resources.

2.6 Whilst the full impact of the business change and associated benefits are yet to be fully understood, there is a risk that efficiencies will not be realised or economies of scale harnessed if we continue to service our digital public contact in isolation, with limited functionality.

2.7 **Financial**

2.8 The annual service charge for the platform was initially estimated to be between £71k and £91, with then lower end of this scale realised if the anticipated maximum of 25 forces adopting the service. To date, 36 forces have signed a statement of intent to adopt SOH.

2.9 The implantation costs also include a dedicated Project Manager at circa. £60k per annum for two years ie £120k

2.10 It is to be noted that there will be an ongoing revenue cost for SOH from 2021/22 onwards. Whilst this is to be determined, it is not anticipated to be greater than the first two years expenditure ie £71-£91k per annum

2.11 It is anticipated that savings realised due to business process improvements will offset a considerable extent the initial and ongoing costs of SOH, although such detail is to be fully understood.

	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
<b>Project Manager</b>	£30k	£60k	£30k	-
<b>Platform</b>	-	£71-91k	£71-91K	£71-91k
<b>Total</b>	£30k	£131-£151k	£101-£121k	£71-91k

**3. RECOMMENDATIONS**

3.1 That the Commissioner agrees to the allocation of a budget of £300,000 for the implementation of SOH.

**4. IMPLICATIONS**

All implications are assessed and scored to the table below.

HIGH – supporting explanation and narrative required and is contained within report

MEDIUM – narrative to be contained within the report at the discretion of the author

LOW – no narrative required.

	<b>LOW</b>	<b>MEDIUM</b>	<b>HIGH</b>
<b>Crime &amp; Disorder</b>	X		
<b>Environmental</b>	X		
<b>Equality &amp; Diversity</b>	X		
<b>Financial</b>		X	
<b>Health &amp; Safety</b>	X		
<b>Human Rights</b>	X		
<b>Legal</b>	x		
<b>Personnel</b>	X		
<b>Risk</b>	x		

<b>Contact details in the event of enquiries</b>	Name: Steve Wilson External telephone number: 0300 122 4140 Email address: <a href="mailto:steve.wilson.1980@derbyshire.pnn.police.uk">steve.wilson.1980@derbyshire.pnn.police.uk</a>
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