

Decision No 2014/20



REPORT TO: **POLICE AND CRIME COMMISSIONER FOR LANCASHIRE**

REPORT BY: Supt Richard Robertshaw - Head of ICT

DATE: 17.07.14

TITLE: Funding request for 'Do it online' website and associated Lancashire Constabulary prerequisite work

Appendix A refers

EXECUTIVE SUMMARY

As part of the digital engagement strategy there is a need to improve the functionality of the Constabulary's external facing website. The proposal will enable the public to carry out a significant amount of business with the Constabulary on-line, including the following activities:

- Report a crime
- Report an incident
- Apply for certain roles within the Constabulary
- Report lost/found property
- Provide feedback on the Constabulary's service delivery

The infrastructure to be built will also provide a platform for further expansion of this type of service delivery.

The benefits of the proposal are that it will enable a reduction in direct police officer and staff time in dealing with demand whilst at the same time offering greater choice and flexibility to the public in how they interact with the police service.

The proposal will require direct support from BTLS under the existing contractual arrangement and in-house ICT work. The total cost of the proposal is £49,000 and funding is sought from the Transitional reserve.

It will also be necessary to add a scheme to the 2014/15 capital programme.

RECOMMENDATION

The Police and Crime Commissioner is asked to approve an additional item being added to the 2014/15 capital programme to deliver "do it online" digital engagement via a micro website at a cost of £48,899 to be funded from the transitional reserve.

Decision taken by the Police and Crime Commissioner for Lancashire:

Original decision, as set out in the attached report, approved without amendment (please delete as appropriate)	YES	NO
---	------------	-----------

Original decision required to be amended and decision as detailed below:

The reasons for the amended decision are as detailed below:

Police and Crime Commissioner: Comments

DECLARATIONS OF INTEREST

The PCC is asked to consider any personal / prejudicial interests he may have to disclose in relation to the matter under consideration in accordance with the law, the Nolan Principles and the Code of Conduct.

STATEMENT OF COMPLIANCE

The recommendations are made further to legal advice from the Monitoring Officer and the Section 151 Officer has confirmed that they do not incur unlawful expenditure. They are also compliant with equality legislation.

Signed: Police and Crime Commissioner Date:	Signed: Chief Officer: Date:
--	---

Signed: Chief Constable Date:	Signed: Chief Finance Officer: Date:
--	---

**Refers to Decision No
2014/20**



Appendix A

Background

The PCC and Lancashire Constabulary has a clear agreed strategy to improve the ability to engage digitally with the public, which in recent months has been formally approved by the Constabulary's Strategic Management Board. The PCC has also indicated his support for the implementation of extensive digital engagement. A key strand of the strategy is improving the functionality of the constabulary's external public facing website. There is an ambition that the website should be significantly improved to allow the public to perform an increased range of transactional processes online, or to put more simply the public should be able to 'do it online'. Unlike numerous other police forces and other compatible public sector organisations, there is currently very little online functionality available on the constabulary website.

There are two drivers that make addressing the current lack of functionality extremely timely. Firstly, an effective online capability both increases efficiency and evens out peaks in demand. This will drive significant improvements in workforce efficiency by enabling service demands and public interaction to be made via a number of service channels, thereby reducing the demand for police officer and staff involvement. Secondly, and of equal importance is that it provides the public with choice and flexibility in terms of how they interact with the constabulary.

The pace of change over the last few years in commercial organisations towards providing ever greater functionality in their digital channels of communication, demonstrates the importance that needs to be placed on providing this capability. It is not overstating the position to say that the public now have an expectation that they can interact with organisations such as the constabulary in this way. Indeed if surveyed the majority of the public would probably assume the functionality detailed in the attached proposal is already present on the constabulary's website. To not address the situation by providing improved digital functionality will over time inevitably have a negative impact on the constabulary's reputation. In recognition of the emphasis placed on digital engagement the recently refreshed ICT strategy places Digital Engagement as one of the 6 key priorities to be delivered over the next 4 years.

The Constabulary, as a beneficiary organisation in the procurement of services under the strategic partner arrangement between LCC and BTLS, is able to commission works from BTLS as a preferred provider under Standing Order 6.1.4 and waive the requirement to obtain tenders or quotations. This contract has been awarded under this arrangement and is therefore compliant with Standing Orders.

Due to the evolving nature of this area and the constabulary's current minimal service provision, it was decided that the work should be split into multiple phases. Following extensive technical and operational debate it was agreed that first phase should be focused on addressing the obvious key gaps in functionality. The agreed scope of the attached BTLS proposal is that

following completion of the work the public will be able to do the following things online:

- Report a crime
- Report an incident
- Apply for a certain roles within the constabulary
- Report lost / found property
- Provide feedback on the constabulary's service delivery

In addition it was stressed that the platform built for this phase of work should be scalable to allow it to be developed to facilitate future requirements. It should be noted that this is not a new field of work for BTLS, to date they successfully delivered highly functional websites to a number of comparable organisations, including LCC and West Lancs Borough Council

Governance Framework

There is no dedicated funding at this stage for Digital Engagement investment. However, it is proposed that the Transitional reserve is used to meet the proposed funding for this investment on the basis that it provides investment to transform the way that the constabulary does business with the public.

Costs

Please see attached proposal from BTLS for the microsite for online reporting. The costs are broken down in the proposal accordingly for design and developing the site plus annual support charges. The proposal excludes the other associated costs which represent the ICT costs for the required infrastructure to host the microsite. These, plus the overall total are shown in the table below:

BTLS Deliver Microsite	19,824.00
HP Servers & Associated Sundries	23,125.94
Penetration test of microsite	5,000
SSL Certificates x 2yr	949.00
Total	£48,898.94

As detailed in the above, due to the rapidly evolving nature of this work no provision exists within the 2014/15 ICT capital programme. Progressing the work will therefore be dependent on additional new funding being identified. The same additional financial provision will also need to be made for any further phases of improving the functionality of the website.

The proposed funding for this investment is from the Transitional reserve. The reserve currently has a balance of c £14m and therefore there are adequate resources available to meet this level of investment

Risks

Clearly there is a choice on whether to progress this work or not. The business case for progression of the work is articulated in the first section this report. BTLS have committed to a 10 week build of the microsite following formal constabulary acceptance of the proposal