

Digital Public Contact

Customer: Metropolitan Police Service

CLIENT BRIEF

Following work by Sarax undertaking a Landscape Review, the Digital Public Contact (DPC) programme emerged as one digitisation initiative out of a number Sarax secured Home Office funding for. Sarax were commissioned to deliver the overarching programme management for DPC, which we continue to provide, successfully recompeting the procurement in 2022 for at least a further 2 years.

DPC is a national policing programme for the delivery of a range of integrated online policing services to the public – the Single Online Home (SOH) capability is currently rolled out across 33 police forces and growing.

WHAT WE DID

Having secured the required Home Office funding for DPC, Sarax was initially commissioned to provide transition management services and lead the development of the outline business case. Our role was expanded to include full programme management services and the development of a comprehensive programme operating model. Sarax continues to successfully manage the whole programme by delivering the following services:

- Programme Plan management
- RAIDD management
- Product and process assurance
- Change Control
- Maintaining and updating the Operating Model
- Strategic programme management advice
- Defining programme governance
- Budget management and reporting
- Stakeholder engagement and support
- Staff mentoring and knowledge transfer.

HOW WE DID IT

By adopting a flexible and dynamic client focused approach Sarax use our programme management experience to tailor a range of management methodologies to find the best techniques and processes to achieve outstanding business solutions.

Sarax drove the creation of a highly capable delivery team that blends Police Officers (serving and retired), Police Staff, consultants, and technical suppliers. This has enabled the Programme to deliver against its initial objectives and to increase its' scale and scope to match demands from Policing and the Public.

By developing and maintaining a Programme Operating Model we were able to establish a framework for the teams to work within that, clearly articulating how the Programme should function simply and effectively. This has allowed the Programme to operate with minimal, but effective, governance that in turn enables the teams to work effectively, collaboratively, and flexibly.

THE WORKS

Sarax's dynamic and flexible programme management methodology of working on the client side of delivering business solutions led to the expansion of the DPC delivery capabilities. The initial focus on Force Onboarding and SOH Services delivery grew to include enhanced core SOH transactional services, High Harm services, Police.uk, Social Media, and Children & Young People capabilities, as well as integrations to Policing back office services and the onboarding of Auxiliary Bodies such as British Transport Police.

This has been achieved by engaging successfully with stakeholders at all levels, understanding their needs and how they mesh at a national level. Our aim is that all elements of policing and the public are engaged, understood, and helped by the programme to the best of its ability.

Through the application of the Lean methodology, we developed and maintain an operating model that promotes collaboration through empowered multidisciplinary teams. Using our teamworking and knowledge sharing approaches we have helped them to use the most appropriate techniques, including Agile, to deliver outcomes that are not only aligned to strategic objectives but also deliver the maximum benefits to both policing and the public.

Sarax's lean operating model accelerated delivery of the programme without compromising benefits and objectives. Such has been its success that recognition has been offered by senior stakeholders in Government and Policing; and Sarax remains a constant presence and key partner in the delivery of Digital Public Contact on behalf of National Policing.

TOP 5 BENEFITS

- 33 forces on the platform means 75% of the population of England & Wales (45.4m people) now have access to nationally consistent services
- A COVID breach reporting service was built and implemented inside 1 week and processed over 1 million transactions, saving calls to 101 at a critical time
- Use of SOH services led to a reduction in 101 calls achieving benefits for the public and policing
- Delivering a solid baseline of transactional services has enabled DPC to design online services for more sensitive, high harm areas
- Establishing a solid, sustainable platform that allows DPC to expand coverage and capability.

VALUE ADD

- Practical and dynamic programme management that enables teams to deliver rather than constraining them
- Experienced professionals who know how to cope with the many challenges of such a complex programme of work
- Collaborating with the customer and other suppliers to achieve the programme objectives
- Upskilling the wider DPC Team through knowledge sharing and collaborative engagement to help them develop more effective solutions.