

Automating assessment for single online home (SOH) submissions to identify high-risk cases

Integrating the single online home (SOH) Microsoft (MS) Outlook inbox into MS Lists to automate and standardise the early identification of high-risk cases.

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Key details

Stage of practice	Untested
Purpose	Organisational
Topic	Violence and crime against the person Digital, data and analytics Contact management
Organisation	Humberside Police
HMICFRS report	PEEL 2025–27 Police effectiveness, efficiency and legitimacy: An inspection of Humberside Police
Contact	Daren Garraway
Email address	daren.garraway@humberside.police.uk
Region	North East
Partners	Police

Key details

Stage of implementation	The practice is implemented.
Start date	September 2025
Scale of initiative	Local
Target group	General public Workforce

Aim

The aim of the initiative is to use Microsoft (MS) Lists to identify and assess high-risk cases at the first point of contact.

Intended outcome

The intended outcomes of the initiative are to:

- improve the identification and prioritisation of risks related to demand
- enhance the force control room's (FCR) performance
- improve the public's satisfaction towards the police

Description

Humberside Police's FCR, in collaboration with the digital innovation team (DIT), reviewed how the force's single online home (SOH) email submissions were being managed by call handlers.

Previously, SOH emails were sent to the MS Outlook inbox and were managed manually, with subfolders used as archives. While this process provided some visibility of risk, the force identified that further work was needed to improve FCR performance.

Development

In response, the DIT developed a MS Lists dashboard to support the visualisation and tracking of demand data. The dashboard enables call handlers and contact officers to quickly access the relevant information. It displays the following automated information:

- identified risk
- subject
- received date and time
- message body (full SOH submission)
- sender's email address

When a SOH submission is sent to the MS Outlook inbox, it is now brought across to the dashboard on SharePoint through Power Automate.

Using MS Lists provides the force with a structured approach for recording assessment of risk with specific fields for the grading (low, medium or high) and rationale. This level of detail had not been previously routinely recorded. The MS List is presented in a dashboard mode, with two views available, one for the call handlers and a second for FCR supervisors and the management team.

The FCR supervisors and management team have an enhanced view of the dashboard, allowing them to maintain oversight of real-time demand and, where necessary, ensure sufficient resources are available to meet that demand and prioritise contacts that present an identified risk. This enhanced view includes:

- status
- thrive score
- rationale
- time received
- first action time
- resolution time
- STORM (incident recording system) incident and Niche (crime management system) occurrence numbers
- agent details
- actions taken

The management team can also use the dashboard to understand how long each task takes, from the initial receipt to first action through to final resolution, supporting their decision-making process.

Testing and implementation

During development, the dashboard was tested by call handlers to ensure that the appropriate level of detail was being displayed. Test submissions were then created to trial the process before the dashboard went live.

In-person training was delivered to a small group of call handlers on how to navigate and use the dashboard. Following the training, these call handlers were given a two-week period to use the dashboard at set times, apply what they had learned, and raise any questions. After the testing and training period was completed, the dashboard was implemented across the force.

Cost and senior management approval

There were no costs associated with the development or implementation of the MS Lists dashboard. The initiative was approved by the FCR senior leadership team (SLT).

Overall impact

The dashboard system is now fully embedded in Humberside Police and used daily within the FCR. The enhanced view enables contacts to be handled in a timely manner and ensures that the FCR is consistently assessing risk and vulnerability. The dashboard provides details on when a submission was received, the first action taken by the contact officer, and the resolution time. This allows the management team to identify risk at an earlier stage and prioritise contacts accordingly.

Using this data, the intention is for the FCR SLT to analyse the handling of SOH submissions.

Learning

- It is recommended that the individual or team developing the dashboard is trained in digital solutions and has a solid understanding of Power Automate, MS Lists, and SharePoint.
- While the dashboard can be built internally, it is essential to draw on FCR expertise to ensure MS Lists are tailored to operational needs.
- A strong working relationship between the DIT and FCR SLT is important to minimise challenges during testing and rollout.

- There was some initial resistance from call handlers who perceived the initiative as increasing their workload. This was addressed through clear communication and training.
- During the early stages, daily checks were carried out to ensure call handlers were using the MS Lists correctly and completing the required fields. This supported timely follow-up learning.

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