

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

Decision Record Number **46/2025**

Title **OpenCRM & Goat Risk Solutions**

Executive Summary

To enhance operational efficiency and reduce costs, we propose transitioning from Ideagen - Pentana Risk to two new systems.

System one is called OpenCRM for management of our office correspondence. This strategic move is driven by the need for a more functional, integrated, and cost-effective system that better aligns with our office's evolving requirements.

The second system is Goat Risk Solutions, which will help us maintain our risk register and track and report on our organisation and strategic risks.

Decision of the PCC

Approve switching to new provider.

Background Report: Open

Police and Crime Commissioner for Humberside

I confirm I have considered whether I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct.

Any such interests are recorded below.

The above decision has my approval.

Signature



Date 01/09/2025

**POLICE AND CRIME COMMISSIONER
FOR HUMBERSIDE**

SUBMISSION FOR: DECISION

Open

Title: OpenCRM & Goat Risk Solutions

Date: 20/08/2025

1. Executive Summary

To enhance operational efficiency and reduce costs, we propose transitioning from Ideagen Risk – Pentana to OpenCRM for management of our office correspondence. This strategic move is driven by the need for a more functional, integrated, and cost-effective system that better aligns with our office's evolving requirements.

The second system is Goat Risk Solutions, which will help us maintain our risk register and track and report on our organisation and strategic risks.

2. Recommendation(s)

OpenCRM offers superior integration capabilities with our current workflows, enabling smoother data management and communication. Its enhanced functionality will streamline processes, reduce manual input, and significantly cut down on administrative hours. This efficiency gain will allow staff to redirect their focus toward higher-value tasks, improving overall productivity.

Financially, OpenCRM presents a more economical solution, with lower licensing and maintenance costs compared to Ideagen-Pentana Risk. The anticipated savings, both in direct costs and reclaimed staff time, make this transition a sound investment.

Goat Risk solutions is a system which is better tailored to our needs and the size of our organisation.

Improved Public Interaction and Strategic Alignment

The adoption of OpenCRM will also enhance our interactions with the public. Its more intuitive and responsive interface will allow for quicker and more accurate handling of public queries and concerns. This improvement in service delivery is expected to increase public satisfaction and trust.

By enabling staff to focus more on engagement and less on administrative overhead, OpenCRM supports our broader strategic goals. Specifically, it helps us better meet the objectives outlined in the Police and Crime Plan, including improved community relations, transparency, and responsiveness.

3. Background

Since 2019, our office has used Ideagen Risk - Pentana to monitor actions, correspondence, and risks. While the system has supported our work over the years, we've increasingly found that many of the modules we pay for offer limited functionality and are not as user-friendly as we require. Additionally, we now have access to alternative platforms—such as SharePoint—that can replicate many of Pentana's functions at no additional cost. This has prompted a reassessment of our needs and a move toward more efficient, integrated, and cost-effective solutions. Our contract with Ideagen expires in November 2025, so a decision has been made to seek alternative systems.

4. Options

- 1) Renew our contract with Ideagen.
- 2) Switch to new provider - recommended

5. Financial Implications

Year one (25/26) costs require an investment of £4k above the ringfenced budget, which will be reallocated from elsewhere within the OPCC budget at the Q2 review. Year two (26/27) onwards provides an annual saving of £4k, which can be reallocated against other PCC priorities.

6. Legal Implications

In line with our standing orders, this meets our request for quotation threshold.

7. Driver for Change/Contribution to Delivery of the Police and Crime Plan:

Aim 3 Effective Organisations

- **Improved functionality** tailored to our operational needs
- **Better integration** with existing systems
- **Reduced costs** in software

- **Increased efficiency** and staff capacity
- **Enhanced public satisfaction** and alignment with the Police and Crime Plan

This change supports our commitment to continuous improvement, resource optimisation, and delivering better outcomes for both staff and the public.

8. Equalities Implications

N/A

9. Consultation

As part of our review of Ideagen Risk - Pentana, we consulted with several providers to identify a more suitable and cost-effective solution. Our goal was to replicate key functions—particularly correspondence tracking and risk management—while improving usability and integration.

We met with several companies, who offered a system comparable to OpenCRM, but at a significantly higher cost. We also explored risk-specific platforms which again quoted higher costs. The risk systems lacked the ability to manage correspondence, which is essential to our operations.

Ideagen provided a renewal quote, but their pricing model requires a minimum of three modules—even if one is unused—limiting our flexibility and value for money. This fee is also a 20% increase on our previous renewal price.

After careful consideration, we have decided to manage our risk register via Goat Risk Solutions, which comes at a cost of £810 per annum (excl. VAT). There are no onboarding fees for this system unless we require these.

For correspondence management, OpenCRM emerged as the most suitable solution, offering full functionality—including SLA tracking for FOI and SAR requests—at a significantly lower cost of £2,160 per annum (excl. VAT).

Whilst there will be initial training and set up costs with taking on OpenCRM, these costs are still lower than alternative options. The costs would only be one off costs for the first year of operation. For year one (November 2025-2026) we would be looking at cost of £5680 (excluding VAT), with the cost then dropping to £2160 per annum moving forward.

This decision reflects our commitment to efficiency, cost savings, and improved service delivery.

10. Media information

N/A

11. Background documents

N/A

12. Publication

Open

13. DPIA considered

Data Protection Screening

Does the project involve the processing of personal data?	Yes
What is the lawful purpose for processing personal data? (Consent, Contract, Legitimate Interests, Vital Interests, Public Task, Legal Obligation)	Public Task

If any of the below answers are YES then a Data Protection Impact Assessment is likely to be required.

DPIA Screening Questions	Yes/No
Will the project involve the collection of new information about individuals?	Yes
Will the project require individuals to provide information about themselves?	Yes
Will information about individuals be shared with organisations or people who have not previously had routine access to the information?	No
Will the project use information about individuals for a purpose it is not currently used for, or in a way it is not currently used?	No
Does the project involve you using new technology that might be perceived as being privacy intrusive? For example, the use of biometrics or facial recognition.	No
Will the project result in you making decisions or treating individuals in ways which can have a significant impact on them?	No
Is the information about individuals likely to raise privacy concerns or expectations, for example, health records or information that people would consider to be particularly private?	No

Will the project require contact with individuals in ways they may find intrusive, for example, unexpected telephone calls?	No
Will the project transfer personal data outside the UK (e.g. use of Cloud services)?	No
Will the project involve processing special category personal data or criminal offence data?	No
Will the project involve the processing of under 18's personal data?	No

Data Protection Officer Comments:

This DR relates to the procurement of two pieces of software: a risk management tool and a Customer Relationship Management (CRM) system to process correspondence with the office.

Personal data is not in-scope for the risk management tool. However, in order to process correspondence there will be a requirement to process personal data. As a result, a full DPIA is recommended for the chosen software to ensure it is fully compliant with the UK-GDPR and that any off-site ('cloud') data is stored on UK servers.

If the chosen CRM software has Artificial Intelligence (AI) features then an AI risk assessment will also need to be undertaken to ensure the rights and freedoms of data subjects are protected and that they are not subjected to automated decision making.