

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

Decision Record Number: **DR21/2026**

Title: **Upgrade to existing PRONTO system**

Executive Summary:

The force uses PRONTO for several applications on the front line. Officers and staff submit Traffic Offence Reports (TORs) to the Central Ticket Office (CTO) that are unfortunately of generally poor standard and has many manual processes. This bid is because of a suggestion to Operation Streamline, to improve and upgrade the PRONTO system to significantly improve the standard of the submissions and automate some actions, therefore saving officer time and CTO processing time. The upgrade would cost £30,000.

Decision of the PCC:

Approved.

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 20/04/2026

**POLICE AND CRIME COMMISSIONER
FOR HUMBERSIDE**

SUBMISSION FOR: DECISION

OPEN

Title: Upgrade to existing PRONTO system

Date: 30th March 2026

1. Executive Summary

The force uses PRONTO for several applications on the front line. Officers and staff submit Traffic Offence Reports (TORs) to the Central Ticket Office (CTO) that are unfortunately of generally poor standard and has many manual processes. This bid is because of a suggestion to Operation Streamline, to improve and upgrade the PRONTO system to significantly improve the standard of the submissions and automate some actions, therefore saving officer time and CTO processing time.

The upgrade would cost £30,000.

2. Recommendation

It is recommended the OPCC agree the use of the Safer Roads Partnership funds known as "The PCC fund" to fund the bid.

3. Background

The Central Ticket Office (CTO) currently process all TOR's from a system called PRONTO. Offences are manually uploaded by officers at the roadside and then manually processed by CTO staff. Upon completion of the TOR, officers then re-enter the same details into a statement and add their evidence to prove the offence.

In addition, officers also complete paper roadside deposits, vehicle defect rectification notices and HO/RT/1's.

The force would like to digitise this process to improve efficiency and quality, make significant cost savings, reduce delays in processing and speed up the justice process. Changes would also mean officers would spend less time completing statements and more time providing high visibility patrol and

casualty reduction and the CTO staff would be able to divert the resources to other areas of CTO work.

The upgrade will allow officers to complete forms at the roadside using PRONTO, which will automatically create a record in PENTIP. Part 1 of a TOR will transfer to Part 2 to generate a statement.

If a copy is required, the member of the public will receive the documents by email (with email address verified) or be provided with a unique reference number for future contact with the police.

Pronto will automatically upload information to PENTIP as soon as possible to ensure systems and decisions remain up to date.

A feedback loop will be introduced for officers, providing targeted training where errors occur and addressing low performance. (CTO will manage and enforce this process.)

Potential benefits of the upgrade –

A saving of £56,430 (1.65 FTE scale 3 mid) in CTO staff no longer having to input TORs on to PENTIP.

Currently the overall error rate on TORs (including Due care) is 59%, with the solution this is expected to fall to 25%.

There is also a non-cashable saving of £6,709.50 (0.11 FTE Constable mid-scale) for Officers having a reduced re-work rate on TORs.

Will realise a saving of £17,166 when paper books will not be required to be reordered.

Projected 45% reduction in physical post being sent via TOR's will create a cashable saving of £4,080.24 annually.

Reduces manual handling and double keying by 100% for the CTO, therefore streamlining the process.

Minimises errors caused by illegible handwriting or transcription from carbon-copied forms.

Information is instantly available reducing any delays by 100%.

Eliminates the risk of lost or misplaced paper forms.

Forms will always up to date with current legislation, ensuring they are legally enforceable.

Will enable more accurate reporting and data insights on what roads and areas to focus on.

Minimal training would be required.

Other Forces (including Lincolnshire) have implemented this with success.

Pronto will automatically link to Pentip and Niche.

4. Options

- 1) Agree the use of partnership funds from the "PCC fund" reserve (£30k).
- 2) Decline the use of the "PCC fund" reserve and decline the bid.

5. Financial Implications

ERYC partnership finance team have considered the bid and there are sufficient funds in the "PCC fund" to agree the amount requested.

6. Legal Implications

None

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

This is a project that improves technology on the front line and assists the back office in the processing. The new Police and Crime Plan has a clear focus on safer communities and the need to tackle dangerous behaviours to make our roads safer for everyone.

8. Equalities Implications

None

9. Consultation

The suggestion was put to Operation Streamline and the benefits above have been identified by them.

Safer Roads Humber Board members have been consulted and the Board voted in principle to accept the bid from the "PCC fund".

Humberside Police IT section is aware of the proposal and can accommodate any upgrade.

10. Media information

Internal communications if approved.

11. Background documents

Op Streamline Report and PRONTO Upgrade details from Lincolnshire Police are available if required.

12. Publication

Open

13. DPIA considered

Not required.