



Infomomentum

➤ Making change work

Executive Summary



Business Value

To transform the firearms licensing experience by delivering effective, efficient and transparent digitally enhanced services to ensure applicants receive timely, accurate, and personalised updates from application to decision.

By prioritising safety, compliance, and user experience, this capability aims to reduce administrative burden, improve public trust, and support UK policing's commitment to protecting communities and keeping the public safe.



Key Expected Results

25%

3 Year Cashable ROI

30%

Increase in CSAT Scores

Golden Record

One view of the licensee holder and their assets



Key Strategic Priorities

- 1 Public Safety
- 2 Consistency and Efficiency
- 3 Monitoring
- 4 Customer Experience

Overview of Benefits

Firearms Licensing Solution

Improved User Experience

Empower applicants with greater control over their applications; save their progress as a draft, view the status of their application, and receive proactive engagement through status updates and renewal reminders

Improved Efficiency

For the firearms team, our solution provides a single source of truth, reduces handle time and offers greater visibility over applications and assets across the region

Integration with other systems

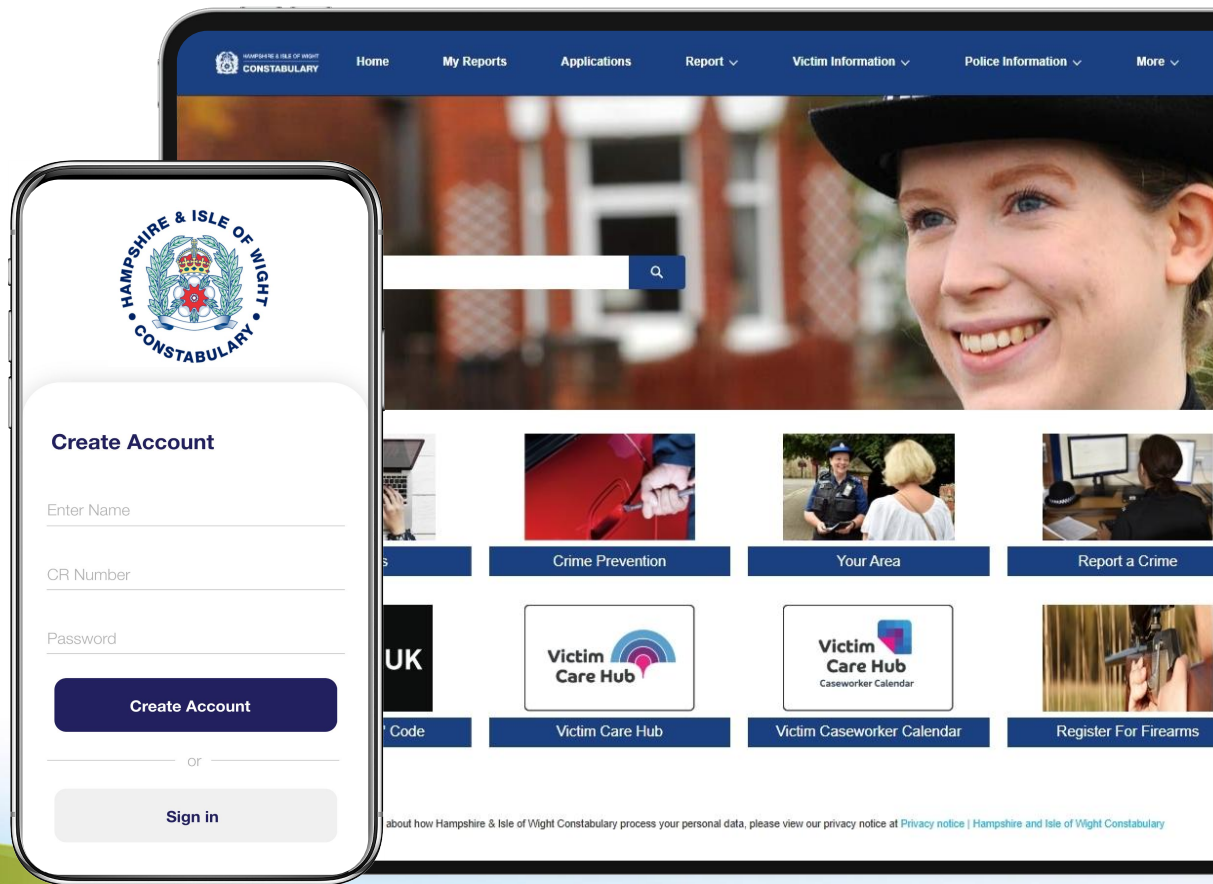
The solution can integrate to RMS and other relevant systems, ensuring improved data quality from front-end to back-end systems

Firearms Portal

Drive Self-Service + Data Quality



- ✓ Register a Portal Account
- ✓ Use Existing Victim Account
- ✓ Save Application for Later
- ✓ Track Application Status
- ✓ Apply Digital Signature
- ✓ Make Secure Payment
- ✓ Improved Data Quality
- ✓ Register > 10 Firearms
- ✓ Provide details of household
- ✓ Email and SMS updates



Firearms Case Management

Automation + Data Quality



- ✓ Single Source of Truth
- ✓ Seamless Portal Interaction
- ✓ Effective Allocation of Work
- ✓ Allocate specific tasks
- ✓ Supervision Footprint
- ✓ Email Integration
- ✓ Performance Measures
- ✓ Team and Individual View
- ✓ Events Timeline
- ✓ Asset Management

The screenshot displays the Hampshire Firearms Management System interface. The top navigation bar includes tabs for Suitability, Renewals, Various Transfers, and New. The main content area is titled 'New Grant Applications' and shows a table of 7 items, sorted by Application ID. The table columns are Application ID, Account, Application Status, and Applied Date. The table data is as follows:

	Application ID	Account	Application Status	Applied Date
1	IA-0000000037	Tom Bayley	Application Received	8/15/2023, 1:00 PM
2	IA-0000000056	Ada Lovelace	Firearms Registered	8/11/2023, 3:33 PM
3	IA-0000000062	Mallory Davis	Firearms Registered	6/11/2023, 8:10 PM
4	IA-0000000112	Abigail Adams	Safety Assessments	6/27/2023, 2:00 AM
5	IA-0000000114	Mallory Davis	Application Received	7/5/2023, 2:00 AM
6	IA-0000000122	Abigail Adams	Application Received	8/13/2023, 12:00 PM
7	IA-0000000124	Lisa DeMille	Application Received	8/11/2023, 2:58 PM

Below the table is a 'Firearms Dashboard' section with a 'Total Applications this month' chart and two 'Applications by Record Type' and 'Applications by Status' charts. The right sidebar shows a welcome message for Paul Potter, 'Today's Events' (12:00 PM Visit A00004890), and 'Today's Tasks' (Task 2 00003557, Task 1 00001193). The bottom navigation bar includes links for Notes, To Do List, My Appointments, Omni-Channel (Offline), List View, Macros, and History.

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Below the table is a 'Firearms Dashboard' section with a 'Total Applications this month' chart showing a record count of 30. To the right of the dashboard are sections for 'Today's Events' and 'Today's Tasks'. The 'Today's Events' section shows a visit at 12:00 PM with ID A00004890. The 'Today's Tasks' section shows two tasks: 'Task 2' with ID 00003557 and 'Task 1' with ID 00001193. The interface also includes a search bar, a user profile for Paul Potter, and a bottom navigation bar with options like Notes, To Do List, My Appointments, and History.