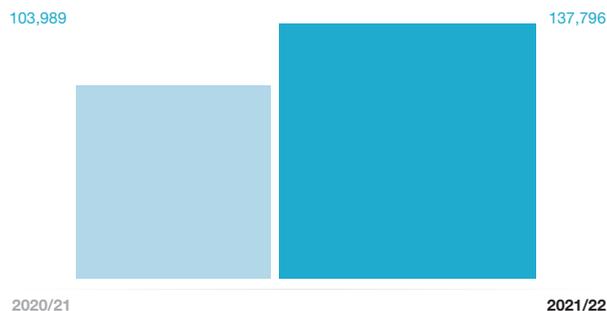


# Safer communities overseas

## Police Certificates

With the world opening up again for travel, work and people looking to emigrate, Police Certificates saw an increase of 33% from 103,989 to 137,796.

### Police Certificate applications



## COBIS/ICPC

International Child Protection Certificates (ICPCs) saw a rise of 21% in 2021-22 due to people being able to work abroad again.

We continue to work closely with the Council of British International Schools (COBIS), the ICPC Global Ambassador, and our partnership with them has seen ACRO take part in a number of webinars, newsletters and blogs aimed at promoting the safety of children in British language schools overseas. Working in partnership with the National Crime Agency, the ICPC was launched in Montenegro this year.



## Case study

### Vigilant work by a member of our National Disclosures Unit (NDU) team prevented a British national with a string of criminal convictions from leaving the country.

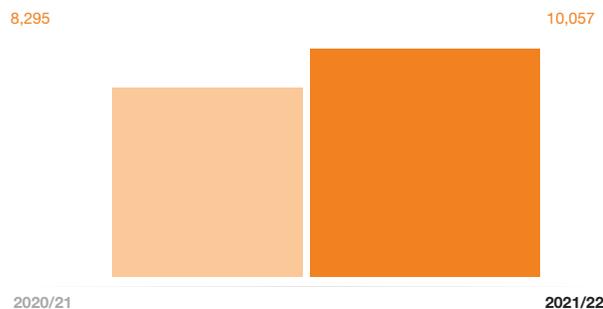
The man applied to ACRO for a Police Certificate. However, when we carried out our usual checks an impending court case was flagged up so the application was put on hold while we continued with our checks.

The further checks showed that the impending offence could change the outcome of the applicant's ability to travel.

In fact, the court did impose travel restrictions and the applicant had to hand over his passport.

Our member of staff recognised the risk of continuing the process before the applicant's court date. Issuing the Police Certificate after this date meant the man was unable to travel due to his criminal history.

### ICPC applications



## Case study

### Efficient work by our NDU team received praise from a solicitor working on a sensitive case.

The team received an application for a subject access request on behalf of a solicitor who was representing a client in a case of possible ill treatment in a juvenile detention centre.

The potential victims, who are now adults, were taking their cases to court and it was important that the information was processed quickly to support their case.

The solicitor had requested the subject access check was carried out as soon as possible in order for them to represent their client in court. The NDU team recognised the urgency and were able to prioritise the application. The solicitor was extremely grateful for our swift service and thanked the team.

# Safer communities overseas

## Customer Services

Our Customer Services team is often the first point of contact for members of the public calling in to enquire about applying for a Police Certificate. The team also fields calls from customers following up on their applications as well as handling emails and monitoring our social media accounts. The numbers of calls answered are down 7% on the previous year due to the team handling Fixed Penalty Notice telephone calls in support of ACRO's FPN processing team.

## Customer Services calls answered



## Feedback from the public

**We received this glowing testimonial from a satisfied customer who was able to visit a dying relative in Australia thanks to the swift actions of our National Disclosures team.**

'I just wanted to personally thank you and your colleagues for the amazing support you gave us.'

'As you know it has been an incredibly difficult time for our family. I completely understand that protocols and procedures need to be in place but we just hit one hurdle after another trying to get out to Australia to see my brother before it was too late.'

'My wife was absolutely overwhelmed, as was I, at the compassion, support and help you have provided. You went above and beyond!'

'We could never have imagined how quickly you were able to obtain the information we needed to try and get the visa that we so desperately needed at this time.'

'There are still some very lovely people in this world and your office is full of them!'



**In another testimonial, a member of the public was full of praise for one of our team who ensured their documents were efficiently processed.**

'I would like to highly commend the work of an ACRO Customer Services advisor, who I had a lengthy telephone conversation with about my request for an expedited criminal record check which I was required to submit to authorities in France. They guided me through the online procedure, ensuring that I correctly followed the necessary steps.'

'Without this valuable assistance, there would have been a considerable delay in obtaining my Police Certificate and I would like to register my gratitude and appreciation.'