

## ACRO Governance Board Minutes

Minutes of the meeting held on Wednesday 9<sup>th</sup> March 2022 in the NPoCC Conference Room and Microsoft Teams

### 1. Attendance

- |     |                            |  |
|-----|----------------------------|--|
| 1.1 | AC Martin Hewitt (MH)      | National Police Chiefs' Council ( <i>Chair</i> ) |
|     | C/Supt Tony Rowlinson (TR) | ACRO   |
|     | Roger Trencher (RT)        | Hampshire Constabulary                           |
|     | Murray Duffin (MD)         | Joint International Crime Centre                 |
|     | Emma Gibbons (EG)          | Home Office                                      |
|     | Kath Clarke (KC)           | National Crime Agency                            |
|     | Alan Henderson (AH)        | Police Scotland                                  |
|     | David Pennant (DP)         | Immigration Enforcement                          |
|     | Dr Nathan Hall (NH)        | University of Surrey                             |
|     | Robert McMurrin (RM)       | Police Service Northern Ireland                  |
|     | Gillian Colhoun (GC)       | Justice Northern Ireland                         |
|     | Susan Francis (SF)         | ACRO   |
|     | Tom Mason (TM)             | ACRO   |
|     | Karen Progl (KP)           | ACRO   |
|     | Tanya Smith (TS)           | ACRO ( <i>minute taker</i> )                     |
- 1.2 Apologies were received from Rob Price, Ian Johnston, Donna Jones, ACC Pete Ayling, Richard Croucher and Helen Nisbet.

### 2. Minutes and Action log

- 2.1 The Minutes of the meeting held on 16<sup>th</sup> December 2021 were agreed as a true and accurate record. These will now be published externally.
- 2.2 The action log was updated.

### 3. ACRO Finance Report

- 3.1 SF reported that in the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> January 2022, ACRO generated an income of £12,533,639 with expenditure of £12,106,137; giving a surplus for the financial year to date of £427,503.

Total income for the period is £1,633,921 greater than budgeted. The recovery of Police Certificate demand has been better than anticipated, with year to date income continuing to be 19% up on budget. Income from police certificates is 12% up on pre Covid income levels due to the price increase implemented in January 2020. However volumes remain 7% down on pre Covid levels. Total expenditure for the period is £119,834 greater than budgeted.

Total income for the year is forecast to be £16.3m, an increase of £3.2m against budget due to an anticipated contribution of £1.3m by the Home Office for of FPN processing,

and better than expected Police Certificate income. Total expenditure for the period is forecast to be £14.8m, £0.3m greater than budgeted. The total surplus for the financial year is therefore forecast to be £1,480,489.

SF stated that the anticipated opening reserve for 2022-2023 is £7m, the total budgeted income for the year is £14.9m with the total expenditure budgeted to be £17.2m. The expected in year deficit of £2.3m will be funded from the reserve. Due to the projects which will take place in the 2022-23 financial year, this will see a closing reserve balance at the end of the financial year circa £2.6m. This closing reserve equates to 16% of BAU expenditure.

**4. Risk Register**

4.1 At the time of the meeting ACRO had the following risks identified within the Risk Register. This was noted by all colleagues.

Risk	Likelihood	Impact	Total Score	Risk	Likelihood	Impact	Total Score
ICCE44 reopened	4	4	16	IT30	4	3	12
ICCE45	3	3	9	IT31	4	4	16
IT28	4	5	20	IT32	3	4	12
IT29	5	4	20	GDPR1	5	4	20

MH asked for the timelines for IT28 and IT29 to be added to the risk register.

**Action: SF to have the timelines for IT28 and IT29 to be added to the risk register.**

**5. Home Office and Joint International Crime Centre**

5.1 Home Office Update

Closed Session

5.2 Joint International Crime Centre

Closed Session

**6. International Services and Intelligence Portfolio**

6.1 TR explained that the work being undertaken by this portfolio is vast and work streams being progressed are extremely varied and detailed within the comprehensive report. TR asked colleagues for the paper to be noted. EG commented that immense progress on the Daily Activity Files has been made and ACRO are hitting the targets.

Due to the sensitivities within the Intelligence portfolio, this update was not minuted.

**7. National Services Portfolio**

7.1 TR stated the 2021/22 financial year applications for all disclosure products are as follows:

- Police Certificates 109,180 +37% YoY
- ICPC 7,955 +17% YoY
- Subject Access 28,688 +19% YoY

The team are currently look into digital Police Certificates which is currently being progressed for further discussion within Senior Managers.

Work has begun on the delivery phase of Operation Soteria. ACRO recruited a secondee back in December to play a critical role in the delivery of the project. The Operation was officially launched on the 17<sup>th</sup> February with a website page on the Interpol website. MH raised a query around the name of the Operation, TR will raise this with the Project Board.

**Action: TR to raise the name of the operation (Soteria) with the Project Board.**

## 8. Continuous Improvement Portfolio

- 8.1 This portfolio was formally known as Operation Griffin. A decision was made at a recent Strategic Board to put the functions of the team into a permanent structure and to have a new name for the portfolio.

Work has progressed on a number of areas and in particular the team have successfully transitioned the FPN database into live. In partnership with Illuminet, the team have begun a review of the project, including planning, development, technical provision and then delivery, this will offer the team information and guidance on future pieces of work and also the technology that can be explored as the solutions move forward. MH informed the Board that policing have a new Chief Scientific Advisor, Professor Paul Taylor. MH stated it would be good for ACRO to link in with Professor Taylor and TR will take this action forward.

**Action: TR/RP to link in with the new Chief Scientific Advisor, Professor Paul Taylor.**

## 9. Development and Projects Portfolio

- 9.1 Closed session

## 10. Information Management Portfolio

- 10.1 KP updated colleagues as to the recent activities in the unit. ACRO has committed to spend approximately £500,000 in the coming year to develop and grow the portfolio in order to support the operational portfolios in delivering key strategic objectives. This therefore amounts to five permanent staff, a training budget and improved access to legal services.

The record of ACRO processing activities has been updated and an assessment has been carried out to inform the compliance audit schedule. Where previously compliance audits looked at the system and process the new audits will also ensure that each process complies with the principles of the Data Protection Act 2018, ensuring that the appropriate policy documents are in place.

It was noted that the Information Commissioners Office has accepted ACRO's position as a Processor. The ISA will be re-drafted and shared with ACRO soonest. The IM unit has had issues with a small number of ISA's where the other party has not accepted ACRO's position as a Processor. These have all been resolved satisfactorily, with the exception of the agreement with the Foreign, Commonwealth & Development Office for ACRO's receipt of information about data subjects seeking consular assistance. The issue is still being resolved.

## **11. Central Services**

### **11.1 Human Resources**

SF stated that the bulk recruitment campaign for Criminal Records Administrators was launched in December 2021 and are still on target to have candidates join in Spring 2022. The turnover for the workforce has decreased to just under 3% which is almost half of the previous quarter. Sickness has increased slightly in the last quarter with Q3 showing the average days lost per person was 7.5 which has not changed since Q1. The top reason for absence remains as anxiety and stress.

ACRO currently has five active long-term sick cases as at the end of Q3. This type of sickness remains at static levels. HR casework support currently comprises of 64 cases of attendance, performance and misconduct, which represents 19.2% of the workforce, of these 10 are active; meaning HR intervention and support is required.

ACRO's capability for home working continues to be monitored and is working well, ensuring compliance with the force's agile working. ACRO are currently considering what hybrid-working conditions will look like for its staff, depending on the specific needs of each business area.

Lastly, a health screening programme will take place in ACRO throughout March and April 2022 subject to staff uptake. The Health Checks will assess the physical and mental health of ACRO staff and practical workshops will also take place on the key themes identified organisationally. To date there is a 50% uptake from staff.

### **11.2 Communications**

In relation to an update on the Communications team, the following points were noted:

- A detailed survey was circulated to Chief Officers and PCC's in February. This aims to gauge awareness of the services ACRO offer and their thoughts about the organisation's future direction.
- The team supported a global webinar run by ACRO for the Council of British International Schools to target those who require ICPC's. Following the virtual event, 169 individuals agreed to ACRO making contact with them regarding the ICPC.
- The website is being re-developed to improve the customer experience. It aims to direct customers to the right product more efficiently, while increasing the accessibility of information. All the preparatory work has taken place and the website provider has been briefed to carry out the work.
- A new format for the monthly Head of ACRO update has been launched, with the addition of three featured stories. This supplements the weekly briefing and

quarterly staff magazine, giving opportunities for articles to be highlighted when they are most relevant. The monthly Ask the Boss sessions continue to be popular with staff as a way of airing their views on a range of subjects.

- 11.3 IT  
This paper was for noting by all colleagues.

**12. Any Other Business**

- 12.1 There was no other business discussed.

**13. Date of Next Meeting**

- 13.1 The next meeting will take place on Thursday 26<sup>th</sup> May 2022 at 1100hrs.

