

ACRO Strategic Management Minutes

Minutes of the meeting held on 20th January 2021 at 09:00hrs

<p>1.</p> <p>1.1</p> <p>1.2</p>	<p><u>Attendance and Apologies</u></p> <p>Rob Price Chief Executive (<i>Chair</i>)</p> <p>Tony Rowlinson Head of ACRO</p> <p>Chloe Bowler Senior Manager – Intelligence and Development</p> <p>Susan Francis Senior Manager – Business and Finance</p> <p>Nancy Smith T/Senior Manager – HR</p> <p>Karen Progl Senior Manager – Information Management</p> <p>Lucy Saunders Senior Manager – International Services</p> <p>Julia Barnard Senior Manager – IT & Service Management</p> <p>Phil Rogers Communications Manager</p> <p>Tanya Smith Personal Assistant (<i>minute taker</i>)</p> <p>Apologies were received from Tom Mason</p>
<p>2.</p> <p>2.1</p> <p>2.2</p> <p>2.3</p>	<p><u>Minutes and Action Log</u></p> <p>The minutes of the meeting held on the 22nd December 2020 were agreed as accurate and signed off by the Chair.</p> <p>The action log was discussed and updated.</p> <p>Closed session</p>



<p>3.</p> <p>3.1</p> <p>3.2</p>	<p><u>Business and Finance</u></p> <p><i>ACRO Income and Expenditure</i></p> <p>SF reported that the income and expenditure account for the financial year 2020/21 showed ACRO received an income of £9,673,902, an expenditure of £8,786,950 leaving a surplus of £886,952. This includes the £1.4m received from the Treasury for the loss of income in 2020 but it has yet to include the FPN award which ACRO will be due at the end of this financial year. This therefore leaves £5,485,469 in reserves.</p> <p><i>Forecast 2020-2021</i></p> <p>SF confirmed the forecasted income is £12,557,261, expenditure is £12,030,423 with an inyear deficit of £526,837. This therefore leaves a reserve of £5,125,354. The amount of reserves was discussed and the PCC surety that was acquired last year will be need to be paid back within the near future. SF feels paying some back within this financial year would assist the PCC’s Office and the rest could be repaid in the 2021/22 financial year. A meeting will be held with TR and the Chief Executive of the OPCC. TS will organise.</p> <p>Action: TS to arrange for TR to speak with Chief Exec of OPCC re the £2m surety.</p>
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<p>4.</p> <p>4.1</p>	<p><u>HR</u></p> <p>NS provided an overview to the SMT as to the current figures. ACRO has an average of 9.3 lost work days to sickness. The top reason for absence is anxiety and stress with long term sickness reducing from October and November.</p> <p>NS further stated that there is a new menopause policy with HO in HR being the ACRO lead. Tribunal cases are up 27% with a 38 week wait for a court case.</p> <p>In regards to the recent CRA recruitment campaign, there was 120 applications, of these 48 went through to the assessment with 30 being interviewed and 12 being successful.</p>
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<p>5.</p> <p>5.1</p>	<p><u>International Services</u></p> <p>Closed session</p>
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<p>6.</p> <p>6.1</p>	<p><u>National Services</u></p> <p>On behalf of TM, CB confirmed that the stats for the unit were as follows: Police Certificates day 9/10, Subject Access day 28, ICPC day 9. Support from these departments are being provided to the FPN team due to the demand there. Operationally there are a few challenges with resources, which NS is linked into. Customer Services are moving to a position in order to encourage customers to email in rather than dialling in.</p>
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<p>7.</p> <p>7.1</p>	<p><u>Intelligence and Business Development</u></p> <p>CB confirmed the Development Team are focusing on opportunities for new business with a new strategy being developed looking at linking finance, IM and development together.</p> <p>Western Balkans work is ongoing and being led by GW. SF queried if the funding has been agreed in principle for 2021/22 to which CB confirmed this was correct.</p> <p>There is ongoing work in relation to the Rail Delivery Group contract pricing for prosecution notices given out on the train lines. This will be discussed at a later date.</p> <p>The current secondment for Project Soteria is due to finish in April which includes the six month extension. The review of phase one is nearly complete (scoping phase) which CB will receive shortly the report reviewing this phase. This will help shape the expectations for years 2 and 3. Interpol are extremely keen to keep ACRO's commitment, but are considering the skills set of resources for future phases.</p> <p>The resourcing in the Intelligence Unit is being reviewed with recruitment being requested via the Establishment meeting due to the demand on the team with the current workload.</p> <p>In terms of the Joint Operation Model, the work is increasing with CB participating in 6-7 meetings each week. Discussions are currently focussed around designing the new services.</p>
<p>8.</p> <p>8.1</p>	<p><u>IT and Service Management</u></p> <p>JB provided an update on the following points:</p> <ul style="list-style-type: none"> - Following the EU Exit, JB is ensuring all systems can still be accessed with the UK-CRIS needing to be updated - The FPN database is still progressing with AO and AF assisting JB. - 15 base units purchased and 14 laptops called off but when received at ACRO there was no build on them so they have been sent to SC to get the build added. - There have been some failures on the file and print back ups. JB is dealing and will discuss with LS. This will need to be added to ACRO's risk register.
<p>9.</p> <p>9.1</p> <p>9.2</p>	<p><u>Information Management</u></p> <p>KP confirmed the unit is BAU at present. The LEDS implementation costs have been circulated to all colleagues, KP stated that in the future any LEDS costs will be documented and authorised at the AITB meeting. The PNC review is ongoing and in progress.</p> <p>Closed session</p>

<p>10. 10.1</p>	<p><u>Communications</u></p> <p>PR stated comms in regards to FPNs are still being received with local and national media also involved.</p> <p>Comms in regards to the JOM project are being worked through and a blog for staff is currently being prepared.</p> <p>A survey is being developed on internal communications to gain staff views as to what they would like to see from the Comms team.</p>
<p>11. 11.1</p>	<p><u>Risk Register</u></p> <p>The update on the Risk Register is as follows:</p> <p>BC1 – total score 15, no change – agreement to close this action. ICCE1 – total score 4, decrease from 16 – agreement to close this action. ICCE44 – total score 20, no change IT21 – total score 16, no change IT23 – total score 9, no change – agreement to close this action as not ACRO’s risk. IT24 – total score 16, no change IT25 – total score 10, no change DB1 – total score 4, decrease from 9 GDPR1 – total score 4, decrease from 9</p>
<p>12. 12.1</p>	<p><u>Any Other Business</u></p> <p>There was no other business discussed.</p>
<p>13. 13.1</p>	<p><u>Next Meeting Date</u></p> <p>The next meeting is on Wednesday 17th February 2021 at 8.30am</p>

ACRO Strategic Management Minutes

Minutes of the meeting held on 9th March 2021 at 09:00hrs

1.	<u>Attendance and Apologies</u>
1.1	<p>Rob Price Chief Executive (<i>Chair</i>)</p> <p>Tony Rowlinson Head of ACRO</p> <p>Chloe Bowler Senior Manager – Intelligence and Development</p> <p>Susan Francis Senior Manager – Business and Finance</p> <p>Nancy Smith T/Senior Manager – HR</p> <p>Tom Mason Senior Manager – National Services</p> <p>Karen Progl Senior Manager – Information Management</p> <p>Lucy Saunders Senior Manager – International Services</p> <p>Julia Barnard Senior Manager – IT & Service Management</p> <p>Phil Rogers Communications Manager</p> <p>Tanya Smith Personal Assistant (<i>minute taker</i>).</p>
1.2	No apologies were received.
2.	<u>Minutes and Action Log</u>
2.1	The minutes of the meeting held on the 20 th January 2021 were agreed as accurate and signed off by the Chair.
2.2	The action log was discussed and updated.



3.	<u>Business and Finance</u>
3.1	<p><i>ACRO Income and Expenditure</i></p> <p>SF reported that the income and expenditure account for the financial year 2020/21 showed ACRO received an income of £11,889,400, an expenditure of £10,450,475 leaving a surplus of £1,438,925. This therefore leaves £5,037,442 in reserves. SF stated that there are some concerns in relation to IT software and what charges, ACRO owe to Hampshire Constabulary.</p>
3.2	<p><i>Forecast 2020-2021</i></p> <p>SF confirmed the forecasted income is £14,733,669, expenditure is £13,498,050 with an in year surplus of £1,235,619. This therefore leaves a reserve of £4,834,136. This total includes the first tranche of money received for the loss of income. Following the Governance Board in February, it was agreed for £1m to be paid back to the Hampshire PCC thus leaving £1m still to repay.</p>
3.3	<p><i>Medium Term Financial Strategy</i></p> <p>TR is due to meet with SF and AS this week to begin the process and to look at compiling the form aligning with the priorities of ACRO.</p>

4.	<u>HR</u>
4.1	<p>NS provided an overview to the SMT as to the current figures. ACRO’s sickness rose in January with the average sickness at 9 days. This figure does include Covid sickness. TR meets with HR on a monthly basis and is sighted on all sickness cases. A discussion was had by all as to staff sickness and how this is being managed by HoS’s. Staff are using the EAP line and following the large decline in calls in December, this has risen again in January and staff are using the free service provided to them. The survey results regarding those staff who have had Covid has been received, 33% of staff had no contact whilst off sick with Covid and 62% of staff did not receive a no return to work meeting. NS will check if this relates to any ACRO staff. ACRO will be running a flu jab clinic for this year and NS has ordered 100 vaccinations.</p>

5.	<u>International Services</u>
5.1	Closed session



<p>6. 6.1</p>	<p><u>National Services</u></p> <p>TM stated most areas within NDU are out of SLA dates but work is now progressing to try and recover some of this work and get it back to BAU bearing in mind the majority of staff are assigned to FPN work. TM stated with technology improvements this would greatly assist the workloads and help the backlogs. JB confirmed work is progressing in this area but it is not a quick fix.</p> <p>Further training will be taking place for Subject Access staff due to recent data breaches and national changes.</p> <p>Customer Services and PNC Services are BAU.</p>
<p>7. 7.1 7.2 7.3</p>	<p><u>Intelligence and Business Development</u></p> <p><i>Use of Mentimeter and Mural in ACRO</i></p> <p>CB confirmed there was two pieces of software which may be beneficial for ACRO. The two pieces of software have been used to facilitate some key work in the JOM project. Mentimeter is a presentation software used to interact with audiences through smartphones / devices during presentations which create live results. Mural is a digital workspace for visual collaboration. CB recommended that ACRO proceed with the free trial offered with the Development Team leading and an overview will be provided to the SMT at the end of the trial. All colleagues agreed this approach.</p> <p><i>International Checks for UK Employment Vetting</i> Closed session</p> <p><i>Requests to International Services outside of an ISA</i></p> <p>CB confirmed there are approximately 321 NPA's that make requests to ACRO for overseas conviction information, including the Home Office and Probation. The paper proposes the following actions:</p>



<p>7.4</p> <p>7.5</p> <p>7.6</p>	<ul style="list-style-type: none"> - No further checks to be carried out for agencies who have not requested an International Check since June 2019, and an ISA to be pursued for these agencies should they approach us again in future - For agencies who have used our services since June 2019, and for agencies who have ISAs elsewhere in ACRO (but not with IS), International Checks can be carried out whilst the ISA is pursued, with these checks ceasing if an agency does not respond by the deadline given. - International Checks for the Home Office departments listed at 5.6 can continue, as an ISA for Home Office departments is currently on the agenda at ECROG. <p>This work will be carried out by the ACRO Development Team in conjunction with Information Management and International Services to ensure a consistent approach is taken and all departments are appraised of the changes going forward. Discussion by all SMT was in regards to the charges however the paper was agreed by all.</p> <p><i>Europol Secondment</i> A meeting was held last week in regards to the Europol Secondment. It was agreed to continue with the secondment and an advert will be sent to staff in the next few weeks to start the recruitment process. The current secondee will return to ACRO.</p> <p><i>Carisecure – Project Funding Options Update</i> CB confirmed that currently this project is being worked on by GW, KW and by JF in the Cayman Islands. Under the CSSF re-profiling that has been ongoing for a couple of months, ACRO were original told there would be no more funding from the 31st March, however the team have managed to secure enough funding to carry on with the project through to the 31st December.</p> <p><i>JOM Update</i> RP confirmed a Senior Steering Group is due to be held on the 17th March, with the project coming to a conclusion soon after. CB provided a high level overview to all colleagues.</p>
<p>8.</p> <p>8.1</p>	<p><u>IT and Service Management</u></p> <p>JB provided an update on the following points:</p> <ul style="list-style-type: none"> - Work is progressing with HC/TVP JICT as to migrating ACRO IT back into the joint functionality. The first meeting has taken place and actions are being worked on with a deadline of the 14th March. - Work is progressing with the new FPN database requirements and contractual documentation is due to be worked on this week. - Windows 10 is rolled out in ACRO but certain issues are being worked through as to files and folders for new starters.



	<ul style="list-style-type: none"> - It has been agreed that ACRO can have its own domain name once the PNN is dropped. It has provisionally been ear marked for the 24th March for the change over and anyone with a force phone will need to be set up again. Teams will also be down
	<p>during this time. Going forward all templates with pnn in the email address will need to be changed.</p>
<p>9. 9.1</p>	<p><u>Information Management</u> <i>Continual Improvement</i> KP provided this paper in order to highlight the need to implement a process for overseeing continual improvement. KP recommended that an end to end process is required that includes bidding for resources, prioritisation, defining the requirements, impact assessment, ensuring compliance, testing, implementation, training, policies and procedures and quality assurance. Much of this work is being done but there is no formal process. RP feels that the scrutiny should be through the AITB meeting. Following a comprehensive discussion with all SMT, it was agreed an SMT away day would be required to discuss continual improvement and other pressing issues.</p> <p>Action: TS to arrange an SMT away day</p> <p>9.2 <i>FPN Update</i> Closed session</p> <p>9.3 <i>IM Update</i> KP confirmed data breaches are on the rise and two have resulted in Gold Groups being constructed. There are currently 51 items in Triage that KP and AAS are dealing with. On an average 16 FOI's are being received monthly which is a large increase mainly due to FPN's. In regards to the case of 'O' the Court of Appeal have rejected the application so this is now finalised.</p>
<p>10. 10.1</p>	<p><u>Communications</u> Closed Session</p>



<p>11. 11.1</p>	<p><u>Risk Register</u> The update on the Risk Register is as follows: ICCE44 – total score 20, no change IT21 – total score 16, no change IT24 – total score 16, no change IT25 – total score 10, no change</p>
<p>12. 12.1</p>	<p><u>Any Other Business</u> There was no other business discussed.</p>
<p>13. 13.1</p>	<p><u>Next Meeting Date</u> The next meeting is on Tuesday 20th April 2021 at 9am.</p>

ACRO Strategic Management Minutes

Minutes of the meeting held on 20th April 2021 at 09:00hrs

<p>1. 1.1</p>	<p><u>Attendance and Apologies</u> Rob Price Chief Executive (<i>Chair</i>) Tony Rowlinson Head of ACRO Chloe Bowler Senior Manager – Intelligence and Development Susan Francis Senior Manager – Business and Finance Nancy Smith Senior Manager – HR Lisa Stevens Senior Manager – International Services Tom Mason T/Senior Manager – National Services Karen Progl Senior Manager – Information Management Lucy Saunders Senior Manager – International Services Julia Barnard Senior Manager – IT & Service Management Phil Rogers Communications Manager Tanya Smith Personal Assistant (<i>minute taker</i>)</p>
<p>1.1.1</p>	<p>In attendance for item 2: Paul Beale Hampshire Constabulary Stifun Mittoo Hampshire Constabulary</p>
<p>1.2</p>	<p>.</p>



	No apologies were received
2.	<u>Minutes and Action Log</u>
2.1	The minutes of the meeting held on the 9 th March 2021 were agreed as accurate and signed off by the Chair.
2.2	The action log was discussed and updated.
3.	<u>Business and Finance</u>
3.1	<i>ACRO Income and Expenditure</i> SF reported that the income and expenditure account for the financial year 2020/21 showed In the year, ACRO generated an income of £15,496,277 with expenditure of £13,515,216, giving a surplus for the financial year to date of £1,981,061. This therefore leaves £5,579,578 in reserves.
4.	<u>HR</u>
4.1	NS provided an overview to the SMT as to the current figures, trends and pertinent information needed.
5.	<u>International Services</u>
5.1	LS gave an update to the SMT as to the current activities being undertaken in the IS business area.



	Decision – RP agreed that LS / LSt should take the EECs project forward and the Development Team to re-fresh the scoping work.
6.	<u>National Services</u>
6.1	TM gave an update to the SMT as to the current activities being undertaken in the NS business area.
7.	<u>Intelligence and Business Development</u>
7.1	CB gave an update to the SMT as to the current activities being undertaken in the IBD business area.
8.	<u>IT and Service Management</u>
8.1	JB provided an update on the current landscape of the IT and Service Management department.
9.	<u>Information Management</u>
9.1	<p>KP gave an update to the SMT as to the current activities being undertaken in the IM business area.</p> <p>Decision – KP circulated a report prior to the meeting for discussion in relation to the Audit Department. It was agreed that the department would permanently recruit an Audit Officer to have an establishment of 2 FTE which will ensure integrity monitoring would be set at 1% of transactions with compliance audits completed over a 2 year plan.</p>
10.	<u>Communications</u>
10.1	PR gave an update to the SMT as to the current activities being undertaken within Communications.
11.	<u>Risk Register</u>
11.1	<p>The update on the Risk Register is as follows:</p> <p>ICCE44 – total score 20, no change IT21 – total score 16, no change IT24 – total score 16, no change</p>
12.	<u>Any Other Business</u>
12.1	There was no other business discussed.
13.	<u>Next Meeting Date</u>
13.1	The next meeting is on Tuesday 18 th May 2021 at 1pm



ACRO Strategic Management Minutes

Minutes of the meeting held on 18th May 2021 at 13:00hrs

1.	<u>Attendance and Apologies</u>
1.1	<p>Rob Price Chief Executive (<i>Chair</i>)</p> <p>Tony Rowlinson Head of ACRO</p> <p>Chloe Bowler Senior Manager – Intelligence and Development</p> <p>Susan Francis Senior Manager – Business and Finance</p> <p>Nancy Smith Senior Manager – HR</p> <p>Lisa Stevens Senior Manager – International Services</p> <p>Karen Progl Senior Manager – Information Management</p> <p>Lucy Saunders Senior Manager – International Services</p> <p>Julia Barnard Senior Manager – IT & Service Management</p> <p>Phil Rogers Communications Manager</p> <p>Tanya Smith Personal Assistant (<i>minute taker</i>).</p>
1.2	No apologies were received.
2.	<u>Minutes and Action Log</u>
2.1	The minutes of the meeting held on the 20 th April 2021 were agreed as accurate and signed off by the Chair.
2.2	The action log was discussed and updated.
3.	<u>Business and Finance</u>
3.1	<p><i>ACRO Income and Expenditure</i></p> <p>SF reported that the income and expenditure account for the financial year 2021/22 showed In the year, ACRO generated an income of £1,286,054 with expenditure of £1,320,828, giving a deficit for the financial year to date of £34,774. This therefore leaves £5,336,130 in reserves. SF confirmed the pay back of the £1m surety to the PCC is being discussed with RP and agreement as to when this will be paid back will be agreed in the near future.</p>
4.	<u>HR</u>
4.1	NS provided an overview to the SMT as to the current figures, trends and pertinent information needed.



<p>5. 5.1</p>	<p><u>International Services</u> LSt gave an update to the SMT as to the current activities being undertaken in the IS business area.</p>
<p>6. 6.1</p>	<p><u>National Services</u> LS gave an update to the SMT as to the current activities being undertaken in the NS business area.</p>

	<p>Report provided to the SMT regarding the opening hours of the Customer Services Department. This would see the unit closing at 6.30pm instead of 8pm. Agreement to proceed to reduce the hours of Customer Services to 6.30pm.</p>
<p>7. 7.1</p>	<p><u>Intelligence and Business Development</u> CB gave an update to the SMT as to the current activities being undertaken in the IBD business area. RP confirmed that following the Senior Steering Group meeting held last Friday, it was decided that there will be no move of ACRO staff into a single entity. The next step is for ACRO to progress with the MoU's and SLA's with the NCA and to ensure they are an active participant in the project going forward.</p>
<p>8. 8.1</p>	<p><u>IT and Service Management</u> JB provided an update on the current landscape of the IT and Service Management department. Work is progressing as to ACRO's IT moving back into JICT, JB will keep TR and RP updated.</p>
<p>9. 9.1</p>	<p><u>Information Management</u> KP gave an update to the SMT as to the current activities being undertaken in the IM business area. KP informed colleagues that in regards to the Triage backlog this will be tackled over the next 10 weeks.</p>
<p>10. 10.1</p>	<p><u>Communications</u> PR gave an update to the SMT as to the current activities being undertaken within Communications.</p>



<p>11. 11.1</p>	<p><u>Risk Register</u> The update on the Risk Register is as follows: ICCE44 – total score 20, no change IT21 – total score 16, no change IT24 – total score 16, no change In respect of the online transfer issue, JB needs to discuss with LS and then update SF as to the risk it brings and whether it needs to be added to the register.</p>
<p>12. 12.1</p>	<p><u>Any Other Business</u> LS stated that BW has prepared a new draft FPN exit strategy for the business. LS will submit as part of a mid-term financial bid to ensure this work is captured in the budget.</p>
<p>13. 13.1</p>	<p><u>Next Meeting Date</u> The next meeting is on Tuesday 22nd June 2021 at 9am</p>

