



**POLICE AND CRIME COMMISSIONERS
FOR WARWICKSHIRE
AND WEST MERCIA**

RECORD OF DECISION



TITLE: Vetting Capability

Ref: PCC/D/2018/04

EXECUTIVE SUMMARY

The external vetting contract team is a managed service providing vetting services for companies wishing to access police assets.

The current issues surrounding this work include: manual processes, a drop in productivity, lack of commercial skills, poor demand management, limited SLA delivery and a significant backlog.

The proposal is to address each of these issues through introducing self-service and e-workflow, bringing in new skill sets, increasing the size of the team to meet demand, correcting the pricing to reflect cost and generate income, deal with the backlog and ensure the department is on a stable footing for future development.

PROPOSAL

This proposal is to commit additional funds to create a new Vetting Commercial Manager post, uplift staffing levels to deal with backlogs and business as usual, review National Contractor Vetting charges, and introduce self-service functionality within supporting applications.

APPROVAL OF

We hereby approve the above proposal.

West Mercia Police and Crime Commissioner

Signed

Warwickshire Police and Crime Commissioner

Signed

West Mercia Chief Constable

Signed

A handwritten signature in blue ink, appearing to be 'A. J. L.', with a horizontal line underneath.

Warwickshire Chief Constable

Signed

A handwritten signature in black ink, appearing to be 'A. J. L.', with a horizontal line underneath.

PART 1 – NON-CONFIDENTIAL/EXEMPT FACTS AND FIGURES

SUPPORTING REPORT

1. Background

- 1.1. The Vetting Unit is part of the Alliance Professional Standards Department business area, led by the Head of Professional Standards. It provides a dual function for the two Police Forces. The first is to provide current vetting to both forces for all officers and staff working on agency, fixed term or permanent roles. Secondly it delivers the national contract to provide vetting for all contractors and suppliers who deliver services to forces across the UK. This contract is a source of income generation to the alliance.
- 1.2. The vetting service has undergone a number of reviews including an internal review in November 2015 and an audit by Warwickshire County Council in June 2016.
- 1.3. The department currently has a backlog of vetting of internal staff. Other issues identified within the department currently include:
 - A number of the team members are temporary and brought in to eradicate the backlog and ensure ongoing service delivery. This is financially unsustainable. Funding has been agreed until 31st March 2018.
 - Lack of information in relation to current and future demand as well leading to lack of clarity regarding service delivery expectation and the full benefits of the national contract.
 - There is no defined business plan for the Vetting unit to determine how future demand will be addressed
 - The current charges within vetting are historic and have not been reviewed since 2009.
 - The existing processes require a significant level of manual intervention which could be automated.
 - There are leadership issues that need to be addressed to ensure future success of the department.
- 1.4. An options analysis has been undertaken and a preferred approach identified, which involves the creation of a new Vetting Commercial Manager post, an uplift in staffing levels to deal with backlogs and business as usual, a review of National Contractor Vetting Charges, and an introduction of self-service functionality within supporting applications.

2. Success Criteria

- 2.1 Expected benefits include:
 - Increase user satisfaction with the service due to self-service and SLA development
 - Delivery of productivity to required level of through introduction of e-workflow
 - Delivers a sustainable model of service delivery, which ensures risk reduction in liability
 - Removes the risk to the Alliance for reputational and legal liability

3. Recommendations

3.1 That the preferred option is approved.

FINANCIAL COMMENTS

The changes in financial requirements will be built into the 2018-19 budgets.

LEGAL CONSIDERATIONS

By virtue of schedule 11, paragraph 14 of the Police Reform and Social Responsibility Act 2011 the Police and Crime Commissioners may do anything which is calculated to facilitate, or is conducive or incidental to, the exercise of the functions of commissioner. That includes: entering into contracts and other agreements (whether legally binding or not) and acquiring and disposing of property (including land).

By section 1 of the Local Authorities (Goods and Services) Act 1970 as amended the Police and Crime Commissioners may provide and charge for any administrative, professional or technical services to be provided to any person.

PUBLIC ACCESS TO INFORMATION

Information in this form is subject to the Freedom of Information Act 2000 (FOI Act) and other legislation. Part 1 of this form will be made available on the Warwickshire and West Mercia Commissioners' websites. Any facts and advice that should not be made automatically available on request are not included in Part 1 but instead in the separate Part 2 report.

OFFICER APPROVAL

Chief Executive Officers

Signature *Andy Chapman* Date ...7th February 2018

Signature *[Signature]* Date ...7th February 2018