

# Foreword



**Martin Hewitt**  
Chair of the National Police Chiefs' Council (NPCC) and chair of ACRO's governance board

As we finally return to a period of normality following two years of responding to a global pandemic, I am pleased to see that ACRO has made great strides in safeguarding children across the globe.

Their partnership work with the Council of British International Schools (COBIS), as well as the allocation of more International Child Protection Certificates (ICPCs), has helped to deliver on ACRO's ongoing mission to ensure the safety and welfare of young people, both in the UK and abroad.

ACRO's reach continues to spread into all areas of the international community, and this year we have seen promising new projects launched. Working with partners in Pakistan, ACRO is improving the exchange times of criminal records and biometric data; this will go a long way to improving the UK's capability to tackle the threat of serious criminality linked to the area. Other exciting plans have been launched in Cyprus, the Caribbean and the Western Balkans, demonstrating the value of ACRO and the impressive reputation it has earned.

This comes against a backdrop of the vital work undertaken with police forces in the UK, and in 2021-22, forces made more than 100,000 requests for overseas criminal record information. I am confident that ACRO will continue to play a critical role in keeping people safe, both here and overseas.

Finally, I would like to pay a personal tribute to ACRO's outgoing Chief Executive, Rob Price. Rob has led the organisation during a significantly challenging period. As well as delivering core business as usual, ACRO played an incredibly important role during the pandemic in setting up the Fixed Penalty Notice administration service. This was done in no small part due to the drive and determination of Rob, and for that he has my thanks. I wish him a healthy and happy future.

I am very grateful for the commitment and hard work of all at ACRO, and I wish everyone at the organisation all the very best.

## Introduction

**Rob Price**  
ACRO Chief Executive Officer

It has been another outstanding year for ACRO. Once again, we have shown our resilience, flexibility and imagination in order to support policing and law enforcement from neighbourhoods across the UK to the furthest parts of the world.

It has not been easy though. The pandemic continued to have a significant impact on people's physical and mental wellbeing. Workplace restrictions were carefully thought through and discussed via the 'miracle' of Microsoft Teams and home-based working was a lifeline – in fact a game changer for our future operations. Income streams that were affected during the pandemic steadily returned as well as new ones being sourced. I am proud of the way ACRO responded to the global emergency – brave, bold, having vision during a time of confusion, supporting UK policing and looking out for each other. We are now a stronger and better organisation.

As to the future, we have gained renewed confidence that ACRO can be the solution to efficient and effective national data processing solutions for policing. We are skilled, professional and knowledgeable and perhaps have not always shouted about our successes. I believe we can make a significant contribution to supporting a number of threat-based data processing capabilities across UK policing and we are talking to a number of forces about how we can help.

The world is also opening up again, and so too is ACRO's international drive to create criminal record exchanges. There have been significant developments with Pakistan and across the Western Balkans in support of the UK's international strategy, as well as working with overseas partners to maximise opportunities following the UK's exit from the EU. Our relationship with partners such as the National Crime Agency (NCA) and Interpol are as strong as ever and we are excited about the opportunities that the new Joint International Crime Centre will bring.

Finally, on a personal level, I'm moving on. It has been an incredible honour and privilege to lead amazing people who are so dedicated and passionate about what they do – namely, making the world a safer place.



# Value for money

## Providing an excellent return on investment

ACRO received £3.5m funding from forces. We delivered £7.6m worth of services in the form of subject access requests, international criminal conviction exchange, back record conversion, Europol liaison and support to national policing initiatives such as Violence Against Women and Girls (VAWG) (see Serving our communities).

Our funding model is based on the principle of using income from Police Certificates to reduce the financial burden on frontline policing. The operational cost of Police Certificates was £3.7m which returned an income of £10.6m. The surplus supported the services we provided to policing and law enforcement to continue our commitment to safer communities in the UK and across the world.

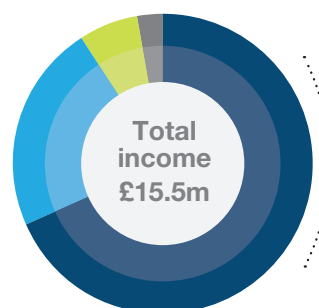
International criminal conviction exchange forms the majority of our policing and law enforcement services, which operated at a cost of £7m.

Premise expenditure rose slightly from £1.4m to £1.5m while employee expenditure remained our biggest single cost at £10.4m.

The difference between income and operating costs left us with a year-end surplus of £0.8m. This will continue to be reinvested to update and develop the organisation's systems and infrastructure.

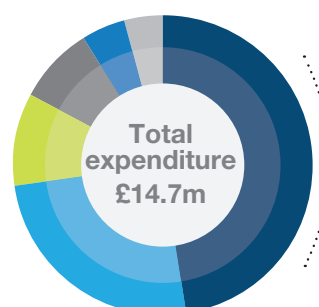
A surety of £3m is lodged with the Office of the Police and Crime Commissioner for Hampshire to mitigate against ACRO not being able to meet its current and future liabilities. At the end of the financial year, the reserves amounted to £6.4m.

ACRO continued to support other national police units including Chief Police Officers' Staff Association (CPOSA), National Vehicle Crime Intelligence Service (NaVCIS), the National Wildlife Crime Unit (NWCU) and the National Police Freedom of Information and Data Protection Unit (NPFOI and DPU) on a cost-recovery basis.



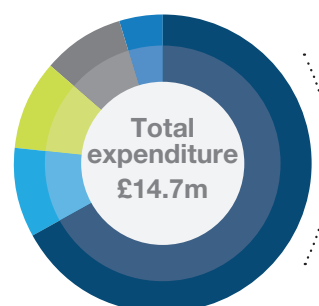
## Income

- Police Certificates £10.6m
- Police service funding £3.5m
- PNC services £1m
- Other £0.4m



## Expenditure

- International services £7m
- Police Certificates £3.7m
- Fixed Penalty Notices processing £1.5m
- PNC services £1.2m
- Other £0.7m
- Subject access £0.6m



## Expenditure by expense type

- Employees £10.4m
- Premises £1.5m
- Supplies and services £1.5m
- Third party payments £1.4m
- IT £0.7m

Support services recoveries  
-£0.8m

## ICPC

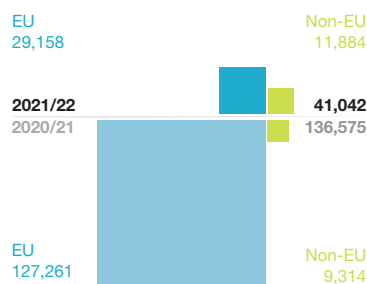
Total annual income for International Child Protection Certificate (ICPC) was £0.8m against an expenditure of £0.7m, increasing the closing reserve to £0.5m.

The reserve will be reinvested into developing products to safeguard vulnerable individuals. This will include developing links with our partners in the National Crime Agency to service those products.

Read more about ICPCs in 'Safer communities overseas'.

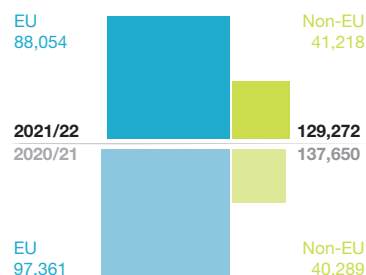
# Supporting law enforcement

## Notifications sent about foreign nationals convicted in the UK notifications out



The notifications out received at ACRO significantly decreased this year due to the completion of the Daily Activity Files (DAF) legacy project. Compared to 136,575 in the previous year, the figure dropped to 41,042 although notifications out for non-EU countries increased by 28% from 9,314 to 11,884.

## Requests for overseas criminal convictions requests out



We processed 41,218 requests from non-EU countries which is an increase of 2% on the previous year. Requests out from EU countries were down 10% at 88,054.

## Case study

### ACRO works with the National Wildlife Crime Unit (NWCU) to secure conviction of ivory trafficking gang

Collaborative working was a key factor in ensuring a member of an Irish crime gang was convicted of trafficking millions of pounds worth of rhino horn and ivory between Europe and east Asia.

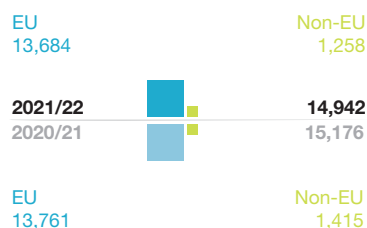
A French court gave prison terms to three Irish and one English subject as well as imposing £270,000 in fines. However, three of the men were not present at the special court hearing and were the subject of international arrest warrants.

ACRO received a European Arrest Warrant for the Englishman. ACRO contacted the NWCU for advice on legislation as the Ivory Act did not come into force until 2018. The offences were committed in 2015 so ACRO was unable to map any relevant offence.

The NWCU were aware of the case via the media and knew of the gang name so they were able to confirm the gang's details with the NCA. ACRO was able to create an accurate PNC record for the subject who has subsequently been arrested and is awaiting extradition.



## Notifications received about UK nationals convicted overseas notifications in



Notifications in from EU countries remained steady while those from non-EU countries decreased by 11% from 1,415 to 1,258.

## Requests from overseas for UK criminal convictions international requests in



We processed 29,526 international requests, an increase of 10% from the previous year. As of April 2021, the data for EU and non-EU requests in has been combined and known as international requests in.

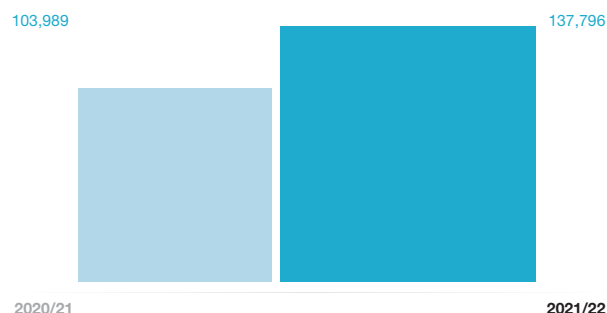


# Safer communities overseas

## 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.'

# Develop, expand and promote

## CariSECURE

ACRO is committed to providing support to our overseas law enforcement partners in the Caribbean to establish ways to support the digital migration of criminal records, enhancing the security of crime recording, data collection, storage and information sharing.

Over the last year ACRO have been working collaboratively with the United States Agency for International Development (USAID) the United Nations Development Programme (UNDP) and the Foreign Commonwealth and Development Office (FCDO) in the Eastern Caribbean supporting the CariSECURE project.

The project is focusing on improving the quality, comparability and reliability of citizen security data to improve decision-making, policies and programmes aimed at reducing youth crime and violence in the Eastern Caribbean.



Testimonial from Miguel Trim  
UNDP Deputy Project Lead  
for CariSECURE

*'ACRO has been a key partner to CariSECURE in the development of PRMIS, a digital policing platform designed to capture crime data. Through ACRO's support, CariSECURE has been able to develop additional features to the application including functionality related to biometrics, convictions, the person's registry as well as security and auditing features of the application.'*

*'ACRO has been a staunch champion of PRMIS and CariSECURE and a committed partner in the modernization of police forces throughout the region.'*

*'The system is currently being rolled out to Antigua and Barbuda, Barbados, Grenada, Guyana, St Kitts and Nevis, St Lucia, St Vincent and the Grenadines and Suriname.'*



## Pakistan programme

The FCDO-funded Pakistan programme aims to improve the exchange of criminal records and biometric data between the two countries with the strategic objective to enhance the UK's capability to tackle the threat of serious criminality linked to Pakistan.

ACRO produced a Pakistan Foundation report in September 2021 which identified volumes of requests and notifications to and from Pakistan over the past four years. This report was shared with partners.

This has already resulted in improvements to the Pakistan response time to UK requests with the average response time from Pakistan to the UK now being 30 days when it was previously 150 days.

We have hosted visits from senior members of the British High Commission who were shown the 'request out' process by ACRO's International staff. Members of ACRO also visited Islamabad to meet senior Punjab and Federal Officers.





# Develop, expand and promote

## Cyprus project

Over the last year, ACRO has commenced a project working with the Cyprus Sovereign Base Area (SBA) Police to scope how information sharing could be improved between the two parties in order to increase what access the Sovereign Base Area Police have to criminal record information to support their policing purposes and border control functions.

A high-level visit took place in October 2021 and the principles of the project were agreed by the ACRO CEO and the Chief Constable of the Cyprus Sovereign Base Area Police.

Through collaborative working with colleagues based in the Sovereign Base Area, work has commenced on understanding the processes and systems in place, identifying where gaps exist, as well as reviewing relevant legislation around data sharing in order to determine what is possible.

This project is a priority for ACRO as the Cyprus Sovereign Base Areas are a British Overseas Territory and pose a high strategic military risk to the UK. They are in a unique location geographically as they share a border with EU countries, and have a unique political situation so improved data sharing will be of benefit to public safety.



## ACRO trainer's services are in high demand with UK forces

Our fully accredited trainer stepped in at the 11<sup>th</sup> hour to work alongside colleagues from Greater Manchester Police (GMP).

Day-to-day she is ACRO's specialist PNC trainer who is responsible for running in-house training courses for new starters and refresher courses but her skills were called upon to assist the National Accreditation Team (NAT) based in Manchester.

This team is responsible for carrying out security checks using a number of databases for high profile events such as D-Day 75, political party conferences, G7 Summit and major sporting events such as the Cricket World Cup, Euro 2020 and the Commonwealth games.

This work consists of a set of core pre-planned checks and any new checks from external or police forces who are the gold group for major events.

'NATs contacted us at the beginning of February enquiring about how we accessed PNC training. Within 24 hours, we had agreed to run a PNC course in Old Trafford.

'I then had a week to adapt our current PNC names enquiry course so that it was suitable for external training and create all of the training documentation that I needed which took up half my suitcase!'

The training went well – with everyone passing with a score of 95% or higher.

Following this opportunity, she is keen to use her training skillset to assist other forces and ACRO is already looking at providing further training services to other UK forces.

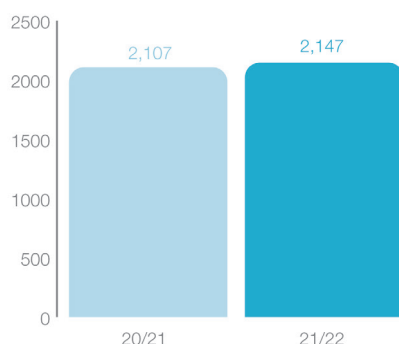
# Effective offender record management

As of 31<sup>st</sup> March 2022, ACRO was responsible for managing the records of 2,147 sex offenders, an increase of 2% on last year.

We created 263 sex offender records and transferred 166 to UK police forces for local offender management.

Our process ensures that people who have been convicted of sex offences overseas are not able to travel back into the UK without their offending history being appropriately risk assessed and managed.

## ViSOR records managed by ACRO



*Note: The above figures combine both Foreign National Sex Offenders (FNSO) and UK Sex Offenders (UKSO) Violent and Sex Offender Register (ViSOR) records, where ACRO is currently managing the record for subjects who meet criteria for registration as a sex offender under the sexual offences act 2003 who are not currently managed by a UK police force.*

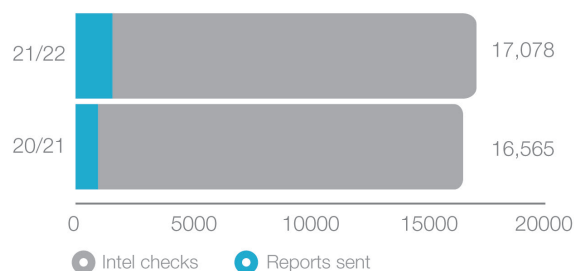
**166**

sex offender records handed to force

**263**

sex offender records created

## Intelligence checks



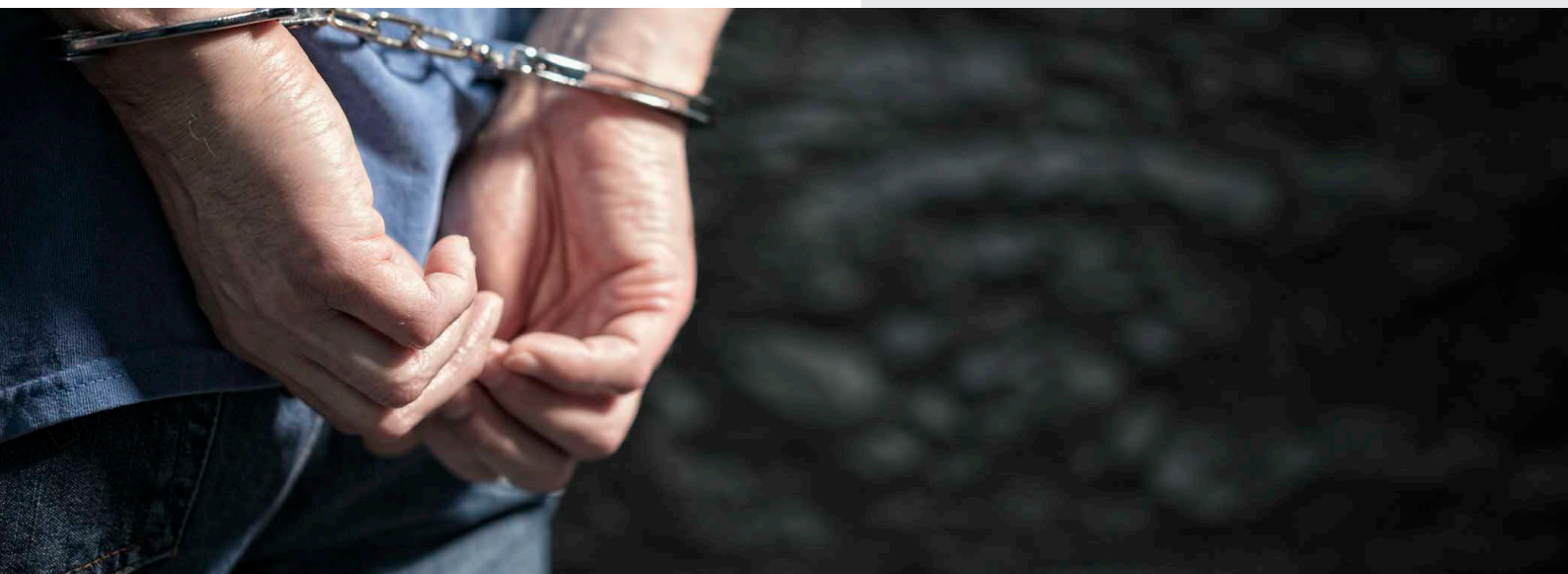
*Note: From quarter 2, 2021-22, the way reports are counted has changed – previously we reported on those that were sent in a month based on tasks created in that some month. We now report on those that were sent in a month regardless of when they were created.*

## Case study

### ViSOR team play a key role in safeguarding a registered sex offender on his return to the UK.

The UK national had been convicted of child exploitation, pornography and immorality offences and was sentenced to eight years' imprisonment in Indonesia. Following his deportation back to the UK, ACRO worked with Cleveland Police to ensure the man would be met from his flight and escorted back to the area where he was taken to HMP Durham pending a court appearance.

ACRO have now handed over the management of the man's ViSOR record to Cleveland Police.





# Serving our communities

## Rail Delivery Group

Since April 2020 we have been working with the Rail Delivery Group (RDG) to develop a national agreement with train operators for the provision of ACRO services. The overarching national agreement helps train operators manage the offences they prosecute on the rail network.

Due to this new workstream we have seen an increase of 122% in the amount of Arrest Summons Numbers (ASNs) that are created for non-policing agencies. This included 3,377 for Great Western Railway, 1,391 for Northern Trains and 916 for Transport Investigations Limited, three of the information sharing agreements (ISAs) which were signed in the previous year.

The British Transport Police (BTP) previously used to add ASNs to the PNC on behalf of rail companies so that they were able to prosecute individuals for breaking the law in relation to railway offences. This agreement came to an end unexpectedly and the train companies were left with no one to process their cases and add the arrest summons to PNC.

ACRO's PNC Services team stepped in and were able to provide a service that other police forces were unable to.

It was identified that a bespoke product could be made to fit their needs, called ASN Lites, which was an adapted version of the full ASN process.

- ACRO currently provides services for nine train operating companies (TOCs) through the signing of six ISAs with the following customers: Transport Investigations Limited; East Midlands Railway\*; Great Western Rail; London North Eastern Railway\*; Northern Rail and South Western Railway\*.
- During 2021-22 PNC Services processed almost 6,000 ASN Lites.

Other non-policing agencies who we created ASNs for include the RSPCA and the Environment Agency.

## 16 ISAs signed

during 2021/22 including three Train Operating Companies (TOCs). This is more than double the previous year's achievement of just six agreements.



*Those marked with a \* have signed up as a new customer during this financial year.*

# Serving our communities

Carrying out checks on the PNC on behalf of non-police agencies has risen by 5% in 2021-22. Our largest users include HMPPS – Prison Service, CAFCASS (Children and Family Court Advisory and Support Service), Cabinet Office Probity and Judicial Appointment Commission.

5%

rise in PNC checks on behalf of non-police agencies.

## #NE (Names Enquiry) checks



## Violence Against Women and Girls

**ACRO is very much part of the wider policing family and our staff are often seconded to support other units or special projects due to their specialist knowledge and expertise.**

Senior Manager, Lucy Saunders, was seconded to the Violence Against Women and Girls (VAWG) taskforce which was set up in light of the report commissioned by the government after the tragic murder of Sarah Everard.

The report found that 'there were inconsistencies at every level in how the police respond to violence against women, girls and victims'. The taskforce was set up in October 2021 to build trust and confidence in policing and to help reduce violence against women and girls and to create a safer environment.

Lucy took up the role of Programme Manager which saw her responsible for publishing the delivery plan based on the strategic intent of the VAWG taskforce, on time. Her main roles were progressing activity and focusing the team, which she had pulled together from various forces and organisations who were keen to provide resources in order to support this important work.

She was also responsible for putting together the successful submission of a funding bid to the Chief Constable's Council for two more years' funding following the initial first 12 months.

The delivery plan was published in December 2021 and Lucy continued to report on the progress and activities of the plan before returning to her managerial role at ACRO.

Lucy commented: 'I was provided with an insight into how violent offences against women are investigated and how victims are supported within the Criminal Justice System, which allowed me to gain an understanding of the shortcomings in relation to how policing responds to these issues.'

'However, I was reassured by the willingness and desire to acknowledge those limitations and to promote the creation of safer spaces, to relentlessly pursue perpetrators and to build trust and confidence in policing for women and girls affected by violent crime.'

ACRO Chief Executive, Rob Price said: 'ACRO was proud to lend its support to such a significant programme of work, and one which is seen as a watershed moment for the treatment of women and girls within the criminal justice system.'



# Responsible information management

Information Management is a key commitment within ACRO. We track and manage the cause of data breaches closely to ensure we are making continuous improvements to our processes and training.

Of the 580,992 transactions across ACRO business areas in 2021/2022, 0.0012% resulted in a data breach. This amounts to 730 data breaches which is a 13.71% decrease compared to the previous year.

All data breaches are risk rated for the safety and wellbeing of the public and to ensure any impact on individuals is minimised. All medium and high risk breaches undergo further analysis to ensure we meet our obligations to data subjects, and therefore we have self-referred five internal breaches, and a further two externally caused, to the Information Commissioner's Office (ICO). To date, all referrals to the ICO have resulted in no further action. All guidance and feedback received in response to referrals is reviewed for methods of implementation.

## Audit

ACRO has an Audit regime that looks at compliance and integrity. Process compliance audits were introduced this year and are a business priority.

The audits seek to address any gaps identified between established processes and governing legislation.

## Case study

### Shoplifting caution deleted following successful force review

Applicant applied for the deletion of a 2009 caution for shoplifting under the grounds of public interest.

The applicant had just turned 18 at the time of the offence. The force reviewed the request and as there had been no arrests since nor had the applicant come to the notice of the police in those 12 years, they agreed that the caution and associated biometrics should be deleted from national police systems.

730

**Total number of breaches**  
13.71% decrease

5

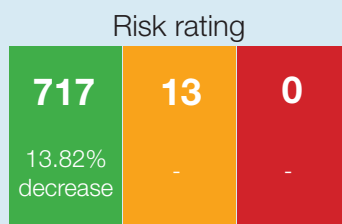
**Number of breaches resulting in ICO referrals**

3

**Breaches with ICO referrals closed**  
including no further action

2

**ICO referral outcomes not yet known**  
ongoing as of May 2022



580,992

total transaction figures for ACRO including 14,499 FPNs

13.71%

decrease in data breaches compared to the previous year

## Case study

### No Further Action deleted but caution remains on PNC

Applicant applied for the deletion of a 2019 caution for using threatening/abusive words or disorderly behaviour and a No Further Action outcome for a Common Assault. Both events were submitted under the grounds of No Crime.

The force reviewed the requests and could find no information to corroborate the chosen ground for deletion. However, they also completed a Public Interest Assessment. It was determined that the No Further Action outcome would be deleted from the PNC. However, the caution would remain as there was still a 'policing purpose' to retain that event.

## Public access to information

### Record deletion

There has been an eight per cent decrease in requests for record deletion this year. In line with the Data Protection Act we co-ordinate this process on behalf of police forces throughout England and Wales.

Applications are assessed on a case-by-case basis and data subjects are duly notified of the deletion of their records. Concerns and subject rights access are a priority for the public access team and are dealt with in accordance with regulations under the Data Protection Act.

We sent 2,109 requests to the relevant police force for review; 1,567 for which we have received decisions. These are broken down as follows:

- 23 part approved
- 503 rejected
- 508 are with forces awaiting a decision
- 533 approved
- 542 are not eligible or no response\*

*\*They are requests which are either not eligible for review under the process or the subject did not respond to our request for further information to progress the application and therefore, we cancelled the application.*



# Innovation

ACRO is always at the forefront of innovation and we continuously strive to improve our services to policing, the public and stakeholder partners.

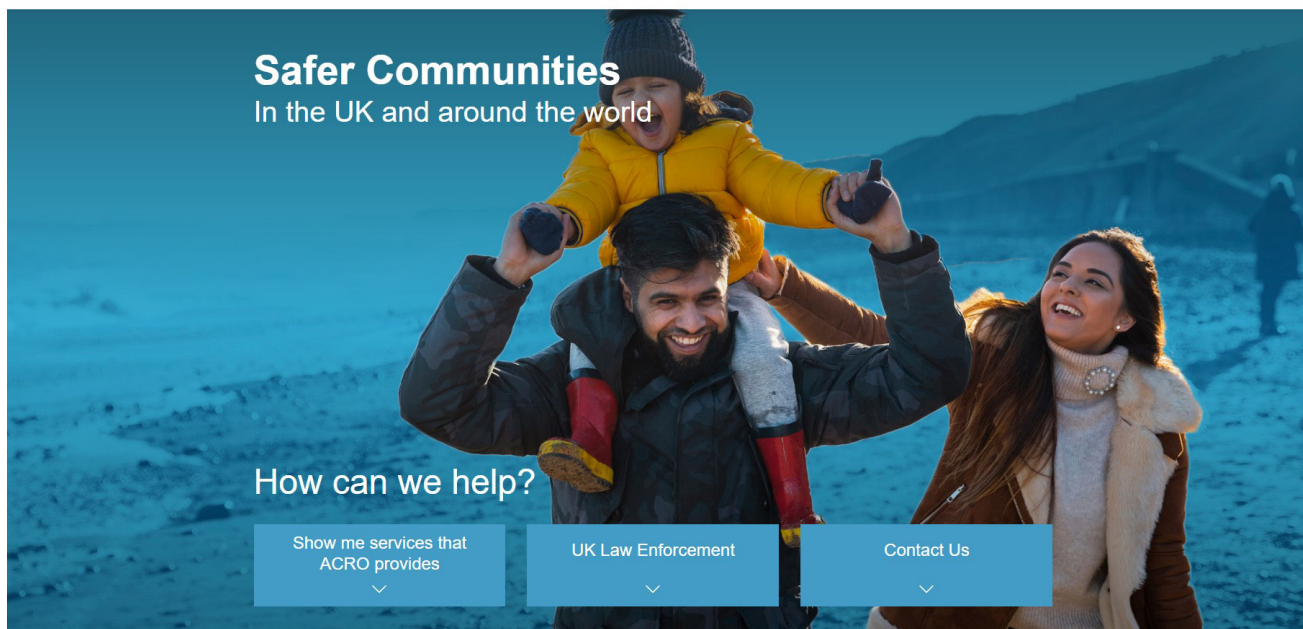
Established in July 2021, Operation Griffin was a project created to develop ACRO's commitment to improve current processes and launch new initiatives.

Enhancing our technology and processes is key to ensuring that our law enforcement agencies and partners have legitimate access to criminal record information and that the public are able to access our services efficiently.

## Project highlights

- ACRO has been working to improve and build on relationships with our IT supplier by facilitating regular meetings between our external suppliers and our corporate IT department.
- ACRO has developed a new platform with our supplier to introduce new database functions into business areas. This development will support upgrades to existing databases, enabling us to move away from old technologies and manual recording with Microsoft packages, to a more secure platform.
- Work has begun on developing the ACRO website ([www.acro.police.uk](http://www.acro.police.uk)), including improving the design and layout and making it more mobile friendly. Alongside this, an accessibility audit is ensuring that not only the website pages themselves but our content, including our documents and application forms, meet the needs of the widest possible audience.

ACRO | Criminal Records Office

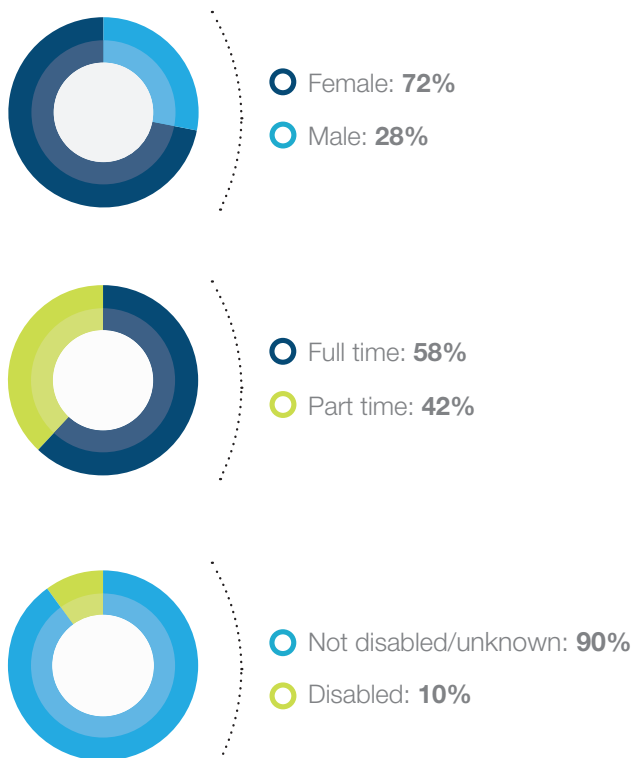


## The future

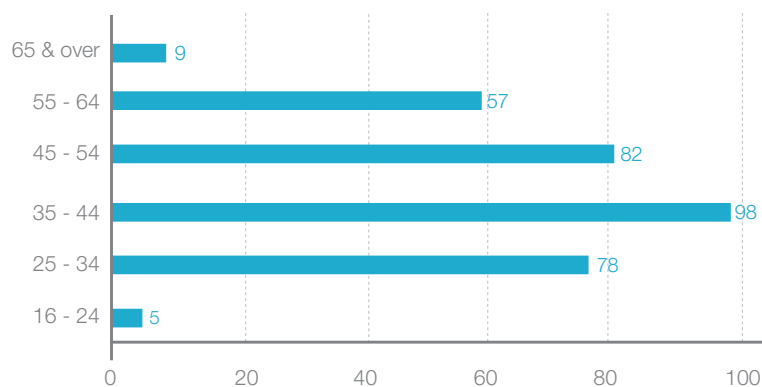
The project is now a permanent portfolio in ACRO designed specifically for 'Continuous Improvement' and will be embarking on numerous projects over the next 12 months. Developments will look to engage the new and latest technology, prioritising a refresh of our products enabling them to be completed with less human intervention. Broader savings and staffing capacity will be reinvested back into new business, generating a highly skilled workforce to enhance public safety.

# Looking after our people

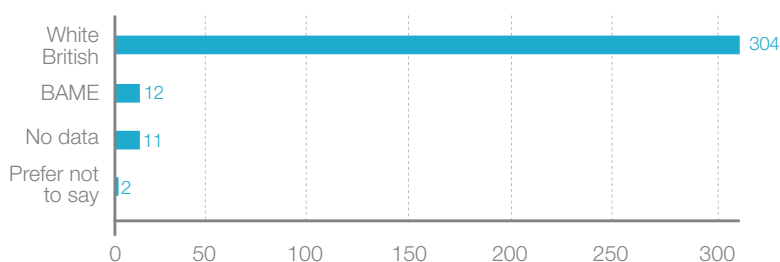
Headcount **329**



## Age



## Ethnicity



## Our generous staff

Following a couple of fallow years for fundraising within ACRO, 2021-22 has seen our support for local charities get back to the generosity of previous years.

During this financial year, our kind-hearted staff have raised funds for charities including Abby's Heroes, Breck Foundation, Alice's Arc and Dementia UK.

The popular charity days organised by ACRO's Staff Representatives group were postponed once again but staff still managed to raise hundreds of pounds through dress down days, quizzes and raffles.

ACRO also supported appeals for Afghan refugee donations and items for a women's refuge. Once again our generous staff dug deep and donated essential items for the good causes.

Staff also contributed to Hampshire Constabulary's popular Christmas Toy Appeal where thousands of presents are distributed to the vulnerable children being cared for in the area.

## Looking after our staff

ACRO's staff group, Wellbeing and Inclusion Network (AWIN), had a productive year; the ever popular wellbeing advent calendar returned as did National Inclusion Week activities.

Staff were offered a free health check, flu jabs and they are able to access a wide range of health and wellbeing support provided by Hampshire Constabulary. They also attended Solent Mind sessions and have received inclusion training.



# Summary of services

## Arrest summons numbers

The records we create on the PNC on behalf of non-police agencies, enabling them to bring prosecutions.

## Back record conversion

The process of converting historical records from microfiche to the PNC.

## Customer Services

Support for people applying for ICPCs, Police Certificates and subject access.

## Deportation certificates

We create certificates detailing conviction histories of people removed from the UK to Australia, Jamaica or South America, for the authorities in those countries.

## International Child Protection Certificates

Issued to people looking to work with children overseas and confirm to the employer whether or not the individual has a relevant criminal history in the UK.

## International criminal conviction exchange (ICCE)

Facilitating international conviction checks on behalf of police, government and non-police agencies.

There are four main international criminal conviction exchange processes:

**Requests out** – received from within the UK for conviction information held abroad. Requests may be made by the police, or other non-police agencies.

**Requests in** – received from authorities abroad for conviction information held in the UK.

**Notifications out** – proactive messages sent abroad about foreign nationals convicted in the UK.

**Notifications in** – proactive messages received about UK nationals convicted abroad.

## #NE checks

Carrying out checks on the PNC on behalf of non-police agencies.

## #NU

The creation of a record on the PNC for non-police agencies when prosecuting an individual.

## Police Certificates

Issued to people looking to move or work abroad. They confirm whether or not the applicant has a conviction history in the UK, and provide details as appropriate. The product is used by embassies, consulates and high commissions to make decisions on visa applications.

## PNC name enquiry checks

ACRO carries out checks on behalf of non-police agencies to provide conviction information in support of their work.

## PNC updates

Updates to the PNC with basic information such as name, date of birth and address.

## Record deletion

The process by which people can ask for information held about them on national police systems to be removed under certain criteria and subject to eligibility. ACRO co-ordinates this service on behalf of police forces in England and Wales.

## Sex offender records management

This is carried out in respect of both UK nationals convicted of sex offences abroad and foreign nationals in the UK found to have convictions for sex offences abroad. We manage records until they are transferred to force for local public protection.

## Subject access

A service we provide on behalf of police forces to people who want to access information held about them on the PNC.

## UKVI certificates

We create certificates detailing conviction histories of foreign nationals applying to return to the UK, which are used to help make visa decisions.

## Common abbreviations

**ASN** Arrest summons number

**COBIS** Council of British International Schools

**FNSO** Foreign National Sex Offenders

**FPN(s)** Fixed Penalty Notice(s)

**ICPC** International Child Protection Certificate

**ICO** Information Commissioner's Office

**NCA** National Crime Agency

**NPCC** National Police Chiefs' Council

**PNC** Police National Computer

**RDG** Rail Delivery Group

**UKSO** UK Sex Offenders

**ViSOR** Violent and Sex Offender Register