
ICPC (International Child Protection Certificate)

ACRO RECOVERY PLAN UPDATE

11/10/2023

National Services Portfolio

1. Purpose

1.1 The purpose of this document is to update COBIS on the recovery process from our Cyber Incident and share progress on our new website.

2. Background and Volumes

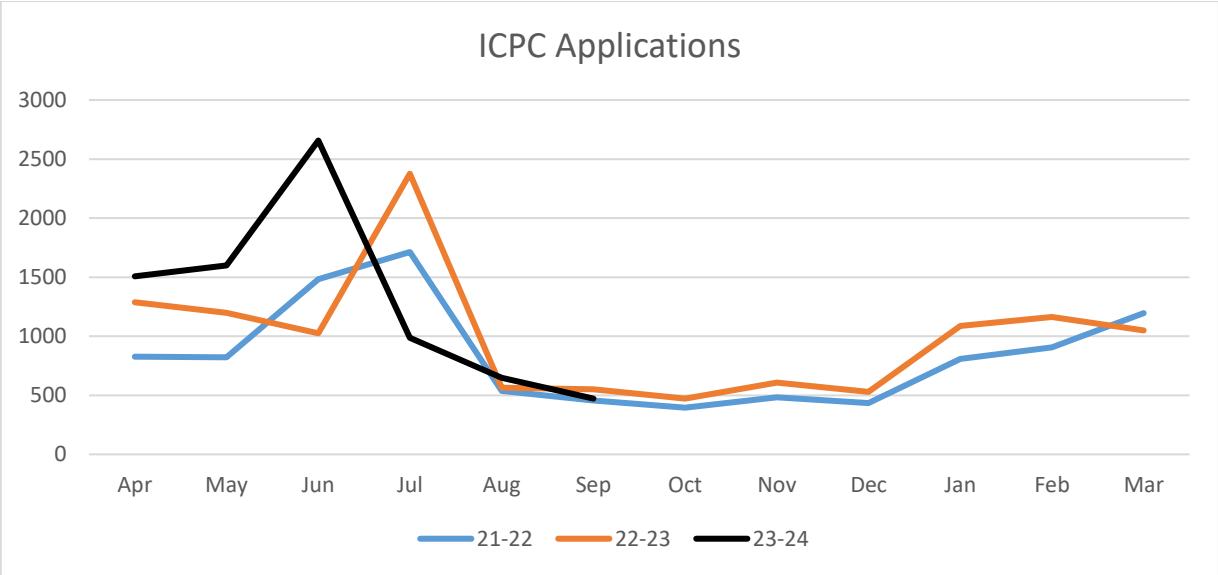
2.1 ACRO identified that the external website had been subject to a Cyber incident in March 2023. The first impact of this Cyber Incident was the closure of the website immediately and manual processes implemented for an interim measure.

2.2 ACRO website is a policing system, so the process of building a new website has not been as swift as we would like, due to requirements of following the correct procedure to ensure the new website fulfils all the relevant security criteria.

2.3 During this time, ACRO has reverted to manual processes. Previously, customers would apply for an ICPC directly from the website however, due to the implementation of a manual process, applicants are required to email ACRO directly requesting an application before returning the completed form along with the relevant documentation. Currently applications and documentation is required to input manually into our systems before processing can commence.

2.4 ACRO has obtained additional resources internally along with support from temporary staff from outside agencies. In addition to the Cyber incident, 2023 has seen a rise in applications for the ICPC service affecting the department further. In the first two quarters of the 2023/2024 financial year, 7872 ICPC applications were processed, an increase of 12% compared with the 2022/2023 financial year.





3. Recovery

3.1 Work continues to recover processing times pre cyber incident. The ICPC process has recovered significantly and the current processing time is currently averaging at 10 working days. Mainly, this is due to the volumes reducing as part of the expected seasonal trend. As you can see from the graph above, our peak period experienced early summer was one month earlier than previous years and we are preparing for the possibility of the increase in volumes in December as opposed to January.

4. Website

4.1 One of the key steps towards recovering long term is the implementation of a new website. We have a contract in place with Brightgen and Stage 1, the flat page, and is place. Stage 2 is currently in progress and involves a multi-page website and we are working towards a delivery date in late October, early November. There are two further steps in the process, Stage 3 and Stage 4. These two stages will have the biggest impact overall. Stage 3 will allow the applicant to apply directly online with the application transferring directly on to our systems. The last stage of this process, Stage 4, involves the implementation of a customer portal. This will allow individuals to view the progress of their application without the need of contacting us directly. The recovery plan timeline can be found at Appendix A.

5. Future Developments

5.1 The new website is the start of other processes improving the customer journey. A new database is in the embryonic stages of development. This will replace our current system overall providing a more streamlined service while opening the door for a digital service in the future.



Appendix A

