

West Midlands Police Federation

Here For You Our work in 2018

Annual public value report





Here For You

West Midlands Police Federation represents the interests of the Force's constables, sergeants, inspectors and chief inspectors. It seeks to negotiate on their behalf and influence decision-makers, locally, regionally and nationally.

Based at Guardians House in Sheldon, the Federation, its full-time officials, staff and workplace representatives across the Force area put members' interests at the heart of all they do and are committed to providing an effective and efficient service. It is also important that the Federation's services represent value for money for the members, for the Force and for the communities they serve.

This annual report gives an overview of West Midlands Police Federation's work on members' behalf during 2018. Of course, it would be almost impossible to give a detailed account of all the time Federation representatives and staff spend talking to members, offering advice, listening to their concerns or sharing information with them. Nor could we gather statistics on the countless face to face conversations, telephone calls, text messages and emails between Federation officials and senior officers and staff or between workplace representatives and their colleagues. But these would, without doubt, add up to hundreds of hours over the year.

The Federation also works in partnership with private companies to offer members a comprehensive Group Insurance Scheme and a range of Member Service discounts tailored to their needs. These are also outlined in this report.

Chair's foreword

Welcome to Here For You, the West Midlands Police Federation's annual public value report covering its work on behalf of its members during 2018.

Through a team of elected full-time officials and workplace representatives, staff and Member Service providers, West Midlands Police Federation is committed to representing and supporting members with a firm focus on their health, welfare and wellbeing, in both a physical and mental sense.

The Government's failure to prioritise public safety through policing and criminal justice have put our service under pressure as it tries to deal with ever more complexity with fewer resources. Our presence in communities has diminished and ordinary people are increasingly aware of the effects of a reduced visible policing presence. Our officers are suffering too as they try to effectively meet ever-rising demand despite there being fewer and fewer of them to go around.

We have been at the forefront of the Federation's Protect the Protectors campaign which in November 2018, led to the new Assaults on Emergency Service Workers (Offences) Act coming into effect. The act creates a new aggravated offence of an assault against a member of the emergency services and doubles the maximum sentence for these cowardly and despicable acts from six to 12 months. It is hoped this will act as a stronger deterrent and send out a clear message that assaults on officers – and other blue light workers – will not be tolerated. Nevertheless we are still seeing far too many incidents in which our members are assaulted while doing their job.

The campaign also called for better protective equipment and I have been very vocal in calling for the Force to provide Taser – and training – to all of our officers who wish to carry the devices. In December, the Force announced a further 998 officers will be equipped with Taser, bringing our total Taser-trained officers to 1,441, which is about half of our front-line officers, so I will continue to keep up the pressure on this.

Meanwhile, we are also working as a Federation, and through our Health and Safety Committee in particular, to address the growing problem of officer stress. This is another issue that we will continue to raise during 2019.

By Rich Cooke

Secretary's summary

There were four key themes to my work during 2018 – the Federation elections, maintaining the quality of service we offer members, officers' pay and, perhaps linked to that, issues around retention and recruitment.

Elections

From February 2018, branches across England and Wales held their first elections under the new processes put in place following Sir David Normington's independent review of the Police Federation. The overall aim was to ensure that each Branch Council was made up of a truly representative group of individuals. New constituencies were drawn up which brought challenges with regard to geographic and departmental representation but committee secretaries have worked hard to train and upskill representatives to provide a professional service locally. The vast majority of all newly elected reps have received their initial Federation training with two courses being held locally. The election also provided us with a waiting list of those wanting to become reps but, due to retirements, transfers and other officers leaving, this has now been exhausted. We are organising another round of elections to fill the vacancies and replenish the waiting list so that we retain a full council for the next two years, until the next triennial.

Serving our members

The budget available to West Midlands Police Federation is now set centrally by the Police Federation of England and Wales. Despite receiving a far smaller amount from central funds than we have had previously, we have managed to retain the same level of service to our members.

We are still offering off-duty legal cover – with the Metropolitan Police being the only other branch to do so. This means our members are fully protected both on and off duty. This policy is due for renewal in April 2019 but will continue as long as it remains affordable.

Pay

For the second year running, the Government ignored the recommendations of the independent Police Remuneration Review Body (PRRB). The PRRB had recommended a three per cent pay rise – close to the 3.4 per cent sought for members by the Police Federation and the Superintendents' Association – but the Government instead gave officers just two per cent.

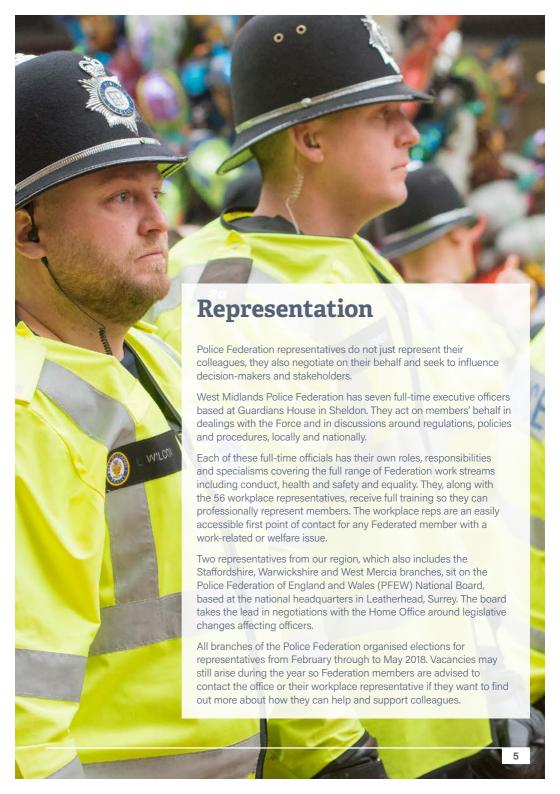
The Federation has argued that in real terms this amounts to just 0.85 per cent for constables while also stating officer pay has fallen more than that of other sectors of the workforce. The Federation has mounted a legal challenge to the Government's decision.

Retention and recruitment

We are beginning to see an increase in the number of people choosing to leave the Force and this is coupled with early signs of a slow-down in the number of people showing an interest in joining. The combination of these two factors means, for the first time in a long time, we may have a recruitment and retention problem.

The introduction of the Policing Education Qualifications
Framework (PEQF) now requires all police officers to have degree level qualifications at the point of confirmation and this is something we, as a Federation, believe will lead to a lack of diversity in recruits across many protected strands.

By Steve Grange



Conduct and performance

One of the key developments of 2018 from a conduct perspective was the launch – on 8 January - of the Independent Office for Police Conduct (IOPC), the new watchdog replacing the Independent Police Complaints Commission (IPCC).

In a presentation to the Police Federation's conference in Birmingham in May, the IOPC's director general – Michael Lockwood - said it was not just about a change of name but also about a new strategy and a new approach. While obviously appreciative of the sentiment, we do still need to see more done to ensure that officers are no longer subject to long, drawn-out conduct proceedings, which in some cases, go on for years, causing untold stress and anxiety not just to those under scrutiny but also their families.

New conduct regulations are now expected (due to Brexit) to come in to force late in 2019 or early 2020.

Here at West Midlands Police Federation we are the two full-time Conduct and Performance Liaison Officers (CaPLO). Dave Hadley will work alongside George from June 2019 following John's retirement.

The full-time officials are supported by 17 workbased representatives specialising in advising members on misconduct, gross misconduct and performance issues. They all receive training for this critical role and meet monthly to discuss cases, regulatory changes and any themes and trends.

As a reminder to members, if you are served with a Regulation Notice advising you of an investigation into your actions, please sign the document to accept service but do not say anything until you have spoken to one of the CaPLO reps. Your CaPLO will attend any interview you are asked to attend as part of any inquiry and, if there is a criminal allegation, they will arrange legal representation.

The Federation operates a call-out rota so members can contact a trained conduct representative 24/7 and 365 days a year.

By John Tooms and George McDonnell

The CaPLO team's work in 2018 included:

Hearings and meetings

Special case hearings	7
Officers dismissed	6
Final written warning	1

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10 misconduct hearings	
No further action, not proven, learning	6
Final written warning	1
Dismissed - 2 resigned prior to hearing/dealt with under new former officer regulations	5
Note: 2 officers attended the series of dispersed 2 actions	

Note: 3 officers attended 1 hearing - 1 dismissed, 2 not proven - hence a total of 12 results from 10 hearings.

17 misconduct meetings

No further action, not proven	5
Management advice	3
Written warning	5
Final written warning	4

From a sample of 115 2018 finalised conduct and performance investigations:

No further action, not proven, learning	55
Management action	8
Management advice	0
Written warning	3
Final written warning	3
Dismissed	4
Other (witness statement request and so on)	42

Of the above sample of 115 conduct and performance investigations, 29 of these were carried out by the IOPC.

Of these 29 investigations:

No further action, not proven, learning	15
Management advice	1
Other (witness statement request and so on)	13

Professional Standards Department recorded complaints

Year	Complaint	Conduct	Total
2016	921	185	1,106
2017	836	143	979
2018	530	139	669



Professional development

West Midlands Police Federation (WMPF) does all it can to represent members' views locally, regionally and nationally so that it can have its say on how people are recruited, how officers' progress is assessed, what defines them as competent and how they are trained, developed and promoted.

The way that police officers are recruited and trained has changed significantly and some of the first officers to be trained under the Policing Education Qualifications Framework will be joining West Midlands Police this year so it is vital that we support officers recruited under the new training arrangements, monitor the effectiveness of the process and assess the impact on the organisation.

I, and other representatives of West Midlands Police Federation, meet regularly with the national Police Federation leads so that we can share our experiences, discuss best practice and seek to influence the decision-makers.

WMPF welcomes recommendations that enhance career development for officers. However, care needs to be taken to ensure fairness of opportunity for all and to ensure that the service continues to represent the public. WMPF is keen to engage and to help ensure that these are undertaken in a way that is fair to all.

The College of Policing publishes consultation papers regularly and seeks feedback from officers of all ranks. If you have an interest in your own professional development and that of the police service generally, I would urge you to visit the college's website - college.police.uk - and take part in any discussions of interest.

By Giles Dean, West Midlands Police Federation lead











Personnel and Equalities Committee

The last 12 months has seen once again significant changes and challenges in this area of our work.

The Police Federation itself has taken steps to improve equality within the organisation and in terms of representation of the members we serve. The elections in the first half of 2018 brought in new representatives with fresh ideas.

I myself took on this role at the end of September 2018. Evaluating what had been done over the previous 12 months, it was clear there had been real struggles; both for West Midlands Police and also the Police Federation.

Sickness continues to be a big issue for the Force and the members themselves. The Federation continues to support members through various supportive referrals and processes.

The Force has introduced Attendance Support Meetings to help with early interventions in aiding a member back to work and assisting with supporting them at work. However, this process is not as fluid as it should be.

Members are unprepared for the process through lack of understanding. Additionally, line managers are ill-informed about when to use it and how. When it has been used appropriately, it works well. However, when not used correctly, it frequently makes matters worse.

The steps taken by my colleague, West Midlands Police Federation deputy secretary Tim Rogers, and the Force last year in relation to ill-health retirements has improved the process remarkably. The plan this year is to improve it even further, speed up the process and for the Federation to support and advise at an earlier stage.

Grievances, though improved by the Force, are still 'hit and miss'. They are still far too lengthy in timescales. The latest data from the Force shows that in the last quarter there has been a reduction in grievances submitted. The Equality Committee within the Federation would support this view. However, the legal challenge requests have greatly increased.

Tim attends the Regulation 28 (half pay) reviews on behalf of the Federation. Frequently, the list of affected officers is only provided to him days before the meeting. It proves very difficult - and a near impossible task - for him to obtain representations from affected officers. Once again, more than 500 officers have been advised, supported or assisted through the Group Insurance Scheme claims procedures.

Last year, the Force conducted the Fairness in Policing approach. The feedback towards the complaints process from officers was particularly direct. The same issues surrounding fairness to members within the workplace, particularly in relation to equality is clearly evident and found to be lacking.

Austerity and funding cuts to the police have been brutal. However, the staff are the most expensive and important commodity that the Force has. Not treating them properly or with care means they break; just as any machine would if continuously run without rest, breaks or time for refuelling.

Going forward as a committee, we are determined to challenge the Force where appropriate.

By committee secretary Cliff Tomkinson

Putting members' health and safety first

The Health, Safety and Welfare Committee was reformed on 18 July 2018 with the election of new principal officers to the committee. Since then, we have all hit the ground running in terms of tackling issues which have been raised by members.

There are a number of key work streams into which the committee is investing a great deal of time and energy in order to ensure that the Force is working towards the common goal of looking after the interests of our members.

As a committee, we have conducted a stress survey, the results of which will be published in the Federation magazine. The committee plans to work with the Force to provide the risk assessment and control measures identified.

We are also in the process of conducting a further survey looking at the provision of refreshment breaks. This is an ongoing piece of work and we will be acting upon the evidence as it is obtained.

Looking forward into 2019, the committee wants to work more closely with the Personnel and Equalities Committees (P & E) and the Conduct and Performance Liaison Officers (CaPLO) as our work is intrinsically linked and this closer co-operation can only benefit members.

The committee does not have any full-time representatives - unlike P & E and CaPLO - so the work carried out by its members is carried out in addition to their day jobs. We are seeking a full-time rep's post but this is proving slow-going. In the meantime, the committee members will look closely at future priorities to maximise the work they are able to do.



It has identified a number of priority work streams which will include issues around:

- Single crewing of officers
- Current response driving expectations
- The use of telematics
- The use and implementation of Taser
- Force risk assessments
- Estate management and walk-throughs.

We are a small but hard-working committee, however, we would like to encourage new members to join us. In addition, we would also like to encourage more Federation reps to complete the health and safety training to support the committee's work.

The committee includes: Deano Walker - secretary, Steve Green - deputy chair and Archie Murphy deputy secretary.

By Jason Durnall

Chair of the West Midlands Police Federation Health, Safety and Welfare Committee

Key stats

373

Claims made since the scheme began in 2015

£254,854.19

Has been paid in respect of claims under the scheme

£47,323.60

Related to discipline matters

£155,729.67

Related to criminal prosecution defence claims

The support offered by LIM internally would be worth

£85,869.90

but this is provided free to members under the scheme.

55

Calls received per month from West Midlands members, with the average call length being

20-30 minutes

Legal scheme

West Midlands Police Federation is now funding legal expenses insurance for all its subscribing members, making it one of only two in the country to do so. It has been a great success with many of our members benefiting from this cover.

If, as a Federation member, you are not aware of the cover provided, please take a little time to read the policy details at polfed.org/westmids

The legal expenses cover offered could well save you money directly as it includes uninsured loss recovery in relation to motor insurance for the subscribing member, their spouse/partner and any children living with them.

This cover (often referred to as 'legal cover') in motor insurance quotes is not required for any subscribing member as it is provided within the scheme benefits.

Below is a brief outline of some of the instances where

Claim type	Number of claims
Personal injury	33
Criminal prosecution defence	26
Contract dispute - consumer	23
Employment	16
Disciplinary	10
Property	10
Probate	9
Motor prosecution defence	7
No insured event	6
Education appeal	4
Medical negligence	4
Other	3
Motor ULR	2
Professional negligence	1

The total amount reserved is currently £254,179.66, which is for claims that are continuing to be handled.



Advice

During 2018, your Federation offered members **FREE** advice and expertise in a multitude of areas.

Police Regulations

Gary Nuttall, the West Midlands Police Federation in-house expert, answers all questions members may have on Police Regulations and pensions advice.

Call Gary on 0121 752 4900 and select Option 1 to speak about regulations advice or email GNuttall@westmids.polfed.org with your query.

Mortgage advice

A total of 104 mortgage advice surgeries were held in nine different stations around the Force area.

Free mortgage advice was given to 368 and 82 per cent or 302 officers went on to take out a mortgage as a result.

Family law advice

More than 20 family law surgeries were held.

Managing money and planning for retirement

A total 151 officers attended the seven retirement courses we organised through the year.

Financial education

Caroline Harris, our financial welfare consultant, who works for George Burrows, offers a free service to help officers make sense of their finances. She gave more than 300 hours of free support and guidance to members.

A total of 135 officers attended a free financial surgery at Guardians House in 2018.

Group Insurance Scheme

More than 83 per cent of West Midlands Police Federation members are covered under the Group Insurance Scheme.

Claims

Year	Serving officer	Partner	Child	Retired officer	Retired officer's partner	Total
2017	2	NA	NA	11	3	16
2018	2	1	NA	21	3	27

Claim values

Year	Serving officer	Partner	Child	Retired officer	Retired officer's partner	Total
2017	£230,000		NA	£451,500	£62,500	£744,000
2018	£245,000	£65,000	NA	£815,000	£62,500	£1,187,500

Group Critical Illness:

Claims

Year	Serving officer	Partner	Child	Total
2017	12	4	1	17
2018	15	1	NA	16

Claim values

Year	Serving officer	Partner	Child	Total
2017	£120,000	£20,000	£3,000	£143,000
2018	£190,000	£5,000	NA	£195,000

Civil:

Year	Claims	Total	Recovered 18 claims (all claims years) in 2017 £116,273 (including two high value claims)
2017	202	£43,846	Recovered 12 claims (all claims years) in 2018 £48,089
2018	229	£3027.14	11000vered 12 cidims (dif cidims years) iii 2010 240,003

RAC motor breakdown policy

Call outs	Patrol attendance rate:	Satisfaction survey score:	Recoveries made:	Patrol fix rate:	Right resource first time:	
2,022	93%	97%	211	83%	95%	



Member services

In 2018 four Federation Roadshows were held, **12,411** surfers visited our Member Services website pages, members saved hundreds of pounds when buying insurance through our providers and, £150 worth of Amazon vouchers were won by members in competitions.

Our communications



358,212

Total unique views to our website in **2018**.

228

New followers

on our Twitter in 2018

3,902Total followers

243 Tweets



Our website

93

News items posted on our website

News 2,886 page views

Group Insurance 9,477 page views

Member Services
12,411 page views

Advice & Regulations 5,782 page views

1,779

New followers on our Facebook page

The most popular website pages viewed:

Vehicle deals

Group
Insurance
Scheme

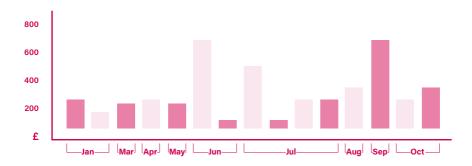
Member Services

Advice & Regulations

Donations and sponsorship during 2018

January	£250 £100	Menopause, Health and Wellbeing Evening In lieu of flowers for officer's funeral		
March £203.50		To support fund-raising for Hope House, Acros and SSAFA		
April £250		Sponsorship of table at a West Midlands Police Amateur Boxing Club event		
May	£200	For brain tumour charity, members taking part in fund-raising rowing even		
June	£700 £80	Women in Policing Police Roll of Honour reception		
July	£500 £100 £250 £250	WMP Heritage Project May Stevens Hospice Charity event Towards memorial bench in honour of PC Durber		
August	£305	Charity abseil in aid of COPS and MAD		
September	£700	To support the BAPA awards		
October	£250 £350	Donation to officer running the London Marathon in aid of Crime Stoppers Supporting 30th anniversary concert in aid of COPS, BPSO and National Foundation for Youth Music		

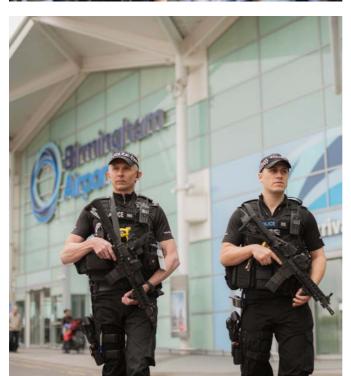
TOTAL SPEND: £4,488.50



In addition, three £50 Amazon gift vouchers were used as competition prizes at the Federation roadshows while 89 hampers and 14 bouquets of flowers were presented to members during hardship.











Income

Income decreased this year (£401,500 in 2018, compared to £650,000 in 2017). This is due to the new accounting and budget procedure see - overview for full explanation.

The West Midlands Police numbers are beginning to stabilise, having seen huge reductions over the last five years, which has influenced the amount of money received through Federation subscriptions.

Expenditure

Wages are down as result of making significant redundancies, a new computer systems is in place – three years after the last update - and, a better telephone system has been installed making us more accessible and efficient. Travel and accommodation expenditure has also dropped slightly.

Overview

The main core account (subscriptions) is now run by the Police Federation of England and Wales (PFEW) at Leatherhead in view of changes brought in after the independent review of the Federation nationally. This change is to ensure accounts held by the Federation would be more transparent and more effective, with a more visible and open approach to showing accounts and worth. Nothing will really change at West Midlands Police Federation except we will now be run by a budget system. Our balance sheet remains strong.

The system for receiving subscriptions has also changed. We no longer retain 30 per cent of subscriptions and now send 100 per cent to Leatherhead. During the last 18 months, we have been doing several budget exercises to make a fair application to Leatherhead to receive monies back enabling us to run our core services. The secretary, Steve Grange, and accounts manager will make every effort to ensure we receive what is required to run the West Midlands Police Federation.

We will be retaining our Member Services, which is only fair, therefore we will continue to generate income which is derived from the provision of insurance and other products to members. We continue to find ways to attract officers and staff who now use online services. At the moment, the Group Insurance Scheme package is still by far the best on the market. We continue to offer all our serving officers free legal cover which is generated from the surplus received from member services.

With the uncertainty of Brexit, investments in shares and bonds took a loss in the last quarter of the year, however, at the end of the year we still made a small profit. Although the investments are held by professional fund managers, we continue to look at ways to maximise our investments.

"I am writing this to thank the Federation for their support during a very stressful investigation against me. When I made contact with the Federation I was fortunate to have George McDonnell represent me from the outset. George has represented me since and I have to say he's absolutely brilliant in every aspect possible. I have never needed the support of the Federation prior but can honestly say George's support during this very long process has made me see how invaluable the Federation are when it comes to staff welfare."

Name withheld

"I would be grateful if you would pass on my thanks to the colleagues we met on Friday (and you should accept my thanks too). I learnt a lot, especially about their ferocious focus on their membership and about the impressive package of support that is available to members. It was a really worthwhile day."

Member of the PFFW Advisory Group

"Can I just place on record the wonderful job George
McDonnell has done on my behalf before, during and after
my gross misconduct hearing appearance? He is a real
credit to WMP Federation. I have had good representatives,
very poor representatives and the very best in George.
He not only provided a listening ear at all times but was a
great reassurance for my family and friends/ colleagues
during this turbulent time. "I will always be indebted for his
tenacious manner and generosity."

Name withheld

"I was recently subject of a criminal complaint. The experience was made easier by the support of the Federation and, in particular, Dave Hadley who was my Fed rep. Dave was amazing throughout this period. He showed a considerable amount of empathy, friendship and warmth."

Name withheld

"I just wanted to say a big thank you, I am back to work and it feels good to be back :) But I just wanted to say how much it was appreciated to know that I have you both supporting me. It really does mean a lot. It has been a horrible few years with those two nasty work incidents, and it feels like a constant battle some days with dealing with the psychological impact of those incidents. So to not have this to stress about being dropped to half pay is huge. And this isn't a 'woe is me' either. But just to put some context on how much it does mean. People are too quick to complain but not so quick to say thank you."

Name withheld

"Please accept my warmest thanks for all your help re this matter. Your guidance and advice has helped me through some difficult and stressful times over the last few months, and I wanted to take the time to thank you directly."

Name withheld

A snapshot of 2018

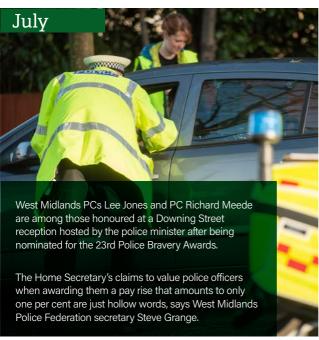
























Photographs courtesy of West Midlands Police.

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