



Public Value Report 2017-18

Providing a total care
package for our members

Providing care and support for our Members

Merseyside Police Federation is one of **43** branches of the Police Federation of England and Wales. We currently have **3388** members, and we represent all Police Officers up to the rank of Chief Inspector in matters of welfare and efficiency.

Currently **99.8%** of all eligible Police Officers voluntarily subscribe to the Police Federation.

One of the recommendations of the Normington independent review of the police Federation highlighted the need for each Police Federation to produce an annual public value report, and this is the second report we have produced.

Our public value report highlights the work we complete for our members, and also the extra services we provide that assists in providing for their welfare, and improving the efficiency of Merseyside Police, which in turn displays the public value we provide.

We operate our 'total care package'. This is a combination of the three schemes we operate that ensures we are able to represent members fully. This consists of:

- Police Federation
- Northwest Police Benevolent Fund
- Group Insurance Scheme.

We believe if a police officer is not a member of all three schemes, there is a significant gap in our ability to represent and look after them fully.

Core Purpose

Our core purpose is to:

- Ensure our members are fully informed and that there is the highest degree of transparency in decision making and use of resources;
- Maintain exemplary standards of conduct, integrity and professionalism;
- Act in the interests of our members and the public, seeking to build public confidence in the police service and accepting public accountability for its use of public money;
- Work together and in partnership with others in the policing world to achieve our goals.
- We fully support the Code of Ethics, which applies to more than 220,000 officers, police staff, contractors and volunteers working in policing.

It sets out the standards of behaviour that the public can expect from officers and staff at every role and at every level and helps guide decision making.

The main components of the Code are nine policing principles and 10 standards of professional behaviour.

- Policing principles
- Accountability
- Fairness
- Honesty
- Integrity
- Leadership
- Objectivity
- Openness
- Respect
- Selflessness

Standards of professional behaviour

1. Honesty and integrity
2. Authority, respect and courtesy
3. Equality and diversity
4. Use of force
5. Orders and instructions
6. Duties and responsibilities
7. Confidentiality
8. Fitness for work
9. Conduct
10. Challenging and reporting improper conduct

Local Federation – providing value and support for our members and the public of Merseyside

The support and assistance provided by local branches to members cannot be underestimated. On Merseyside one of our main priorities is to provide extra benefit services to our members, in addition to what they receive from member subscriptions. Whilst it is essential that our national office are able to provide funding for legal services and negotiate on our behalf, the day to day involvement of a local Federation Office, and workplace Federation representatives is where the real strength of the Police Federation exists.

We highlight in this report what we do at a local level, both the services we operate and the support you get from your local representatives.

We produce some information that shows some of the work we have done for members during 2017. We do however point out that numbers alone never give the full story. They can paint a reasonable picture of demand, but rarely the personal impact which created or resulted in any interaction.

What it does demonstrate is the level of assistance and support we supply to our members on Merseyside.

We receive on average between 80 and 110 telephone calls per day covering a wide range of enquiries. Over a year this equals a minimum of 20,000 calls per year into our offices.

In respect of queries from members, the four main categories for queries are:

- Welfare
- Advice regarding Regulations
- Misconduct
- Group Insurance

In 2017, we also received 2,760 visitors to our premises at Green Lane. One of our main objectives is to engage with more members, and not just those requiring the assistance of a rep. We have worked hard at increasing member footfall into our building, and this has been achieved massively. We have introduced numerous wellbeing surgeries and seminars for members, and these are very well attended.

Very often, our members initial contact with the Fed will be via their local Rep. We currently have 22 workplace reps within the new force structure, and we have 5 full time Reps based at Green Lane. Our workplace reps perform the Federation role in addition to their normal Police roles.

Many of the cases we deal with involve the local rep working with us at Green Lane in ensuring we provide the best possible service. We produce some information below that highlights the number of cases dealt with at Green Lane, and also the work carried out by local reps. It certainly keeps us busy, but that is what we are here for. The value of what we do cannot be underestimated. The facts and figures speak for themselves.

This would show that on average, one in four members contact their Rep at least once a year.

It's not just the money

We really try and go the extra mile for members. The services provided by Merseyside Police Federation go well beyond what the current subscription provides.

The officers and staff at Green Lane have managed claims, compensation and insurance payments for members in the region of £1.75m in 2017.

This includes cases of members who at times of uncertainty, financial difficulties, failing health, facing misconduct or other difficulties have sought the assistance of their Federation Reps to assist them through stressful times. Time and time again members rightly question the value of the schemes they contribute to and consider their worth.

The information detailed here provides a host of reasons why membership of not only the Police Federation but also the Group Insurance and Northwest Police Benevolent Fund is essential in ensuring police officers can deal with the plethora of issues life throws at them whilst being a police officer.

Hopefully we can demonstrate value for money to our members. Our absolute aim is to help our members. Very often this includes getting them back to work quicker. This in turn makes the force more efficient, and highlights our benefit to the force and the public. We produce evidence of this later in this publication.

All Change at Green Lane

During the last 12 months, the full time team at Green Lane has nearly totally changed. Our new full-time team are now:

Tony Fairclough – *Chairman*
Dave Lowe – *Secretary*
Dave Sim – *Deputy Secretary / Treasurer*
Chris Leach – *Misconduct Lead*
Jane Arrowsmith – *Welfare and Support Lead*

Summary of financial activity for 2017

The category of Branch Board includes all member federation subscription income. The local branch has to submit a budget to the centre at Leatherhead and receives a monthly allocation of funds based on cost estimates.

Locally, the fund finances building running costs, Fed Rep expenses (including training) and Federation employed staff costs.

Member Trust comprises mainly income from schemes and business activities. All the proceeds belong to Merseyside Trust members only, and any proceeds received are used only for the benefits of members and retired members.

The overall Police Federation funds are currently being audited by KPMG. The accounts produced here are management accounts for Merseyside Police Federation produced by our accountants, Kinsella Clarke.

2017 Financial Summary

	Branch Board	Member Trust	Combined
Income	£ 263,509	£ 290,387	£ 553,896
Bank interest		£ 2,407	£ 2,407
Gain on investments		£ 15,357	£ 15,357
Total	£ 263,509	£ 308,151	£ 571,660
Expense	£ (266,911)	£ (268,658)	£ (535,569)
Property expense			
Depreciation	£ (8,747)	£ (1,950)	£ (10,697)
Gain / loss on investments			
Deferred tax			
Total expense	£ (275,658)	£ (270,608)	£ (546,266)
Profit / (loss)	£ (12,149)	£ 37,543	£ 25,394

Balance Sheets 31st December 2017

	Branch Board	Member Trust	Combined
Fixed Assets	£ 328,770	£ 483,118	£ 811,888
Investments		£ 151,100	£ 151,100
Current Assets	£ 45,105	£ 1,064,704	£ 1,109,809
Current Liabilities	£ (11,325)	£ (243,113)	£ (254,438)
Long term liabilities provision for liabilities	£ (353,434)	£ (14,091)	£ (367,525)
Net Assets	£ 9,116	£ 1,441,718	£ 1,450,834

Benefits Of Merseyside Police Federation

Cases handled by local Federation reps and staff

The benefits of having a local Police Federation are highlighted in this public value report to highlight the importance of our services to members, Merseyside Police, and the public of Merseyside.

In 2017 there were 971 cases handled by Merseyside Police Federation staff at Green Lane, or via referrals to specialists. This is equivalent of nearly one in every three members receiving support or assistance during the year. This does not even include the assistance via workplace representatives.

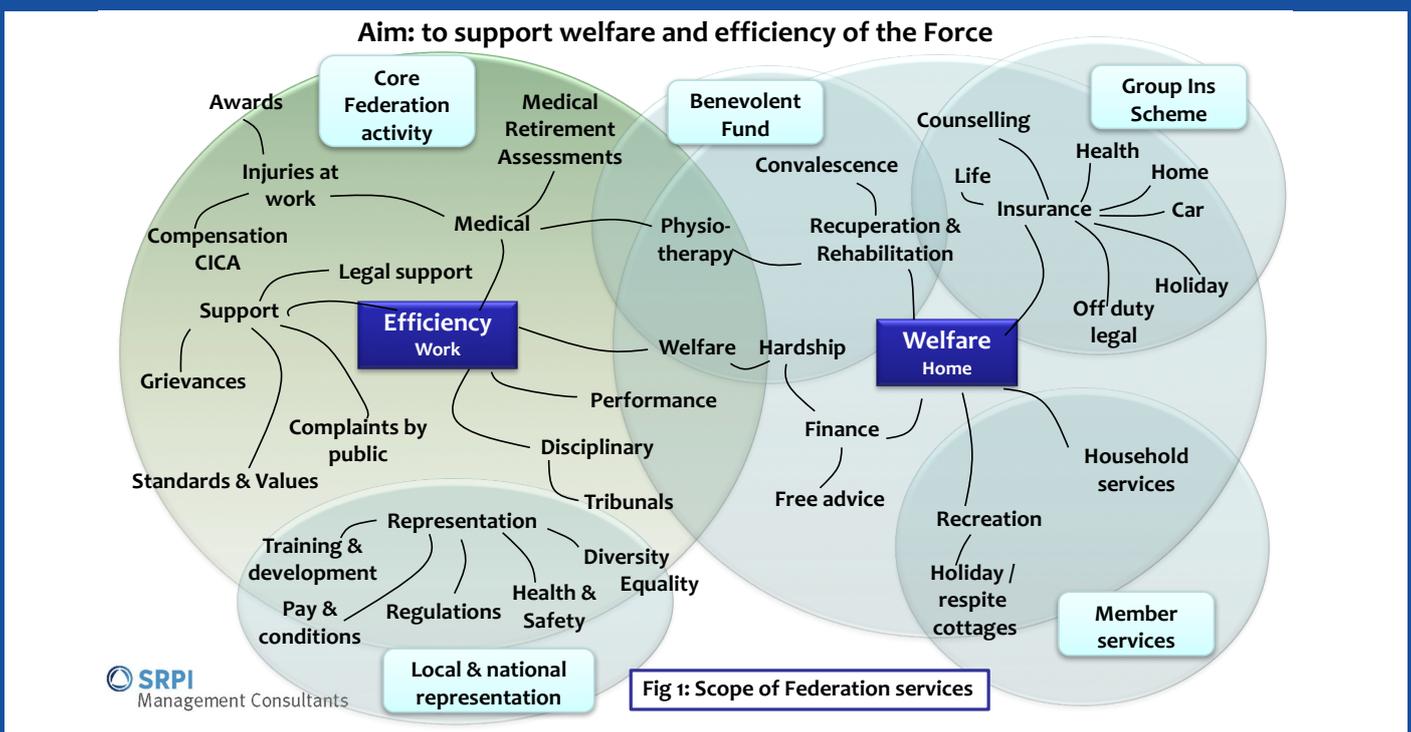
Members have also benefited financially through Federation services. Nearly £1.75m has been successfully claimed and paid out to members through the various schemes available over 2017. This is more than the total value of subscriptions paid by members across our schemes.

SUCCESSFUL CLAIMS VIA GREEN LANE 2017		
File type	Amount Recovered	Source
BF File	£ 84,042	Benevolent Fund
Criminal Injuries Claim	£ 12,058	Federation
Civil Claim	£ 312,981	Federation
Claims for Critical illness	£ 170,000	Group Insurance
Death Benefit	£ 1,017,500	Group Insurance
Dental Benefit Claims	£ 4,518	Group Insurance
Group Insurance	£ 110,984	Group Insurance
Hospital Benefit	£ 9,800	Group Insurance
Legal claim	£ 1,081	Group Insurance
Terminal Prognosis	£ 20,000	Group Insurance
Totals	£ 1,742,964	

Benefits to members

Services to members cover a very wide range of areas across both work and personal/home life. Sources of assistance for members arise from a number of sources and purposes. Together the package of benefits, support and insurance cover is able to meet virtually every foreseeable need for a serving officer in the police service today.

The Federation offers a very wide range of services and support to members in both work and personal life



Core Federation services

The Federation subscription itself provides a core set of support services to assist officers that encounter difficulties in the course of their work.

In addition to the support provided at a national level in negotiating police terms and conditions generally, there are specific areas of support provided by local Federation officials and staff. These include:

- Support against accusations or complaints by members of the public
- Support against accusations or grievances raised by other officers or colleagues
- Support during disciplinary / misconduct proceedings
- Support and assistance in the event of needing to make a claim or complaint as a result of action by the Force or by another colleague
- Support for medical retirement assessments

The benefits of this support to the Member includes:

- Achieving a fair outcome for each situation, ideally in every case but certainly more than would otherwise be realised
- Reduced stress for the officer affected through personal and professional (including legal) support received
- Reduced time in making applications for claims, grants and compensation (e.g. CICA) as a result of expert assistance via the Federation

Discretionary Benevolent Fund services

The Northwest Police Benevolent Fund provide an additional layer of support that can be applied in a more discretionary way than the strict procedures that are followed under Federation regulations.

Membership of the Fund provides access to a variety of support measures including:

- Physiotherapy provided at Federation Office, Green Lane.
- Physiotherapy provided at St. Michaels, Langho, Ribble Valley.
- Counselling service provided at Green Lane and St Michaels.
- Accommodation for rest, recuperation or rehabilitation
- Financial assistance for officers experience hardship, either as a result of a work-related incident or situation or otherwise:
 - Grants and loans for officers experiencing physical hardship. This can include financial support to attended medical appointments, specialist equipment or alterations to accommodation or vehicles. Each case is considered on its own merit
 - Grants and loans for officers experiencing financial hardship. Each case is considered on its own merit
- Financial assistance to families in event of illness or death of member.

Benefits to members include:

- Reduced stress and anxiety as a result of incidents and medical and financial challenges
- Ability to return to work sooner with the improved work performance as a result
- Reduced time an officer would spend making an application, thereby avoiding mistakes and delays which would be detrimental to the officer undergoing a rehabilitation process after an assault
- Additional costs suffered as a result of incidents or trauma are mitigated or covered (e.g. cost of travel for medical treatment).

Police Treatment Centres

- Intensive physiotherapy on a residential basis at Police Treatment Centres and mental health support.

Member services: Group Insurance

Services provided to members include:

- RedArc care advisory service for members and where appropriate families (and where appropriate 3rd party therapies)
- Holiday Insurance
- Motor Break down
- Emergency Home Repairs
- Emergency dental treatment
- Life and Critical Illness Insurance
- Sickness cover
- Personal accident insurance
- Optional spouse life cover
- Off duty legal cover (not included in core Federation service)

The effect of these services includes improved attendance and quicker return to work.

Member services: other

There are a range of excellent value and discounted services available for members.

These include:

- Lower cost of many of the services; the two holiday cottages in the Lake District are a good example.
- Time-saving in helping members choose a service given that there is a huge choice of products and services.
- Giving members confidence that the services have already been tried and tested by colleagues.

Benefits to the Force

Whilst Federation services are primarily aimed at the member, the core aim of the Federation is to support the welfare and efficiency of the Force. The Force realises these benefits by having a well-supported workforce.

The Force also gains directly from not having to provide the welfare-related services where cost is covered by the Federation instead. Merseyside Federation owns its own premises, also removing any effect on force estates for facilities, and all federation building facilities are offered free to Merseyside Police.

The support provided by the Federation is recognised financially through a direct annual contribution by the Force to some Federation related costs (e.g. contribution towards running costs)

Some of the benefits for Merseyside Police Force associated with Federation activities are:

- Fewer absences
- Quicker return to work as a result of medical and other support to members
- Improved reputation of the Force through attention on diversity, professionalism and achieving fair outcomes
- Fewer civil claims
- Reduced number of Employment Tribunals (through earlier resolution of grievances or disciplinary issues)
- Improved Health & Safety performance for members, with reduced absences as a result
- Reduced time and cost spent on appeals by members that would be unlikely to be successful (e.g. medical retirements, injury awards, employment tribunals).

Other benefits for the Force are that officers are better placed to focus on their work than they would otherwise due to the assurance that professionals are engaged in helping them achieve the right outcomes. The Force is also subject to fewer claims, grievances and proceedings that have little chance of success due to advice given to the officer at an early stage, which would otherwise take up valuable management time.

The benefits to the Force of the Benevolent Fund and RedArc support (via the Group Insurance Scheme) include:

- Improved efficiency of the Force
 - availability of officers for work
 - fewer absences
- improved officer morale from evidence of support mechanisms in place
- cost of providing most welfare support is covered by Federation rather than via HR department (which would be at a direct cost to the Force)
- Reduced risk of corruption, fraud or theft as a result of officers in financial hardship.

In essence, if the Federation services did not exist, they would have to be recreated in some other form.

Benefits to the general public

Benefits to the public include a police service that operates more efficiently with officers engaged in police work, protecting the public, rather than on internal matters.

Other benefits to the public include:

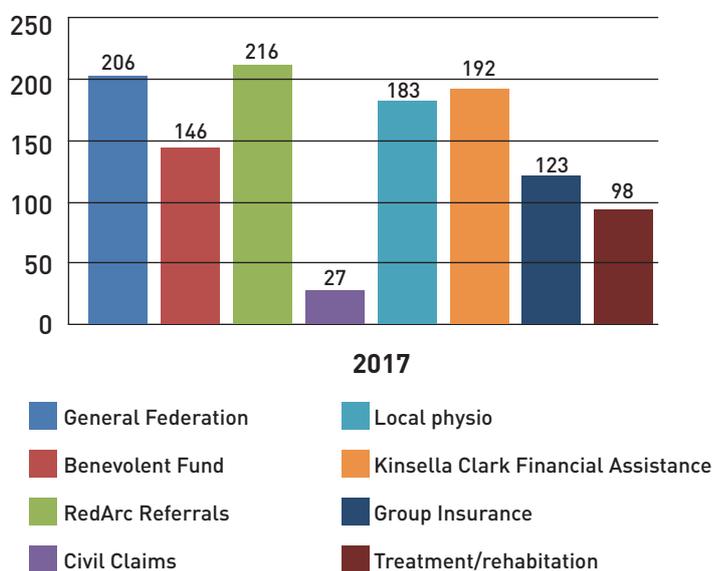
- efficiency of the Force
- reduced burden on the taxpayer
- improved performance of the Force in terms of reducing the impacts of crime and reducing fear of crime
- Reduced demand on the NHS as a result of provision via the Benevolent Fund or otherwise.

The general public benefits from having a police force that will not strike as per the 1919 Police Act. So any emergency can be dealt with as the public have come to expect. However, the Federation is essential to provide protection for the officers that could otherwise be treated unreasonably by the employer. It is necessary only to look at countries where treatment of the police force causes major difficulties for the whole nation.

A well-run effective Federation is therefore essential for the well-being of the police service and therefore for the public as a whole. The Federation exists to support its members, to improve the welfare and efficiency of the Force, with the ultimate aim of protecting the general public

Files Dealt with at Green Lane in 2017	
File type	Numbers
BF File	27
Criminal Injuries Claim	16
Civil Claim	146
Claims for Critical Illness	33
Death Benefit	19
Dental Benefit Claims	40
Equality	3
General File	4
Group Insurance	28
Hospital Benefit	57
Employment Tribunal File	1
Insurance Complaints	3
Legal Claim	33
Misconduct File	90
Pension Appeal	24
Physio Application	183
Professional Development	1
Terminal Prognosis	3
Treatment / Rehabilitation	192
Welfare Matters	68
Totals	971

Cases dealt with By Mersyside Police Federation and support schemes.



Merseyside Police Federation Charitable Trust: Working for our local community



Registered Charity Number: 1119125

Merseyside Police Federation Charitable Trust has been assisting the community of Merseyside since we were established as a registered charity in 2006. This article informs about how we operate, and on how we value our social responsibility to the community we serve. It also enables us and our members to display acts of kindness and care to those needing help. The charity is administered entirely by Merseyside Police Federation.

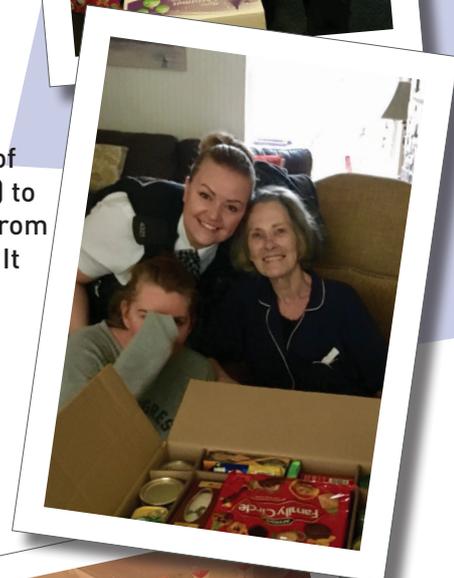
What do we provide?

First of all our charity has no overheads, and all money donated is paid out to our beneficiaries. We have now donated over £425,000 to various causes since we registered as a Charity, and in 2017-18, we donated £52,400. We mainly provide cash donations, but we also provide gifts, food hampers, and shopping vouchers to individuals, very often those who have been crime victims, as well as contributions to assist many other causes. All of our beneficiaries are local, and examples of how help range from providing football kits to local youth teams; equipment for community groups working with disadvantaged youngsters.

We also donate to various local charities. Since we were established, we have donated over £60,000 to Zoe's Place baby hospice, and £27,500 to Stick 'n' Step (assisting those with cerebral palsy) and £27,500 to Liverpool Sunflowers (supporting local cancer sufferers).

What our Charity provides are acts of kindness to those needing help within the Merseyside community. Our fund is outward looking and enables members of Merseyside Police (very importantly facilitated by Merseyside Police Federation) to help those in the communities in which they serve. All applications must come from a member of Merseyside Police, and are directed to us at the Police Federation. It is as simple as that.

Much of the support we provide comes during the approach to the Christmas period via our 'Christmas Fund'. This is highly publicised and our members submit hundreds of applications each year to us very often involving elderly or vulnerable crime victims. Beneficiaries receive either a hamper, or retail vouchers or sometimes both. For some reason at Christmas time the old and vulnerable are often the targets of criminals. Our fund provides some assistance to them and some kindness when they are often traumatised and very upset. We now provide over 100 hampers and many thousands of pounds in vouchers to our beneficiaries just prior to Christmas.



How do we raise our funds?

Our funds come mainly from the pay packets of Police Officers, retired Police Officers, and Police staff. They contribute to a small lottery, and this provides most of our funds. We also hold a high profile charity evening each year that many of our business partners and local businesses support.

Our Charitable Trust works towards providing for the community of Merseyside, and we are looking to provide the same training for staff at local schools and community groups.

This is a major development for our Charity, and is a perfect example of providing 'Public Value' as outlined in the Normington Report.

We are committed to our social responsibility.



Donations and awards since 2008

Northwest Police Benevolent Fund	£ 30,000.00
Zoes Place	£ 57,500.00
Aftermath Support	£ 5,500.00
Bradbury Fields	£ 1,500.00
Stick n Step	£ 27,500.00
New Brighton RNLI	£ 5,000.00
Dementia UK	£ 5,000.00
Marie Curie Woolton	£ 5,000.00
Care of Police Survivors	£ 2,000.00
Police Roll of Honour Trust	£ 1,000.00
Marina Dalglish Appeal	£ 15,000.00
Dreamflights	£ 1,800.00
Liverpool Sunflowers	£ 27,500.00
David Phillips Fund	£ 10,000.00
Imagine	£ 10,000.00
Liverpool Deaf society	£ 3,000.00
Daniel Adamson Trust	£ 3,000.00
Merseyside Parkinsons Society	£ 3,000.00
Rhys Jones Foundation	£ 13,000.00
Wirral Narrowboat Trust	£ 1,000.00
Clatterbridge Cancer Centre	£ 1,000.00
Myaware	£ 500.00
Alder Hey	£ 500.00
Cash for Kids	£ 500.00
Monthly awards	£ 81,121.10
Christmas Fund (hampers and vouchers)	£ 114,383.99
Total	£ 424,305.09

20 important facts

3372

members of
Merseyside
Police
Federation

£425,000

has now been
provided to local
causes by our
charity since
2008

2945

members of the
Group Insurance
Scheme

2540

members of the
Northwest Police
Benevolent Fund

971

dealt with by
Federation Staff
at Green Lane

On average,
each member
called the Fed

Office **6** times
in 2017

20,000

telephone calls
received by
Merseyside Police
Federation in 2017

2,760

visitors called in
to Green Lane
in 2017

2,156

Members of
Police Treatment
Centres

2,186

members of
the St Georges
Police Children's
Trust

On average, **1**
in **3** members
used the services
of their local Fed
Office in 2017

98

members used
the services of
Kinsella Clarke

123

members used
the the RedArc
service

£52,400

donated by our charity
in 2017

400

members booked
health checks
provided by
Merseyside Fed

3600

members of
Police Credit
Union on
Merseyside

195

members booked
the Merseyside
Police Federation
cottages in
Windermere

£1.75m

was recovered or
awarded to our
members in 2017

288

Members attended
Harvey Howell Solicitors
surgeries for services in
relation to wills, power of
attorney and family trusts,
and 90% took action.

64

financial surgeries
provided by Bob Norris,
our recommended
independent financial
advisor