



Public Value Report

2015-16

Providing a total care package for our members

Here for our Members

Merseyside Police Federation works tirelessly on behalf of members and is there to **protect** and **support** them, to **represent** them, to **negotiate** on their behalf and to influence decision-makers to get the best deal possible for police officers.

Membership is open to all the Force's constables, sergeants and inspecting ranks.

This report highlights the MPF's work on members' behalf during 2015 but, of course, does not reflect the many hours of phone calls, emails and conversations that the office team and workplace representatives have each day as they support members.

MPF is a branch of the Police Federation of England and Wales which has adopted the core purpose:

The PFEW agrees that, in fulfilling its statutory responsibilities for the welfare and efficiency of its members, the Federation at all levels will:

- Ensure that its 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 the 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 within the Federation and in partnership with others in the policing world to achieve its goals.

Public Value Report Forward

Traditionally Merseyside Police Federation has used the first edition of the year of our Insight magazine to provide our members with a summary of the Federations activities over the preceding 12 months.

The aim was to inform everyone of what Merseyside Federation does, how we work, and the range of services and activities we provide to support Police Officers of Merseyside. We are proud of the support and advice we offer, not only to serving officers but also their families; we also assist retired colleagues, while we support many local organisations, clubs, victims of crime and our local communities through our Charitable Trust.

However, the Normington Review of the Federation recommended that the National Fed produce and publish an annual Public Value report, and that local Branch Boards do the same; produce and publish their own report that illustrates the value they provide to members and to the public. In a way our first Insight of the year was already providing most of that information, but to ensure transparency and openness, this year we are producing this slightly more detailed summary of our activities in this separate publication and altered format, which is being published both in hard copy and on-line.

So in other parts of this report you will read about a lot of our day to day business and the way we help our members, and how by looking after the Federated ranks, we help the organisation deliver a first class service, and therefore we help the public get the service they deserve and expect. It is important to remember that on top of many of the subjects covered in this publication, in our day to day activities we offer advice on Police Regulations covering matters like overtime, allowances and leave entitlements, through our Group Insurance scheme we offer financial advice and assistance, and through your subscriptions we ensure legal advice and representation for on duty related incidents (of course legal assistance for off duty incidents is provided through our Group Insurance).

Our day to day activities also involve advice, representation and negotiation in areas such as Equality, grievances, Health and Safety issues, welfare and part-time working issues, professional development advice, and as ever – representation for Gross Misconduct, Misconduct and UPP investigations and hearings.

Merseyside Federation also helps administer applications to the North West Police Benevolent Fund for physiotherapy, as well as applications for loans and grants for officers suffering extreme financial hardship not of their own making, while a new service providing counselling is also now available through the Benevolent Fund.

I have already mentioned how we administer our Group Insurance scheme that provides a wide range of cover giving incredible value for money for members. Cover includes world-wide travel insurance, £100,000 life insurance cover, hospitalisation benefit, home emergency assistance, motor breakdown cover, critical illness cover, sick pay benefit and I've already mentioned above legal expenses cover that includes identity theft.

Finally I would like to highlight the incredible assistance given by our Merseyside Police Federation Charitable Trust. This registered charity assists the community by providing cash donations to other local charities, plus gifts, food hampers and vouchers to the needy and to victims of crime, as well as contributing to other local causes and groups like equipment for community groups, youth clubs and programmes to help disadvantaged youngsters.



Peter Singleton
Chairman
Merseyside Police Federation

Your Local Federation – Proving Value and Support for our Members

The recent independent review of the Police Federation highlighted the importance of the support and assistance provided by local branches.

While 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 was identified as 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 2015. 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 have recently introduced a new and fully independent telephone system, fully financed by ourselves. This enables us to provide a better service in managing telephone communication, and it also enables us to carry out a detailed analysis of incoming calls. During the first month of operating, we average between 80 and 110 calls per day.

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:

- Group Insurance
- Welfare
- Advice regarding Regulations
- Misconduct

Table 1 - Members dealt with by workplace Reps

Misconduct	306
Welfare	193
General Advice	178
Professional Development	98
Regulations Advice	83
Equality / Diversity	54
Health and Safety	26
Benevolent Fund	6
Group Insurance	2
Total	945

Very often, your contact with the Fed will be via your local Rep. We have 30 workplace reps spread across BCU's and Department. Currently we have a Constable, Sergeant and Inspector Rep in each BCU and Department, and we have five full time Reps based at Green Lane. Our workplace reps perform the Federation role in addition to their normal Police role.

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. (See table 1)

This would show that on average, one in four members contact their BCU/ Departmental Rep at least once a year. (See table 2)

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 £1.2m in 2015. 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 are essential in ensuring police officers can deal with the plethora of issues life throws at them whilst being a police officer.

We believe this demonstrates value for money to our members.



Tony Barton
Secretary
Merseyside Police Federation

Table 2 - Files Dealt with at Green Lane in 2015

File type	Numbers	Amount Recovered
Benevolent Fund Application	11	£36,795
Criminal Injuries Claim	18	£7,590
Civil Claim	96	£206,718
Claims for Critical Illness	35	£207,000
Death Benefit	12	£692,000
Dental Benefit Claims	24	£2,855
Equality & Diversity	17	
General File	6	
Group Insurance	37	£10,268
Health & Safety	2	
Hospital Benefit	27	£5,850
Industrial Tribunal File	1	
Insurance Complaints	1	
Legal Claim	53	£13,500
Misconduct File	84	
Pension Appeal	50	
Physio Application	109	
Professional Development	14	
Terminal Prognosis	2	
Treatment / Rehabilitation	184	
Welfare Matters Totals	29	
Totals	812	£1,182,576

Merseyside Police Federation Charitable Trust - Working for our local community

Registered Charity Number: 1119125

Merseyside Police Federation proving public value and supporting local communities and charities.

Merseyside Police Federation Charitable Trust has been assisting the community of Merseyside since we were established as a registered charity in 2006. We produce this leaflet to tell you a little bit more about what we do, and hopefully how you can help us. It 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. In relation to what we donate, we will soon pass the £325,000 target since we registered as a Charity. On average, we distribute £35,000 per year to our causes. 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 we help range from providing football kits to local youth teams and 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 £20,000 to Stick 'n' Step (assisting those with cerebral palsy) and many, many more.

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, 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.

Also, via our Charitable Trust, we have been working with PIPS Programmes to deliver suicide risk awareness training to local reps and members. We have delivered three courses locally, and have one more planned (all funded by Merseyside Police Federation).

Mental health issues and suicide risk are a major issue within the police force, particularly for our Reps who are frequently dealing with members in difficult and stressful situations. These issues are just as relevant within our communities.

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.

Working with PIPS Programmes, we applied to the Big Lottery Fund via the National Lottery, and we are delighted to announce that we have been awarded £9,600 to deliver this training — some of this training will be delivered at the offices of Merseyside Police Federation.

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

Donations made to local charities since 2008

Northwest Police Benevolent Fund	£30,000.00
Zoes Place	£52,500.00
Aftermath Support	£5,500.00
Bradbury Fields	£1,500.00
Stick n Step	£22,500.00
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
To be allocated (2015)	£5,500.00
David Phillips Fund	£10,000.00
Imagine	£10,000.00
Monthly Charity Grants	£52,772.09
Christmas Fund	£78,062.59

Welfare, Support and Equality

Rob Venables, our Welfare and Support Rep, highlights our total care package we provide for our members.

The past year has seen major changes to the delivery of assistance to members of the Merseyside Police Federation. Access to first class health support, whether for physical or mental health issues, means that our members often report earlier recovery than would normally be expected. Early recovery means less stress and strain for our members and their families. Early recovery often means a timely return to the workplace, with the resultant benefits to the officer, the Merseyside Police and the public we serve.

Merseyside Police Federation

Major building work at Malvern House has meant that facilities have been brought up to date to include a modern physiotherapy facility and quality meeting rooms. The Merseyside Police Federation offers its members a choice of services to subscribe to; each provides a unique set of benefits to assist with issues that officers may have to face. Most officers choose to subscribe to all the services. The Merseyside Police Federation works hard to ensure that officers are aware of all the support available to them. Some of the options include:

The Welfare Support Programme

The Police Federation of England and Wales introduced the Welfare Support Programme (WSP) in mid-2015. To date the Merseyside Police Federation has made over 80 referrals to the WSP, allowing members and their family 24 hours a day, seven days a week access to a telephone support line, this is exclusively available to Police officers and their families. The support line staff are trained in Police procedures and are all certified in mental health first aid, they are there to listen to concerns and ensure the caller is able to access the best support available.

The North West Police Benevolent Fund

The North West Police Benevolent Fund provides members with a range of services from locally delivered formal counselling, through to locally delivered physiotherapy provided by a team of highly trained and experienced staff. Officers and dependents in a condition of need, hardship or distress can be helped by way of a discretionary grant or loan to assist or alleviate their financial predicament. This includes funding for equipment for those suffering serious illness or injury to aid their recovery or comfort. Lodges are provided to members for medical recuperation.

Merseyside Police Group Insurance

The Group Insurance Scheme (GIS) is able to offer additional support to officers at their time of need. The full scope is too comprehensive to include all the detail here; however in addition to life insurance and critical illness cover, the GIS provides access to Red Arc, a unique, practical and caring service. Red Arc provide long term practical advice and emotional support tailored to meet the individual needs of those affected by a serious physical or mental health condition, disability, trauma or bereavement. Financial advice for members of the GIS is provided by the accountants Kinsella Clarke.

Police Treatment Centre's

The Police Treatment Centre's provide residential care and treatment for officers suffering from physical injuries. Their excellent modern facilities and highly trained staff ensure that subscribing members are often able to make a full recovery during their two week stay. Officers with stress, depression or anxiety related conditions are able to recover in a caring environment.

Equality

The Merseyside Police Federation has a number of reps who have received specific training in equality matters. They are able to provide high quality, up to date advice and guidance to members to ensure that their needs are properly addressed. It should be remembered that failure to heed the provisions of the Equality Act 2010 is potentially unlawful for the Force, but can also potentially, hugely impact the lives of individual officers and their families. The support we give officers ensures that they are able to effectively work for the Merseyside Police and the public of Merseyside.

Training Support

The Merseyside Police Federation is keen to ensure that we assist others in the Force to develop and build on their knowledge and expertise. During the past year we have opened up training on Stress Management, Suicide Awareness and Grievance Handling to other members of the Force, both officers and staff, we have also delivered bespoke training on equality matters to Merseyside Police Support Networks.

Looking After our Members during the Misconduct Process

Dave Lowe, our Misconduct Leader, highlights the important support we provide to members in this area.

Workplace Federation representatives who choose to specialise in Misconduct are by far the busiest in the Force. Figures show that the number of interaction between the membership and the workplace reps is for advice and representation regarding allegations surrounding Police Misconduct.

They are able to give initial advice to members, liaise with Professional standards Departments to enable a speedy response to allegations which in turn benefits the member, the organisation and the public if the complaint is one of a public complaint.

The sooner any performance matter is highlighted and identified the quicker we can deal with it and learn from it. The process in the past year has also included a number of Independent Police Complaints Commission (IPCC) investigations which are managed, supervised or totally independent which places the public's trust in our professional standards to fully investigate complaints to their conclusion and are transparent.

However, not all complaints are true. We have a number of incidents during 2015 when what could be described as false allegations are made against Merseyside Police Officers. When fully investigated it has become apparent that there is no evidence to support the allegation and in fact the officers' actions are totally justified once an explanation has been sought.

Throughout 2015 we have worked closely with our retained solicitors, Slater & Gordon along with our conflict teams Haworth and Gallagher and Hogan Brown solicitors. Their expertise in criminal and police misconduct is second to none and is available 24/7 through your misconduct trained reps.

In 2015 the Merseyside Police Federation accessed funding in excess of £120,000 for our members regarding on duty criminal allegations or legally represented hearings. Already in 2016 we have dramatically exceeded this figure with two cases with one legal bill being £110,000 and the second £39,000.

This cover is available should you fit the funding rules for representation for £21.58 per month along with other benefits.

Merseyside Police Federation: Summary of Financial Activity for 2015

The category of Branch Board includes all member federation subscription income.

The local branch receives 30% and 70% is passes to central office at Leatherhead to finance legal costs primarily. 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.

In 2015, Merseyside Police Federation undertook a major building maintenance and renovation programme which is described in more detail on the following page.

2015 Financial Summary

	Branch Board	Member Trust
Income	£277,941	£257,503
Other	£11,377	
Interest		£1,628
Total	£289,318	£259,131
Expense	£292,783	£161,790
Profit / Loss	£(3,465)	£97,341

Balance Sheets 31st December 2015

	Branch Board	Member Trust
Fixed Assets	£313,333	£488,195
Current Assets	£68,186	£730,384
Loan to JBB		£394,863
Total Assets	£381,519	£1,613,442
Current Liabilities	£9,514	£288,367
Loan from Members Trust	£394,863	
Total Liabilities	£404,377	£288,367
Net Assets	£(22,858)	£1,325,075

Maintenance and Modernisation of Federation office at Malvern House in 2015

In 2015, our premises at Malvern House underwent a major programme of renovation and repair work at Green Lane.

Our premises were originally built in the early 1800's as a private dwelling. It has been modernised and extended a few times over the years, but recently we have become aware that an extensive renovation project was needed to bring us in line with modern building regulations and health and safety requirements.

Equally important was our desire to invest in our members and introduce some new member facilities that we are really proud of, and we hope will make a difference to the services we provide to our members. The photos in these pages show some of the new facilities. We have two new purpose built member consultation rooms, and upgrades to most of our meeting rooms. Members are able to use the meeting rooms when they are available.

Perhaps the most significant new facility is the state of the art physiotherapy room. For members of the North West Police Benevolent Fund, they can obtain physiotherapy locally in Merseyside. This was previously provided at Headquarters, but this service is now provided at our new facility at Green Lane. This service is funded by the Benevolent Fund and a Physiotherapist works from our offices on three days per week.

This project was a major financial investment in our ability to improve the provision of services to our members. We produce some figures as to how this project was financed.



Malvern House Maintenance and Renovation

Design and Layout costs	£32,137
Building Costs	£358,513
Project management costs	£64,800
Contribution from Police Credit Union	£58,862
Contribution from National Police Fund for physio equipment	£3,000
Total Cost:	£393,588

3612

members of
Merseyside
Police Federation

£325,000

has now been
provided to local
causes by our
charity

2583

members of the
Northwest Police
Benevolent Fund

3004

members of the
Group Insurance
Scheme

812

cases dealt with by
federation staff at
Green Lane

2591

members of
Police Treatment
Centres

2605

members of
the St Georges
Police Trust

1430

members of Police
Credit Union on
Merseyside

On average,

1 in 4

members used the
services of their
local Fed Rep in 2015

Members and retired
members have

1993

motor policies with
Police Mutual

Members and retired
members have

1019

home policies with
Police Mutual

160

members used the
services of Kinsella
Clarke

180

members used the
RedArc service

200

members booked the
Merseyside Police
Federation cottages
in Windermere

£1.1m

was recovered or
awarded to our
members in 2015

45

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

945

members dealt with
by workplace reps

On average, each
member called the
Fed Office

5 times

in 2015

225

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

18,000

telephone call
received by
Merseyside Police
Fed in 2015

MERSEYSIDE
POLICE
Federation

Providing a total care package for our members