

Inappropriate use of Instant Messaging and Social Media Working Group

Agenda

Date: 20.01.2022

Attendance	
Mark Lenihan, South Wales Police (Chair) Donna Smith, Metropolitan Police Chris Kealey, Leicestershire Police David Bailey, Police Digital Services Ian Balbi, Home Office Sarah Morley, Independent Office for Police Conduct Garry Jones, Independent Office for Police Conduct Leanne Brustad, Gwent Police Dave Jones, Greater Manchester Police James Horsfield, South Yorkshire Police Lucy Sheehan, Superintendent Association Poppy Bowes, Home Office	Laura Selvey, Nottinghamshire Police Barry Wright, North Yorkshire Police Michael Trobe, Leicestershire Police Sion Williams, North Wales Police Wendy Bailey, West Midlands Police Nisha Govani, South Wales Police (Minutes)
Apologies	
ACC Mark Travis (NPCC Lead) DCI Karen Ryan, Greater Manchester Police	

Action Table			
Date	Action	Owner	Update
24.06.21.03	Send a communication out to the Group members where they can elect what strand they would like to support. Update- Responses sent via SLIDO which were anonymous-For confirmation with group as to who elected to support which strand. Email sent to all group members to align to strands.	Matt Newman	Discharged
	A number of responses have been received however not from all those in the group. In light of this, Matt has aligned a strand support to the Strand Leads.		
09.09.21.01	To review ToR to ensure clarity with the 2 points raised during the feedback, and once satisfied to recirculate to colleagues. Feedback from working group to be sent to Donna Smith in next two weeks. Update received from Donna Smith and is to be circulated to the group, includes a couple of amendments and re-phrases. Feedback by Tuesday of next week. If none are received it will be taken as finalised.	Donna Smith	Discharged

09.09.21.02	<p>Coordinate through each of the strand leads what information they require from other forces, as a single request on behalf of this group. Submission date 03.12.21</p> <p>Update received from Donna Smith- Still waiting for some forces to submit their policies to review. Donna Smith to send a list to Mark Lenihan of forces that have not replied.</p>	Mark Lenihan	Carried forward
09.09.21.03	Bring back prior to the next meeting any elements they wish for external communication, messaging, and key issues.	All Strand Leads	Discharged
09.09.21.04	<p>Chris Kealey to link into Sexual Harassment/Abuse of position work streams, to ensure any comms work is not at odds with any release dates or key messaging but is consistent on a national level.</p> <p>Chris Kealey liaising with Comms lead at West Mercia</p>	Chris Kealey	Carried forward
09.09.21.05	<p>Discussion with Karen Ryan in relation to detail/example of Donna Smith and Mark Lenihan's brief and ask for bullet points to circulate with minutes in terms of where she sees us from a Learning, Development, and culture perspective.</p> <p>Updates provided and included within minutes.</p>	Matt Newman	Discharged
09.09.21.06	Consider workable alternative options or preferred options which clearly will be driven from a policy procedure intervention perspective.	David Bailey	Carried forward
09.09.21.07	<p>Strand leads to highlight what key deliverables they wish this group to develop, when collated they will form the delivery plan, which can then be shared with counter corruption, abuse of position and sexual harassment working groups, to prevent conflict and parallel work.</p> <p>Completed</p>	Matt Newman	Discharged
24.11.21.01	<p>Request to NPCC technology lead as to who owns the policy and procedure around email, voice mail, text messaging, social media to ensure we are considering that.</p> <p>Nisha Govani to speak to MN</p>	Nisha Govani	Carried forward
24.11.21.02	<p>Mark Lenihan Flag Reg 28 issue into the APSP Group and consider 2 points.</p> <p>Vulnerability to officers from repeated contacts by highly vulnerable people and where vulnerability may sit on our systems from external contact that we may not know about or may not have responded to.</p> <p>Mark Lenihan to liaise with ACC Travis regarding a questionnaire to all forces to identify solutions to manage this risk</p>	Mark Lenihan	Carried forward
24.11.21.03	Matt Newman Refer this into Elisa McKee in DSD (keyword search in relation to risk/vulnerability)- to look at from a Microsoft perspective-	Matt Newman	Discharged

	<p>how can this be achieved ref: emails/texts (responses) when officers are off duty. Force consistent message dealing with vulnerability.</p> <p>Update- ACC Travis has attended a meeting with Elisa McKee- Nisha Govani to document outcome of this meeting and send to all present</p>		
24.11.21.04	<p>When we have captured the summary of the updates from strand leads that it gets fed to Chris Kealy, and he has a conversation with each of the strand leads to ensure that he is absolutely clear about the things that they want to communicate and how to communicate them.</p> <p>Update- Chris Kealy formulated comms strategy.</p>	ALL	Discharged
24.11.21.05	<p>In relation to the Article 8 'rights of officers' that we are doing it from a positive point of view, to keep people and make sure that their careers are successful and to ensure that they are not damaging themselves or the organisation as a result of not understanding what good behaviour looks like.</p>	Chris Kealey	Discharged
24.11.21.06	<p>Comms perspective to include upstander. This needs to be a strong piece in the Comms in relation to Karen and others' work</p>	Chris Kealey	Discharged
24.11.21.06	<p>Action Plan Template for Sexual harassment to be circulated to all strand leads so that we can distil down the actions.</p>	Matt Newman	Discharged
24.11.21.07	<p>Donna Smith - Is it feasible to use the MET animation video 'Sketch Up' as an NPCC video? This could then be sent to CC Poultney which fits overarching strategy.</p> <p>Karen Ryan to consult with Home Office, CoP and IOPC before sending video to CC Poultney</p> <p>Update- From Karen Ryan- no issues with the video being used. Will provide an update to the working group via email.</p> <p>Donna Smith- Made enquiries within the MPS- no issues and happy is endorsed by NPCC. Could there be credit at the end "designed by the MET" so there is credit for the designer.</p>	Donna Smith & Karen Ryan	Discharged
24.11.21.08	<p>Two weeks for feedback (Checklist and passport) any observations to Mark Lenihan.</p> <p>Take passport once consultation for checklist and have both branded and signed off via CC Poultney</p>	ALL and Mark Lenihan	Discharged
24.11.21.09	<p>Updates required and to be shared with the group</p> <p>Update- David Bailey shared these verbally.</p>	David Bailey	Discharged
24.11.21.10	<p>Anonymous Police Accounts – Could we send back to Andy for explanation in raising this, the concerns and what is required of the group.</p>	Andy Selby	Carried forward

20.01.2022.01	Discussion with strand leads to finalise comms strategy	Chris Kealey	New
20.01.2022.02	Update required on the progress of Learning, Development and Culture strand.	Karen Ryan	New
20.01.2022.03	Consult with College of Policing to establish what other courses are available for Counter Corruption Investigators to develop their skills in this area.	Mark Lenihan	New
20.01.2022.04	Submit Checklist to ACC Travis for consideration of sign off.	Mark Lenihan	New
20.01.2022.05	To draft guidance on available technology.	David Bailey	New
20.01.2022.06	To provide a benefits paper to manage risks on secure auditable platforms that support forces external communications.	David Bailey	New
20.01.2022.07	Social media check and audit capability- forces had detailed conversations and looking to progress this. Capability of national framework that forces could call off. Procurement resource available to progress this. To discuss with ACC Travis to be the sponsor from NPCC	Nisha Govani	New
20.01.2022.08	To research and identify most used current and new and emerging social media platforms and messaging apps. Paper to include the demographics of users.	David Bailey	New
20.01.2022.09	Provide information to David Bailey in relation to the Home Office Data Dictionary of all social media and messaging apps.	Laura Selvey	New

1. Welcome, Action and Previous Minutes

Mark Lenihan formally opened the meeting and offered apologies from the chair ACC Mark Travis who was committed with urgent operational matters.

Nisha Govani introduced herself to the working group as ACC Mark Travis's new staff officer and minute taker.

Minutes discussed from last meeting, all present agreed they were a true and accurate account.

Outstanding actions discussed and the below action generated some debate.

From action: *"Mark Lenihan Flag Reg 28 issue into the APSP Group and consider 2 points;"- 24.11.21.02*

Recommendation for monitoring software to detect unanswered text messages from individuals at risk. Counter Corruption practitioners indicated that not all forces have yet managed to install monitoring software onto mobile devices. Those forces that have, are already struggling to cope with the increased demand that results from keyword searches are producing and raised concerns that they may not have the capacity to include vulnerability keywords,

S24 National Security & S31 Law Enforcement.

Further recommendations were made to consider an automated text message that would reply to the sender that their text may not be responded to immediately and in the event of an emergency to signpost them to use the 999 service.

Action – Mark Lenihan to liaise with ACC Travis regarding a questionnaire to all forces to identify solutions to manage this risk.

1. Welcome, Action and Previous Minutes

2. VAWG Strategic Intent

Mark Lenihan provided an update on behalf of ACC Travis in relation to the Sexual Harassment, Abuse of Power for a Sexual Purpose, and the Inappropriate use of Instant Messaging and Social Media Working Groups.

There is a proposal for the three strands to restructure to avoid duplication. ACC Travis will consider proposals regarding realigning these strand leads, however in the interim he would like this working group to proceed with their important work. ACC Travis would like to thank the strand leads and encourage them to continue to develop their products and submit any for review within the next two weeks.

3. Policy and Procedure – Donna Smith

Policies have been received from 30 forces and noted that forces have different types of policies. Has not received all Force mobile phone policies however has received more around social media.

Considering doing a survey to gauge what forces have in terms of dual use (personal/professional)

Aiming to identify best practice from all the policies and use an excel spreadsheet to make the information easy to access. This will allow for key points to put into a matrix. It is anticipated that this work will be completed by the end of February.

Still lacking information on what forces use dual phones currently i.e. Beds, Cambridgeshire and Herts have no personal use on force devices however the MPS are still using the £50 optional levy. Would like to remove due to the risks involved with this policy despite this generating income for the force.

Mark Lenihan stated that MPS CCU are looking to introduce a new auditing system and had met with South Wales Police. Advice provided on the risks associated with dual use phones and the legal process that was adopted to change policy to policing use only.

Social Media policies across forces also appears quite consistent. There is some good practice with clear guidelines regarding personal social media and police media accounts. Noted there is a gap in anonymous police accounts and not a great deal about this in policies. Will conduct further research on this.

Mark Lenihan stated that South Wales Police and MPS are two of seven forces that are subject to a HMICFRS Thematic Inspection commissioned by the Home Secretary on Counter Corruption and Vetting. The HMICFRS suggested some minor amendments be made to the South Wales Police Social Media Policy. This policy was immediately reviewed and amended to ensure the wording was more robust around staff referring to them being employed by the force and displaying photographs in uniform on their personal social media accounts.

Action – Provide Mark Lenihan with a list of forces who have not submitted their social media and Mobile device policies.

4. Communications – Chris Kealey

A communication strategy had been circulated to the working group in advance of the meeting.

4. Communications – Chris Kealey

Referred to the Objectives, audience insight and steps to evaluate.

Invited thoughts and comments on audience insight and that we are measuring the right outcomes.

Stated that the audience of PSD, Vetting, Corporate Communications colleagues was key as they will facilitate a further conversation and comms at force level leading to a behavioural change and the appropriate use of social media.

Agreed with Donna Smith that a matrix would be useful to see where good practise is and what we can learn/can we lift to a National Level. Stated that we are asking for a behavioural change and this needs to be communicated and delivered sensitively and use academic insight.

Recommended that we focus upon celebrating positive approaches and not the negatives, however we need to explain what the consequences are and use case studies to highlight this.

The next step is to receive any feedback, liaise with the other strand leads, bring together the strands of work and ensure no conflict with other national working groups with the aim of finalising within the next few weeks.

Donna Smith stated that she was keen to continue encouraging people to report inappropriate conduct in WhatsApp groups etc and praise and reward those coming forward to report issues.

Action – Discussion with strand leads to finalise comms strategy

5. Learning, Development and Culture – Karen Ryan

The strand lead had technical difficulties in joining the MS Teams meeting and had to offer apologies due to being unable to connect.

Action – Update required on the progress of Learning, Development and Culture Strand.

6. Intervention – Mark Lenihan

ACC Travis has authorised a data collection from all forces to develop a problem profile, the closing date was extended to 31.01.21. To date there has been an excellent response with 10 forces still to submit and 4 of these have confirmed they will submit by the closing date. South Wales Police Counter Corruption Analysts have volunteered to analyse the data and it is anticipated that a draft problem profile will be developed and circulated, in advance of the next working group meeting on 31st March 2022

There are no further developments with the Counter Corruption Authorised Professional Practice. The College of Policing regularly advertise availability on Counter Corruption Investigators Course. In the process of consulting with the college to identify other suitable courses that they would recommend improving the technical skills of investigators to proactively investigate corrupt practices in this area.

Forces to implement the nine National IOPC recommendations made regarding Police Officer use of WhatsApp messaging Platform - The IOPC report entitled 'Independent Review into the use of WhatsApp and other instant messaging applications within the police service' as referenced in the draft checklist for forces, would have previously

6. Intervention – Mark Lenihan

been circulated to all forces. To ensure compliance with forces implementing the nine recommendations, the report will be further circulated as a supplementary document following final approval of the checklist for forces.

Recommendations from NPCCAG National Monitoring GAP Analysis Report – review what end-to-end encrypted applications are available on police issue devices and consider a risk assessment on further use and alternatives. Consider adopting a legally recommended Policing Use Only policy. Following this, forces to consider clear and unambiguous communications plans.

The NPCCAG National Monitoring GAP Analysis Report circulated to forces in October 2020 will be further circulated as a supplementary document following final approval of the checklist for forces. The document is intended for Counter Corruption Units only.

The checklist for forces was circulated following the last meeting and some valued constructive feedback was received from working group members, namely Sarah Morley and Garry Jones (IOPC), Phill Matthews (PFEW), Lucy Sheehan (Superintendents Association) DCI Karen Ryan , Chris Kealey and DCI Mark Longden (West Mids CCU).

The checklist has now been amended to take into consideration the views of those colleagues who provided feedback.

The initial intention was that products developed by the working group were fully supported by all stakeholders and to emphasise that collaboration, their individual logos/crests were endorsed on the product. Superintendent Marcus Griffiths is consulting with the College of Policing to seek their approval regarding the use of College branding on 'non-College' or 'joint branding' products. The Superintendents Association whilst fully supportive of developing guidance and the ability to contribute towards it, will not authorise use of the PSA logo. They identified a risk to their members with the inconsistent approach by forces about personal use of force mobile devices.

Mark Lenihan stated that he understood and respects the decision of the Police Superintendents Association and is grateful for their consideration and continued contributions.

Sarah Morley stated that the IOPC were supportive of endorsing the product with their logo.

Chris Kealey and David Bailey proposed some minor changes to the checklist. The working group agreed that once these amendments were made there was no requirement for further consultation and the product can be forwarded for consideration of sign off by ACC Travis.

The PSD passport and integrity health check were circulated following the last meeting. Sarah Morley (IOPC) has again provided some valuable constructive feedback on the volume of information contained within the passport, line managers having the skills and confidence to deliver constructive discussions, the consistent approach to recording the integrity health check and the need to further explain the consequences of falling to report placed in the context of inappropriate use of messaging. These concerns will be further discussed with the Learning, Development and Culture strand lead to ensure that a consistent approach is being adopted by forces and that line managers have the correct level of training.

In addition to the SWP passport, DCI Karen Ryan has also provided examples of some excellent products of a similar nature that are currently being used within Greater Manchester Police. These are the New Starter Booklet, the PDR health check form and the Keeping yourself safe document which is sent to any officer/staff involved in a complaint or investigation and anybody contacting the Anti -Corruption Unit.

The Passport has been shared with the College of Policing with a view to the College adopting and branding with their logo. Superintendent Marcus Griffiths (COP) has consulted with colleagues and the view of the college is that the

6. Intervention – Mark Lenihan

passport overlaps with work that is in development around the review of the Code of Ethics and Vetting APP and is not something the College would adopt at this time.

He has suggested that the passport be added to the Knowledge Hub library as an example of good practice and accessible to all forces, should they wish to consider adopting.

It is therefore recommended that both the South Wales Police and Greater Manchester Police products are placed onto the College of Policing Knowledge library to provide some early access by other forces whilst further Learning, Development, Culture and Intervention products are being designed.

The working group had no objections to this recommendation.

Action – Consult with College of Policing to establish what other courses are available for Counter Corruption Investigators to develop their skills in this area.

Action – Submit Checklist to ACC Travis for consideration of sign off.

7. Technology and Data – David Bailey

There are two key elements:

1) Neighbouring solutions- we have hit the 170,000 people who can use unauthorised Microsoft products, teams and YAMA. Both are secure and within policing and provide audit capabilities. By the end of January expecting to have 40 forces in full roll out. National capability to use an internal engagement platform to message.

An issue has been identified in Data Protection Depts putting barriers up in terms of risk. There are benefits to using these platforms that are secure and auditable. Will put a paper together to help explain the position of focusing on risk and not focusing on benefits that can be addressed.

Don't want to stop colleagues interacting to solve problems but wish to stop inappropriate behaviour. Need platforms to do this on. NEP approaches closure in March and how we can continue to adopt support beyond this date. Maturity of DPIA template is about to be published which will help translate this risk pattern.

2) Social media check and audit capability – Forces had detailed conversations and looking to progress this. Capability of national framework that forces could call off. Procurement resource available to progress this and Mr Travis could consider to be the sponsor from NPCC.

Vetting officers and leads to come up with technical requirement to provide audit capability. Testing with federations about what would officers reaction be to a self-service check.

In February a procurement process and set up framework is starting for social media auditing tool as ongoing and new recruitment part of vetting.

A discussion took place of the lack of knowledge with social media platforms and messaging apps that are not as well know.

Laura Selvey stated that the Home Office provide a service, whereby all officers can have access a data dictionary of every platform and what can legally be obtained from each of these. Forces need to communicate with officers to sign up as a tool to be used.

7. Technology and Data – David Bailey

Mark Lenihan recommended that knowledge and access of this data dictionary is to be shared with all forces. He also requested David Bailey to provide a paper on current and emerging social media platforms and messaging apps and the demographic of users

Action - To provide a benefits paper to manage risks on secure auditable platforms that support forces external communications.

Action - To research and identify most used current and new and emerging social media platforms and messaging apps. Paper to include the demographics of users.

Action – Provide an update on outstanding actions from previous meetings.

Action – Laura Selvey to provide information to David Bailey in relation to the Home Office Data Dictionary of all social media and messaging apps.

Action – Nish Govani to liaise with David Bailey and provide some clarity on the request for ACC Travis to be an NPCC sponsor.

8. AOB

None

9. Date of Next Meetings

Thursday 31st March 2022