

SUBJECT: STOP AND SEARCH – UPDATE

Report of the Chief Constable

PURPOSE OF THE REPORT

1. This report outlines the Force's current position in relation to the use of stop and search powers. It provides an update regarding ongoing work, the recent HMIC inspection, the Home Office Best Use of Stop and Search Scheme, and future developments. It also provides performance data in relation to how stop and search powers have been used over a rolling 12 month period.

RECOMMENDATION

2. That the Police and Crime Commissioner uses this report to scrutinise Force activity in respect of the use of 'Stop & Search' powers.

PRIORITY IN THE POLICING AND CRIME PLAN

3. The impact of Stop and Search on communities can be significant. The Police and Crime Commissioner holds the Chief Constable to account to ensure Stop and Search activity is used appropriately, proportionately, in the pursuit of a legitimate aim and in a way that can be explained by the searching officer to the person stopped.
 - The attached report is part of regular PCC scrutiny.
 - The PCC will be working with the TCC to undertake some joint consultation regarding stop and search encounters.
 - The PCC's Youth Advisory Group has discussed Stop and Search including areas for consultation.
 - The OPCC are continuing to visit Force Scrutiny groups who review Stop and Search encounters in more detail.
 - The PCC met with HMIC to discuss his oversight and scrutiny of Stop and Search.
 - The PCC has reviewed the recent HMIC report Stop and search Powers 2: Are the police using them effectively and fairly – released 20 August 2015 – Actual Inspection March 2015.
 - The PCC responded to the HMIC Inspection in September 2015, HMIC released a report on Best Use of Stop and Search (BUSS) and West Yorkshire Police were fully compliant.

TITLE – Quarterly Report on Stop & Search

Report of – ACC Williams

Report Author – PS Rachel Banks

SUMMARY

This report outlines the Force's current position in relation to the use of stop and search powers. It provides performance data in relation to how stop and search powers have been used in the previous 12 month period to September 2016. It also provides an update regarding ongoing work, the Home Office Best Use of Stop and Search Scheme, and future developments.

Quarterly Stop & Search Statistics

1. West Yorkshire Police produce a statistical report for the Police and Crime Commissioner outlining the use of stop and search powers on a quarterly basis (**Appendix A**). The report explores the use of the various stop and search powers in relation to gender, age and ethnicity, and the number and type of positive outcomes for the searches carried out. The data contained in the report is collated over a rolling 12 month period.
2. Just over 14,000 stop searches have been undertaken in the last 12 months, and the data still reflects a continuing downward trend in the use of stop and search powers by West Yorkshire Police which is also in line with the national trend. There has been a reduction in the reported difference in stop and search by ethnicity ratios since 2010/11. These ratios are calculated based upon demographics obtained from the most recent census data at the time (now 2011) and the self-defined ethnicity of the person being stopped and searched.
3. Examination of stop and search activity over the previous 12 months where ethnicity is known shows that around 24.3% of all Stop and Search activity is focussed on people of BME background. This is marginally higher (6.3%) than the 18% of the local population from this group. Whilst this does show some disproportionality between the BME percentage of the resident population and the numbers of BME stop searches, it should be noted that most stop search activity is focussed on the younger population. In light of this, additional research has been carried out with regards to the impact of stop search on the youth BME population. This found that while the percentage of the West Yorkshire population age 16 – 29 which is BME is 23.4%, the percentage of the number of all stop searches which account for BME people age 16 – 29 is 27.4%. This is a difference of 4% between the percentage of BME population and the percentage of BME stop searches. There is therefore a smaller gap (by 2.3%) between the population and number of stop searches for younger BME people than there is for ALL BME people in West Yorkshire.
It should also be noted that the Census profile is from 2011 and is therefore out of date (it is believed that a Census profile from 2016 for West Yorkshire would show a higher BME profile, based on this growing population group residing in the county).
4. Most stop searches were undertaken under Section 23 of the Misuse of Drugs Act 1971, and numbers have slightly increased again by 1%. People from a BME background are almost twice as likely to be searched under Section 23 Drugs, than under Section 1 PACE (Police and Criminal Evidence Act). Whilst it is accepted that we search twice as many people from a BME background for drugs, this is in line with the intelligence and offender profile, with the level of searches for both Section 23 and Section 1 mirroring the intelligence coming into the organisation.
5. The second most commonly used power is Section 1 of the Police and Criminal Evidence Act 1984, and numbers have slightly increased over the last quarter by 0.7%. although overall numbers of searches under this power have decreased by 1.2% over the last 3 quarters. When broken down by authority Asian people are less likely to be stopped than White people under 'Section 1 PACE' but are twice as likely under 'Section 23 Drugs'. As detailed in Appendix A Section 2b, Black people are more likely to be searched than White people under Section 1 and Section 23.

6. The proportion of Stop Searches resulting in a positive outcome in the past 12 months was 17.8%, of which arrests accounted for 11.3%. This is an increase on total positive outcomes over the last three quarters, and suggests officers are taking a more targeted approach with their use of stop and search.
7. There have been 6 MOC (More than Outer Clothing removed) searches. All those searched were white. There have been a total of 58 strip searches across all ethnicities.

HOME OFFICE BEST USE OF STOP AND SEARCH SCHEME

8. This voluntary scheme is part of a range of measures that will contribute to a reduction in the overall use of stop and search, lead to better and more intelligence-led stop and searches and more effective outcomes. Key aspects of the scheme are use of PACE Section 60 powers, the Stop and Search Community Trigger for complaints, and Ride along Scheme:

- SECTION 60

West Yorkshire Police has had no Section 60 authorities during the last quarter.

- COMPLAINTS TRIGGER

West Yorkshire Police has set the Community Trigger threshold at one complaint within the relevant District, ensuring every complaint activates the trigger and is dealt with accordingly. There have been 3 complaints, and therefore 3 trigger activations, during the last quarter:

- 2 complaints in Leeds District:

August – Complainant alleges that in May officers searched her 8 year old daughter’s bag for a knife without asking her permission first. Case still live.

August – Complainant is unhappy with the officer’s conduct whilst completing a stop and search. Appeal period.

- 1 complaint in Kirklees District:

September – Complainant alleges her 11 years old daughter was searched for cannabis. The officer stated the search was due to intelligence received. Allegation is that the intelligence does not actually relate to that female. Appeal period.

- RIDE ALONG SCHEME

The Ride along Scheme gives members of the public the opportunity to accompany officers on patrol and observe stop and search in action. In the last quarter 26 Ride alongs have taken place across the Force, which is more than the previous quarter.

DISTRICT	TOTAL
BRADFORD	0
CALDERDALE	0
KIRKLEES	15
LEEDS	8
WAKEFIELD	3
TOTAL	26

A central process for obtaining feedback from participants was originally established by FPIU. This was intended to reduce bureaucracy for districts and facilitate honest and objective feedback from participants. However, the response has been poor. This has now been reviewed and hot feedback will be sought and obtained at district after the Ride along has taken place. FPIU has worked with District Ride along SPOCs to produce a suitable standard template and recording system which went live in August. There have been some teething problems for most Districts (except Leeds) but the new process is now embedded and feedback will be available for the next quarterly report. In the meantime Appendix B shows the feedback obtained from Leeds District for the last quarter under the new process, along with some freetext comments.

ONGOING WORK AND DEVELOPMENTS

9.

- Community engagement – Force Performance Improvement Unit (FPIU) is currently working with Performance Review and the OPCC to develop appropriate mechanisms for obtaining feedback from individuals who have been searched. This was paused during the OPCC election period, and work has now resumed.
- The College of Policing (CoP) have released their national training packages in relation to Stop and Search (standard and supervisor level). The training is designed to be delivered over 2 days, but there is flexibility for forces to reduce this provided they can still meet the learning outcomes. Under the direction of ACC Milsom and Supt Lunn FPIU are currently working with Force Training School and District Training Officers to customise the CoP training packages in order to ensure the most effective and efficient delivery of training to our staff. This is to

minimise abstractions while ensuring compliance with key learning objectives and outcomes. This is key as the CoP have stated their intention is to ask HMIC to inspect forces on the quality and content of their training on Stop and Search in the future.

HMIC

- The ACPO Lead for Stop and Search has recently issued a revised edition of the National Recommendations Template to all Forces for completion. It includes
 - HMIC recommendations 2013
 - Best Use of Stop and Search Scheme 2014
 - HMIC recommendations 2015
 - All Party Parliamentary Group for Children
 - PEEL Review 2015.

It is a useful tool for assessing where WYP stands against all the national recommendations and expectations. There are 34 recommendations in total, and WYP is green for every element except the implementation of the College of Policing Training, which is amber as work is ongoing.

This template is now published on the public facing Stop and Search webpage.

EQUALITY AND DIVERSITY CONSIDERATIONS

10. This report highlights differences in the likelihood of being stopped and searched according to ethnicity, age and gender.

HUMAN RIGHTS CONSIDERATIONS

11. There are none directly in respect of this report, however analysis of the use of stop and search powers is related to Article 8 'Right to respect for private and family life'.

STRATEGIC RISK IMPLICATIONS

12. The inappropriate and disproportionate use of 'Stop and Search' is a significant risk to Force and this has been acknowledged within the work undertaken by the Force Performance and Improvement Unit (FPIU).

SUPPORTING DOCUMENTATION

- [Appendix A - Quarterly statistics](#)
- [Appendix B – Leeds Ride along Feedback](#)

1) All Stop and Search Activity in comparison to West Yorkshire Demographics – October 2015 to September 2016

The age tables below show that around 64.8% of all Stop & Search activity is focussed on people aged between 16 and 29. This contrasts with the local population where 20% of the local population is derived from these age groups.

Census 2011 - Age Group

Age Group	0-15	16-19	20-29	30-44	45-59	60+	Total
Population	446,194	119,661	326,373	458,343	417,385	458,102	2,226,058
% of Population	20%	5%	15%	21%	19%	21%	100%

Stop & Searches by Age Group

Age Group	0-15	16-19	20-29	30-44	45-59	60+	Total *
Searches	1,196	4,248	4,680	2,970	630	50	13,774
% of Searches	8.7%	30.8%	34.0%	21.6%	4.6%	0.4%	100%

* Excludes Unknown

The ethnicity tables below show that around 24.3% of all Stop & Search activity is focussed on people of BME background (when the ethnicity of the person stopped is known), which is marginally higher than the 18% of the local population from this group.

Census 2011 - Self-Defined Ethnicity

Ethnicity	White	Asian	Black	Other	Total
Population	1,819,818	291,547	46,476	68,217	2,226,058
% of Population	82%	13%	2%	3%	100%

Stop & Searches by Self-Defined Ethnicity

Ethnicity	White	Asian	Black	Mixed / Other	Total *
Searches	9,508	2,110	430	509	12,557
% of Searches	75.7%	16.8%	3.4%	4.1%	100%

* Excludes Unknown and Not Stated

The gender tables below show that around 93% of all Stop & Search activity is focussed on Males (where the gender is stated) whilst this group actually makes up 49% of the local population but 78.4%* of all crime offenders.

*Where Gender is known

Census 2011 - Gender

Gender	Female	Male	Total
Population	1,132,794	1,093,264	2,226,058
% of Population	51%	49%	100%

Stop & Searches by Gender

Gender	Female	Male	Total *
Searches	973	12,977	13,950
% of Searches	7%	93%	100%

* Excludes Unknown

The district table below show that nearly four fifths (80.1%) of all Stop & Search activity is focussed in the Bradford and Leeds districts. These Districts account for 57.2% of the total population in West Yorkshire but also account for 62.1% of all crime.

Census - District

District	Bradford	Calderdale	Kirklees	Leeds	Wakefield	Total
Searches	522,452	203,826	422,458	751,485	325,837	2,226,058
% of Searches	23.5%	9.2%	19.0%	33.8%	14.6%	100.0%

Stop & Searches by District

District	Bradford	Calderdale	Kirklees	Leeds	Wakefield	Total *
Searches	3,979	665	1,073	7,128	1,124	13,969
% of Searches	28.5%	4.8%	7.7%	51.0%	8.0%	100.0%

* Excludes Out of Force and Unknown

2a) All Stop and Search Activity by Authority **– October 2015 to September 2016**

Just over 14,000 stop and searches have been undertaken in West Yorkshire in the latest 12 months to the end of September 2016. The vast majority of these were undertaken using the Authorities of 'Section 1 PACE' (44.2%) and 'Section 23 Drugs' (54.3%).

Authority	Stop Searches	%
Section 1 PACE	6,208	44.2%
Section 23 Drugs	7,628	54.3%
Section 38a PCSO Police Reform Act 2002	17	0.1%
Section 60	7	0.0%
Section 43 Terrorism Act	10	0.1%
Section 47 Firearms Act 1968	120	0.9%
Section 47a Terrorism	0	0.0%
Other	24	0.2%
Unknown	21	0.1%
Total	14,035	100.0%

2b) All Stop and Search Activity by Self Defined Ethnicity **– October 2015 to September 2016**

The breakdown of stop and search activity by ethnicity reveals that just over 1 in 5 persons stopped (i.e. 21.7%) will be from an ethnic background (including 'Not Stated'), however when broken down by authority this becomes around 1 in 7 for searches under 'Section 1 PACE' and just over 1 in 4 for 'Section 23 Drugs'.

Self-Defined Ethnicity	White	Asian	Black	Mixed	Not Stated	Other	BME
Section 1 PACE	76.0%	8.4%	2.5%	2.9%	9.7%	0.5%	14.3%
Section 23 Drugs	61.5%	20.3%	3.6%	3.6%	10.8%	0.4%	27.8%
Section 38a PCSO Police Reform Act 2002	64.7%	0.0%	0.0%	0.0%	35.3%	0.0%	0.0%
Section 60	85.7%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Section 43 Terrorism Act	70.0%	20.0%	0.0%	0.0%	10.0%	0.0%	20.0%
Section 47 Firearms Act 1968	47.5%	33.3%	1.7%	0.8%	16.7%	0.0%	35.8%
Section 47a Terrorism	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	79.2%	4.2%	0.0%	0.0%	16.7%	0.0%	4.2%
Unknown	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Total	67.7%	15.0%	3.1%	3.2%	10.5%	0.4%	21.7%

When analysed against the denominator of ethnic group populations, Asian people are nearly as likely (1.4) to be stop and searched as a White person. The likelihood of a black person being stopped is slightly higher (at 1.8). When broken down by authority Asian people are less likely to be stopped than White people under 'Section 1 PACE' but are more likely under 'Section 23 Drugs'. Whereas Black people are more likely to be stopped than White people under both 'Section 1 PACE' and 'Section 23 Drugs'.

Disproportionality	Ratio Asian to White (per 1000 pop)	Ratio Black to White (per 1000 pop)
Section 1 PACE	0.7	1.3
Section 23 Drugs	2.1	2.3
Section 38a PCSO PRA 2002	0.0	0.0
Section 60	0.0	0.0
Section 43 Terrorism Act	1.8	0.0
Section 47 Firearms Act 1968	4.4	1.4
Section 47a Terrorism	N/A	N/A
Other	0.3	0.0
Unknown	N/A	N/A
Total	1.4	1.8

2c) All Stop and Search Activity by Age Group **– October 2015 to September 2016**

The current age profile of persons being stop and searched identifies that those aged between 16 and 29 are most likely to be stopped, accounting for two thirds of all stop searches (64%). When broken down by authority this same age range accounts for three quarters of all 'Section 23 Drugs' stop searches (73%).

Age Group	05-15	16-19	20-29	30-44	45-59	60+	Unknown
Section 1 PACE	13.0%	27.4%	25.2%	25.4%	6.8%	0.5%	1.7%
Section 23 Drugs	4.6%	32.9%	40.2%	17.8%	2.6%	0.2%	1.7%
Section 38a PCSO PRA 2002	94.1%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Section 60	0.0%	14.3%	0.0%	0.0%	14.3%	0.0%	71.4%
Section 43 Terrorism Act	0.0%	10.0%	40.0%	30.0%	20.0%	0.0%	0.0%
Section 47 Firearms Act 1968	14.2%	24.2%	30.8%	22.5%	5.8%	0.8%	1.7%
Section 47a Terrorism	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	20.8%	4.2%	37.5%	16.7%	12.5%	4.2%	4.2%
Unknown	0.0%	9.5%	0.0%	4.8%	0.0%	0.0%	85.7%
Total	8.5%	30.3%	33.3%	21.2%	4.5%	0.4%	1.9%

2d) All Stop and Search Activity by Gender
– October 2015 to September 2016

In the last 12 months, just over 92% of all stop and searches (including 'Not Stated') were conducted on men, revealing that they are 15 times more likely to be stop and searched than females.

Gender	Female	Male	Unknown
Section 1 PACE	7.0%	92.6%	0.4%
Section 23 Drugs	6.9%	92.6%	0.5%
Section 38a PCSO PRA 2002	17.6%	82.4%	0.0%
Section 60	14.3%	85.7%	0.0%
Section 43 Terrorism Act	0.0%	100.0%	0.0%
Section 47 Firearms Act 1968	5.8%	92.5%	1.7%
Section 47a Terrorism	0.0%	0.0%	0.0%
Other	12.5%	83.3%	4.2%
Unknown	4.8%	9.5%	85.7%
Total	6.9%	92.4%	0.6%

3) All Stop and Search Activity by Reason
– October 2015 to September 2016

Analysis of the reason for stop and searches indicates that for 'Section 1 PACE' authority just over a half of stop searches are conducted based on the suspicion that the person is 'Going Equipped' with around one fifth of searches (21.3%) conducted on the basis of discovering stolen property.

Reason for Stop	1. Stolen Property	2. Drugs	3. Firearms	4. Offensive Weapon	5. Going Equipped	6. Criminal Damage	7. Other	Unknown
Section 1 PACE	21.3%	0.6%	0.4%	16.1%	55.8%	2.7%	3.0%	0.0%
Section 23 Drugs	0.0%	99.7%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%
Section 38a PCSO PRA 2002	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Section 60	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	85.7%	0.0%
Section 43 Terrorism Act	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	90.0%	0.0%
Section 47 Firearms Act 1968	0.0%	0.0%	97.5%	1.7%	0.0%	0.0%	0.8%	0.0%
Section 47a Terrorism	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	12.5%	12.5%	0.0%	16.7%	0.0%	0.0%	58.3%	0.0%
Unknown	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	85.7%
Total	9.4%	54.5%	1.0%	7.2%	24.7%	1.2%	1.8%	0.1%

4) All Stop and Search Activity by Outcomes **– October 2015 to September 2016**

Stop and Searches can result in a number of outcomes ranging from the subject being given advice, a warning, being issued with a PND or community resolution, arrested or can result in no further action being taken. The range of positive outcomes is shown below.

The proportion of Stop Searches resulting in a positive outcome in the past 12 months was 17.8%, of which arrests accounted for 11.3%.

Stop searches conducted under 'Section 1 PACE' in the past 12 months have an arrest rate almost twice as high as searches conducted under 'Section 23 Drugs' and a slightly higher positive outcome rate.

Self-Defined Ethnicity	Arrest	Caution	Community Resolution	Direction to Leave	PND	Summons	Warning	Positive Outcome Rate
Section 1 PACE	14.8%	0.2%	1.7%	0.0%	0.0%	0.8%	0.0%	17.6%
Section 23 Drugs	8.4%	0.6%	7.2%	0.0%	0.1%	1.0%	0.8%	18.1%
Section 38a PCSO PRA 2002	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	5.9%	11.8%
Section 60	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Section 43 Terrorism Act	30.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	30.0%
Section 47 Firearms Act 1968	12.5%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	13.3%
Section 47a Terrorism	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	12.5%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	20.8%
Unknown	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	11.3%	0.4%	4.7%	0.0%	0.0%	0.9%	0.5%	17.8%

5a) Stop & Searches (MOC (More than Outer Clothing)) by Self Defined Ethnicity **– October 2015 to September 2016**

The analysis of stop and search activity where more than outer clothing was requested to be removed reveals that this request was made 7 times in the past 12 month period.

Self-Defined Ethnicity	White	Asian	Black	Mixed	Not Stated	Other	BME
Bradford	0	0	0	0	1	0	0
Calderdale	0	0	0	0	0	0	0
Kirklees	0	0	0	0	0	0	0
Leeds	2	0	0	0	0	0	0
Wakefield	4	0	0	0	0	0	0
Total	6	0	0	0	1	0	0

5b) Stop & Searches (Strip Searches) by Self Defined Ethnicity – October 2015 to September 2016

The analysis of stop and search activity where a strip search was required reveals that this occurred 38 times in the past 12 month period, with around a third being carried out on persons from a BME ethnic background.

Self-Defined Ethnicity	White	Asian	Black	Mixed	Not Stated	Other	BME
Bradford	8	11	1	0	1	2	14
Calderdale	0	0	0	1	0	0	1
Kirklees	0	0	2	0	0	0	2
Leeds	7	0	1	2	0	0	3
Wakefield	2	0	0	0	0	0	0
Total	17	11	4	3	1	2	20

APPENDIX B - LEEDS QUESTIONNAIRE SCORES BEFORE AND AFTER RIDE ALONG

	Before Ride Along 1 - 10	After Ride Along 1 - 10	Difference
I have a good understanding of what stop and search is	8	9	1
Police Officers should be allowed to make the decision to stop and search whoever they want, when ever they want	6	6	0
Police Officers do not target people for stop and search based on their gender, race, age, religion, disability, sexual orientation or gender identity	3	2	-1
Police Officers speak and deal with people fairly and politely whilst conducting a stop and search	10	10	0
Police Officers do not target certain communities when conducting stop and search	4	7	3
Stop and Search normally leads to a positive outcome e.g. item found, arrest	7	7	0
Police Officers only stop and search people when they have the lawful grounds to do so	10	10	0
Stop and search is worth doing by the police to protect the general public	10	10	0
	No. of people		
Observed a STOP SEARCH - YES	2		
Observed a STOP SEARCH - NO	6		
How many would recommend the scheme	8		

APPENDIX B
* There is no further data from the other districts

FEEDBACK RECEIVED FOLLOWING THE RIDE ALONGS:

It was excellent and well received. Maybe more time to be spent with the officers to have a clearer understanding of their role.
The experience could have been improved if the night was busier, so that I could have seen more.
I feel that the police should do more of this ride-along scheme sessions all year long
Very exciting experience - Gives a better insight into what the Police do & is very interesting
Good to see policing in action
The experience didn't change my view of the Police, just added to the view that Police are helpful and a great part of the community
Would recommend this scheme to others as its an eye opener and shows more into what police do
Gives a better insight into what the Police do & is very interesting
Good experience. Officers were very informative. Overall positive experience
I think it's very informative & gives a good insight into daily routines & job roles
Good way to see what an average day is for an officer
The PC was extremely professional. Overall extremely well delivered. Jordan and Ash were particularly helpful and friendly!
Constable was very professional and a pleasure to have my ride-along with.
I feel that the police should do more of this ride-along scheme sessions all year long
I'd just like to say thank you for allowing me to take part in the ride along. I really enjoyed it and if possible would love to do it again. Sorry I forgot to give in the review sheet but will hand it in at the station the next time I'm in town. Please could you also give a huge thank you to the officers on my behalf. They've been amazing when guiding me through the day and showing me around the station, as well as answering all/any questions in thorough detail. I look forward to hopefully working as part of the West Yorkshire Police force in the near future. Me and my mum would like to say a huge thank you for organising our ride along experience. We both thoroughly enjoyed the experience. The police officer in charge of us was called Daz, he was a very nice man and explained everything to us. If it was possible me and my mum would love the opportunity to take part in the scheme again at some point in the future.

