Firearms and Explosives Licensing Independent Advisory Group
Tuesday 9th June, 18:00-19:30

Meeting Room 3, Ty Morgannwg

1. Chair Opening

- LA welcomed everyone to the meeting.
  - Attendees introduced themselves, representing a broad range of expertise.
  - LA explained the purpose of the meeting is in view to strengthen engagement between SWP Firearms department and the shooting community, provide transparency, share perspectives, identify opportunities for improvement and to establish a forward-looking forum for collaboration and problem solving.

2. Discussion

Terms of Reference (TORs)

- It was noted that not all panel members had received the Terms of Reference (TORs) a brief overview was therefore provided.
- VS will circulate the TORs to all panel members. Members are asked to review the document and provide any feedback within one week of receipt.

Membership

- LA informed the panel that membership is based on active willingness to engage and contribute, and it's a meeting for everyone involved to work collaboratively.
- LA noted there was individuals with significant expertise and lived experience including areas from the military service, and long-standing licensing and enforcement.
- LA reassured members that it is a meeting to work collaboratively and not just a law enforcement stance.

3. FELD Update

The Journey

- PA delivered a presentation to the panel which brought a number of positive discussions.
- PA highlighted that the firearms licensing function is "*on a journey*", recognising the ongoing transformation within the service, including challenges around workforce turnover, development of new staff, and process improvements.
- It was acknowledged that these factors have affected service delivery, particularly in relation to timeliness, consistency, and decision-making.
- PA outlined ongoing work to stabilise the function, improve performance, and strengthen processes.

- While progress was recognised, it was acknowledged that further work is required to achieve a consistently efficient and user-focused service.
- It was proposed that subgroup work would take place between main meetings and feed into future discussions.
- Subgroups would be used to develop more detailed proposals and solutions, which can then be reported back to the wider group.

Performance

- Performance was identified as a key thematic area requiring focused attention and further work.

- Concerns were raised regarding current service performance, particularly around timeliness and delays in processing applications.
- The impact of workforce challenges (including high attrition and inexperienced staff) on performance levels was acknowledged.
- There was discussion around the need for improved consistency in decision-making and service delivery.
- A proposal was made to establish a dedicated subgroup to focus specifically on performance issues to develop tangible actions and report back to the wider group at a future meeting.
- It was agreed that performance data and metrics should be viewed and shared to support transparency and improvement.
- Panel members were invited to provide written feedback and suggestions to help inform performance improvement work.

4. Developments / On the Horizon

Licence Fee Increase

- SW highlighted the implementation of the revised firearms licensing fee structure, effective 4th June 2026, noting this as a significant change for applicants and certificate holders.
- It was noted that clear communication will be needed to ensure applicants and certificate holders are aware of changes to fees and updated guidance.

Revised Guidance Firearm Licensing May 2026

- SW referenced the updated Firearms Licensing Statutory Guidance issued in May 2026, outlining that this will inform decision-making and operational practice going forward.
- The May 2026 statutory guidance is expected to influence operational decision-making, potentially affecting how risk, suitability, and applications are assessed.

NFLMS2 (National Firearms Licensing Management System)

- SW noted the development of NFLMS2, indicating its relevance to future improvements in system capability, data management, and service delivery.

Salesforce System Update

- SW provided an update on the use and development of the Salesforce platform, highlighting its role in modernising processes, improving workflow management, and supporting performance improvements within the licensing function.
- Both NFLMS2 and Salesforce developments were positioned as key enablers for:
    - Improved data accuracy
    - Streamlined workflows
    - Better performance monitoring

5. Any Other Business

- A formal note of thanks was given to PA and his team, recognising their openness and willingness to engage with the group.
- Attendees specifically acknowledged the transparency shown, with appreciation for speaking openly about challenges within the service.
- Panel members acknowledged that the presentation and discussion were informative and valuable, contributing positively to understanding and partnership working.
- LA confirmed that information shared within the meeting could be discussed with respective organisations unless explicitly stated as confidential.
- Panel members suggestions were made to carefully consider how the group and any subgroups are structured, ensuring they remain focused and do not fragment into competing interests.
- Shooting development was proposed as a potential "*anchor topic*" to bring cohesion to the group's work and align different interests.
- Discussions around ensuring the right stakeholders are included, with openness to inviting additional participants where appropriate.
- Concerns were reiterated about delays in licensing impacting recruitment and development within shooting, particularly for younger participants.
- Agreement that issues, ideas, or contributions could continue to be shared between meetings via email.

6. Date of Next Meeting

- There was agreement that future meetings should take place more frequently, rather than limiting engagement to twice yearly, to maintain momentum and progress.
- Concerns were raised about availability over the summer period, with some attendees highlighting holiday commitments.
- A general consensus was reached to hold the next full meeting in approximately three months, with September proposed as the preferred timeframe.
- It was agreed that subgroup activity (e.g. performance and technology) would take place in advance, with findings and proposals brought back to the next full meeting. PA to report back with date suggestions.
- Flexibility was encouraged, with the option to hold additional meetings or sessions if required to address specific issues or developments.

Meeting concluded at 19:40