

Action Plan

Rec no.	Recommendation	Priority	Responsibility	Agreed	Comments	Date
Police Crime Data						
1	Establish a target(s) for data quality within the call handling and crime recording systems to support improvement.		Cdr Bray		<p>Crime Data Quality Report - Will include qualitative PIs providing contrast to quantitative PIs thereby commenting on quality of performance data being relied upon.</p> <p>BOCU NCRS/HOCR Audit- Initially carried out by DAT, Inspectorate/TPHQ-subsequently by BOCUs. To be carried out 2 x per year and monitored through CROG.</p>	
2	Review and revise local BCU crime recording policies to ensure compliance with relevant data quality standards (repeat of 2006 recommendation)		Cdr Simmons		<p>MPS Crime Policy - Cdr Simmons (through CROG) to issue directive that only TP Emerald Policies relating to crime recording are valid. Others should be forwarded to Op Emerald for consideration for inclusion as MPS Policy.</p> <p>CROG—To discuss proposed new crime-recording policies prior to publication.</p> <p>NCRSG – FCR to present all NCRSG papers at CROG for comment and dissemination as necessary.</p>	
3	Enhance the Call Handling System to include the equivalent of the NCRS Special Message Format (repeat of 2006		Cdr Foy		Awaits.	

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4	Encourage a 'feedback loop' between IBOs and Metcall to develop a 'right first time' approach.		Cdr Minton Cdr. Foy		<p>CROG – TP to provide feedback to CCC representative re IBO/Metcall issues via 'Responding Safely Together' meetings.</p> <p>CROG – Consider benefits of rationalising current BOCU disparate approach to deployment- DAT NSIR Team to attend Responding Safely Together meetings.</p>	
5	Review the proposed NSIR audit programme to incorporate a holistic audit of call handling quality issues to get maximum benefit from the audit process.		DCS Barron		<p>NSIR Audit Programme – Completed by DAT and provides BOCU Cdrs with Management Info 3x per month.</p> <p>MB Paper – Submitted recommending holistic review of all call handling processes.</p> <p>NSIR Team- To review opportunities under Citizen Focus Performance framework.</p> <p>Communication strategy – Via CROG/NSIR/CAD User Groups and Intranet Special Interest Group. Posters to emphasise need to improve citizen focus.</p>	
6	Develop proposals to improve the quality of initial classification and no crime decision-making.		Cdr Simmons		<p>Crime Data Quality Report - CAD to CRIS Robbery and Total Crime to CRIS conversion rates to be included in Crime Data Quality Report.</p>	

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					<p>Crime Data Quality Report - No Crime & Not Crime rates to be included in Crime Data Quality Reports.</p> <p>PID – In relation to centralising crime recording and brigading TIBs.</p> <p>Training – re improving initial investigation and inclusion within TP CMU Supervisors Course.</p> <p>Communication Strategy – TP/SCD Seminars.</p>	
7	Review how incidents passed to Safer Neighbourhood Teams are actioned and resulted to ensure that victim needs are met and relevant intelligence obtained.		Cdr Foy-Metcall Cdr Jarman-SNTs Cdr Minton-IBOs		Awaits.	
8	Require all call handling staff in the Central Communications Command and IBOs to undertake the NCALT remote training package.		Cdr Foy-CCC Cdr Minton-IBOs		<p>CROG - Completion of NCALT package monitored via CROG.</p> <p>NSIR Audit Programme – CCC/IBO performance measured via NSIR Audit Programme.</p>	
9	The Authority undertakes a proactive role in the oversight of NCRS at BCUs. (Comment re link members deleted)		Catherine Crawford MPA		Awaits.	

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10	<p>User Satisfaction Data Review and update procedures regularly to ensure that;</p> <ul style="list-style-type: none"> • All Home Office requirements are complied with and that potential respondents are not excluded unnecessarily. • Samples taken fully reflect the victim profile in terms of age, gender and ethnicity. • Victim survey results are analysed particularly to include dissatisfied victims, and used to inform improvement plans and service delivery. • Inspection visits to the external contractor are documented to ensure that quality and training issues are addressed. 		Carol McDonald		<p>Sample approach – has been reviewed and centralised and is compliant with all Home Office requirements. The sample is checked against the victim profile each quarter and we will document this process.</p> <p>Results analysis – is focused on the SPIs, which are of satisfaction rather than dissatisfaction. We are setting up focus groups of dissatisfied victims to better understand causes of dissatisfaction rather than satisfaction. Victim satisfaction is a Critical Performance Area and as such is reviewed by Performance Board each month and in supporting elements of the MPS Performance Framework, particularly CCSMs.</p> <p>Inspection visits – will be documented.</p>	