

Rec no.	<u>Recommendation</u>	<u>Response</u>	
1	Establish a target(s) for data quality within the call handling and crime recording systems to support improvement.	<ul style="list-style-type: none"> • CROG – led by ACPO lead from TP, CCC and Performance Directorate • Crime Data Quality Report • MPS BOCU NCRS/HOCR Audit • CROG has agreed targets of 90% compliance for NCRS and NSIR, to achieve a ‘good’ grading. • Monitoring regime to be fully established by March 2008 	Amber
2	Review and revise local BCU crime recording policies to ensure compliance with relevant data quality standards (repeat of 2006 recommendation) <i>Draft recommendation of MPA scrutiny</i>	<ul style="list-style-type: none"> • Centralised MPS Crime Policy (TP) • CROG • Oversight of NCRSG & NSIRSG • To be fully in place by March 2008 	Amber
3	Enhance the Call Handling System to include the equivalent of the NCRS Special Message Format (repeat of 2006 recommendation)	<ul style="list-style-type: none"> • Software change requested • CAD not stable enough to support changes at present – step by step minimal changes will occur • Completion date unknown at this stage but believed to be 2008 	Red
4	Establish a 'feedback loop' between IBOs and CCC to develop a 'right first time' approach.	<ul style="list-style-type: none"> • Responding Safely Together – ‘pinch points’ have been agreed / mapped out • To feature in workshop on 23 January 2008 • By February 2008 we will have an audit trail that ensures the formalised structure between CCC and IBOs is happening. 	Amber

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5	Review the NSIR audit programme to incorporate a holistic audit of call handling quality issues to get maximum benefit from the audit process.	<ul style="list-style-type: none"> • NSIR Audit Programme – Reviewed and expanding. • NSIR Team – NICL implementation recommended by MPA to be considered by MPS. • Requires regime/technical means to audit CHS • Partially complete in relation to ASB only as full compliance is not possible until NSIR is implemented – see item 3 re CAD stability 	Amber
6	Develop proposals to improve the quality of initial classification and no crime decision-making.	<ul style="list-style-type: none"> • Crime Data Quality Report – via ASGARD data • TP trialling new approaches NE and Westminster • DAT/TP – close working re reclassification • Reviewed at TP Command Team Meeting; self-audit process being piloted on Newham BOCU Jan 2008 • Audit regime will be in place by February 2008 and MPS response to MPA scrutiny should impact on this issue 	Amber
7	Review how incidents passed to Safer Neighbourhood Teams are actioned and resulted to ensure that victim needs are met and relevant intelligence obtained.	<ul style="list-style-type: none"> • IBO standards • Process mapping completed • Proposal passed to TP (Volume Crime & Criminal Justice) and CCC Commanders for consideration and implementation. • To be ratified at CROG, Feb 2008 	Amber

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8	Require all call handling staff in the Central Communications Command and IBOs to undertake the NCALT remote training package	<ul style="list-style-type: none"> • TP and CCC have instructed completion of NCALT package – monitored by CROG. In TP IBOs, 375/600 have been trained • Pass mark of 80% set (90% for supervisors) • Target of 100 CCC staff to undertake NCALT training per month 	Red
9	The Authority undertakes a proactive role in the oversight of NCRS and NSIR at BOCUs.	<ul style="list-style-type: none"> • MPA Scrutiny (and follow up) • PPRC • MPA represented at CROG • In MPS view, membership of CROG, quarterly report to PPRC and MPA scrutiny are evidence of achieving this recommendation 	Green
10	<p>User Satisfaction Data</p> <p>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. 	<ul style="list-style-type: none"> • Recommendation has been met (evidence to be provided to audit commission) 	Green