

ACTION PLAN

<u>Audit Commission Issue</u>	<u>A.C Priority</u> 1-3 (low-high)	<u>Action</u>	<u>Target/Completion</u> Date	<u>Comment</u>
CRIME DATA ISSUES				
Generally poor performance for closing incidents of criminal damage, disturbance, racist incidents	2	1.Ensure all Borough Commanders received the Audit Commission Report including their Borough's results	July 2003	Reports sent electronically to all Borough Commanders.
		2. Review & report on NCRS training in MPS	Nov 2003	Report submitted, identifying that only CAD operators received formal NCRS training
		3. Design bespoke NCRS Training Course as short term solution for local delivery	Feb 2004	Training Package will be delivered to OCU Commanders for local delivery
		4. Influence MPS and national training scheduling to include appropriate NCRS inputs and persuade MPS Training to adopt NCRS Training Package	Ongoing	Consultations with MPS Training continue. Attempting thro NCRS Steering Group to influence National Training
		5. Improve / refresh CAD operators awareness of NCRS responsibilities	Dec 2003	NCRS advisory note issued to all CAD operators thro' CAD User Group
		6. Design and deliver seminars for Crime Management Unit staff and OCU Supervisors to improve knowledge & supervision standards	Dec 2003	Three widely publicised NCRS seminars were delivered centrally over a 8 week period. Well attended by Borough staff

Insufficient detail on logs to justify incident closure	3	7.As Actions 1-6 above		As above
		8. Carry out re-run of Investigation 1 re closure of incidents on 16 Boros that received RED grading	Dec 2003	Little improvement shown. Results distributed to DAC Bryan, TP Crime Command and individual Boros
ACCOUNTABILITY & LEADERSHIP ISSUES				
No marketing of NCRS to operational police officers	2	9. Design and open Crime Integrity & NCRS website	Aug 2003	Provides user friendly access to all MPS staff with interactive Forum and relevant contact numbers for CIT staff. Also provides links to relevant NCRS documents
		10. Open NCRS Help Line	July 2003	Provides all MPS staff with easy contact with CIT staff re NCRS and HOCC issues
		11. Design and deliver seminars for Crime Management Unit staff and OCU Supervisors to improve knowledge & supervision standards	Dec 2003	Three widely publicised NCRS seminars were delivered centrally over a 8 week period. Well attended by Borough staff
		12. Write & publish Special Police Notice on NCRS & Crime Integrity Team	Jan 2004	Special Notice 02/04 refers. Provides advice and guidance on NCRS issues
		13. Design, publish & circulate posters highlighting the importance of NCRS	Dec 2003	Posters designed using quotes from Commissioner and "crime victim" to raise awareness. Circulated to all OCUs.

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		14. Attend monthly Crime Managers Forum to raise NCRS profile	Ongoing	Monthly meetings attended by Crime Registrar or Deputy. Allows identification & promulgation of good practice
		15. Provide input on NCRS at TP Crime Desk Supervisors seminar on Detections	Dec 03	Stressed link between performance and NCRS & HOCR compliance
Generally poor performance for closing incidents of criminal damage, disturbance, racist incidents	2	16. As Actions 1-5 above		
Insufficient detail on incident logs to justify closure of incident	3	17. As Actions 1-8 above		
POLICY & ADMINISTRATION				
There is inconsistent implementation of Force Policy detrimentally affecting the overall performance	2/3	18. Liaise with TP & SO Crime Policy Units- establish mechanism to ensure all policies are NCRS compliant	Ongoing	Links to both units now resulting in CIT consultation on policy setting. Example TP policy on mobile phone crime now promulgated thru NCRS as best national practice
		19. Ensure Crime Integrity Team represented on TP Detections Working Party to ensure NCRS and HOCR compliance in improvement initiatives	Nov 2003	CIT officer now a member of working party- good relationship ensures ethnicity of approach

RESOURCES				
No issues identified	-	-	-	-
STAFF TRAINING & AWARENESS				
There has been no training or marketing of NCRS to operational officers, consequently not all staff interviewed said they had been informed about NCRS	2/3	20. Review & report on NCRS training in MPS		Report submitted, identifying that only CAD operators received formal training
		21. Design bespoke NCRS Training Course as short term solution for local delivery	February 04	Training Package will be delivered to OCU Commanders for local delivery
		22. Improve CAD operators awareness of NCRS responsibilities	Dec 03	NCRS advisory note issued to all CAD operators by CAD User Group
		23. Design and deliver seminars for Crime Management Unit staff and OCU Supervisors to improve knowledge & supervision standards	Dec 2003	Three widely publicised NCRS seminars were delivered centrally over a 6 week period. Well attended by Borough staff
		24. Design, publish & circulate posters highlighting the importance of NCRS	Dec 2003	Posters designed using quotes from Commissioner and "crime victim" to raise awareness. Circulated to all OCUs. (Copy attached Appendix A)

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		25. Attend monthly Crime Managers Forum to raise NCRS profile	Ongoing	Monthly meetings attended by Crime Registrar or Deputy. Allows identification & promulgation of good practice
		26. Provide input on NCRS at TP Crime Desk Supervisors seminars on Detections	Dec 03	Stressed link between performance and NCRS & HOCR compliance
SYSTEMS FOR INCIDENT & CRIME RECORDING				
The systems are not integrated	1	27. Investigate the potential for linking CAD and CRIS systems so that a CAD resulted as crime will automatically open an outline CRIS entry	Ongoing	At present this remains an aspiration only. CRIS R10 version was rolled out on 2003 and C3i in now imminent. Close liaison continues to monitor possibilities/ timescales for linkage.
		28. Ensure NCRS needs are represented at C3i implementation committees	Dec 2003	CIT member now on DCC C3i implementation team
There is no easy extraction of data from the systems for audit purposes	1	29. Research and identify options to improve systems for auditing use	Ongoing	Close liaison now exists with CRIS Project Team and PIB. Current development of METMIS system offers potential solutions
PROCESSES FOR CRIME RECORDING				
Call handling and subsequent action is variable	2	30. Improve / refresh knowledge of NCRS and its requirements for call handling staff	Dec 2003	NCRS advisory note issued to all CAD operators by CAD User Group
		31. Improve NCRS knowledge of CAD supervisors	Dec 2003	Three widely publicised NCRS seminars were delivered centrally over a 6 week period. Well attended by Borough staff

		32. Ensure clarity of instruction for TIU staff	July 2003	Police Notice issued July 2003 clarifying instructions on telephone crime recording practice
		33. Remind all call handling staff of NCRS requirements on first recording of crime	Dec 2003	All Boro Commanders E Mailed by Crime Registrar to seek their active involvement in standards
Recommendations from Crime Best Value Review (2001) relating to TIUs have yet to be implemented	1	34. Liaise with TP Crime Command over progress on the development of TIUs	Nov 2003	Report submitted to PPRC on 9.10.03 by Commander Yates (TP Crime) reporting lack of funding for centralised TIUs. TIUs will continue to be Boro based.
There are no Minicoms sited in TIUs and CMUs	2	35. Research & report on the number of Minicoms, locations and usage and to make recommendations thro TP Crime for expansion.	Feb 2004	Supports MVV by making London safer for minority groups & reflects focus on Diversity in CIT Business Plan
The onus continues to be placed on the caller to make additional and further contact with the Force in order that an incident is recorded and where a victim/caller fails to re-contact the Force may be incorrectly closed as 'non-crime.'	3	36. Improve understanding and knowledge of NCRS requirements through training and improved awareness	Ongoing	As detailed in Actions 19-25

		37. Ensure policies relating to crime recording are NCRS compliant	Ongoing	Links to TP & SC policy units resulting in CIT consultation on policy setting. Example TP policy on mobile phone crime now promulgated thru NCRS as best national practice
AUDITING ARRANGEMENTS, SCRUTINY & INTEGRITY				
The Force established sample size is very low and is open to challenge	2	38. Establish MPS Crime Registrar and Crime Integrity Team to oversee and enforce NCRS compliance	April 2003	Business Plan 2003/4 outlines Aims & Objectives in support of Mission, Vision & Values and NCRS
		39. Review current sample size used by MPS Quality Assurance Officers(QAO)	Nov 2003	Current NCRS audit sample used (40 crimes in each of 10 categories) is same size as that examined by Audit Commission. Work of QAOs is currently under scrutiny of DCC Data Quality Project. Current sample is dip sampled by Crime Integrity Team and supplemented by other auditory work by CIT, PIB and TP Inspection units.
		40. Set criteria for thematic inspections of crime data	Nov 2003	Criteria for thematic inspections identified as CIT Policy
		41. Carry out thematic inspections of specific crime data sets that contribute to NCRS	Ongoing	A number of thematic inspections have been completed including NCRS Training Gun Crime Burglary at Bexley Street Crime allegations at Wandsworth

		42. Design and introduce a user friendly system for BOCUs to request reclassification of crimes by Crime Registrar	July 2003	CIT system introduced using CRIS Flagging codes to identify reclassifications requested – requests must be supported by a senior CID officer Policy agreed with TP Crime Commander
		43. Identify intervention strategy to formalise procedure for dealing with systematic or individual failing to meet NCRS and HO CR	Feb 2004	Awaits consultation and agreement with TP Crime
		44. Support the aims of DCC Data Quality Project in respect of crime data	Ongoing	Project commenced Dec 03 under direction of DAC Bryan
QUALITY OF SERVICE				
It is not clear from the Audit whether the survey following up reported incidents explores satisfaction on NCRS issues. The Force should consider testing such as Whether victims are pressed for positive evidence of a crime or dissuaded from their initial view that a crime has	3	45. Examine the current crime survey and liase with PIB and TP Crime Command to ensure future surveys provide information on NCRS compliance	April 2004	Ongoing
		46. Examine the possibility of using a “mystery shopper” exercise to evaluate, through market place testing, compliance with NCRS principles	April 2004	Positive preliminary discussions have taken place with the Inspectorate who control such operations

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occurred Victim views on incidents 'no crime' or reclassified to be taken forward as a lesser offence		47. Research & report upon the viability of a specific "mail shot" survey or exit survey of crime victims at selected OCUs	April 2004	
POLICE AUTHORITY				
The Police Authority and the Force need to co-ordinate press briefing	2	48. Develop a joint media strategy in respect of the Audit Commission report	May 03	A joint statement was agreed in relation to the Audit Commission report.
The Authority needs to continue to keep Members informed on the impact of NCRS	2	49. Ensure the MPA are informed of progress in implementing and enforcing NCRS	Ongoing	MPA updated by report submitted in November 2003 and February 2004
The Authority should consider identifying a champion for NCRS matters	1	50. Identify the MPA lead on NCRS	Jan 2004	Although the MPA does not have a formal lead on NCRS, Mr Richard Sumray effectively carries out this role
The Authority should hold the Met accountable for the rollout of NCRS	2	51. Identify a reporting system to the MPA on NCRS	Nov 03	The MPA does hold the MPS responsible through its reporting mechanism

Glossary of abbreviations used in the above table which are not in the main report.

CAD – Computer Aided Despatch

PIB – Performance Indicator Bureau

HO CR – Home Office Counting Rules

TIU – Telephone Investigation Unit

SC – Specialist Crime