

NCRS ACTION PLAN - RESPONSE TO 2004 AUDIT

Updated: 25/04/2005

KEY: ▲ Key Milestones ★ Project Board Decision Points ● Key Meetings

Current performance and change since AC audit shown for each outcome

Current status and progress against activities is shown

			Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	
ACHIEVING COMPLIANCE WITH CURRENT SYSTEMS																					
MPS COMPLIANCE WITH TEST 1																					
		Responsibility	Status																		
			Apr '05 (part) March '05 2004 Audit 86% 81% 69%																		
IT1	1	◆ CAD system amended to include prompts for CAD users re NCRS	DOI CI Diment	Complete	Prompts established																
Train 2	2	◆ Training / awareness package introduced for CAD supervisors and operators on NCRS issues	DOI CI Diment	Complete	NCRS compliance issues are already included within the training given to CAD operators																
Supv 2	3	◆ Guide to local supervision and dip sampling activity for real-time local testing of compliance produced and presented to QAOs (Tests 1 & 5) ◆ Guidance revised and reissued	CIT DCS Barron CIT DCS Barron CIT DCS Barron	Complete Complete	First Aid kit produced																
Perf Mgt 3	4	◆ Protocol established to trigger action / intervention as a result of poor / declining performance on NCRS issues	CIT DCS Barron	Complete	Protocol established																
Audit 1	5	◆ Test 1 Compliance Monitoring ◆ Phase 1 (01/05): Testing across 32 Boroughs + Heathrow ◆ Feedback provided to Borough Commanders ◆ Phase 2 (03/05): Testing across 32 Boroughs + Heathrow ◆ Feedback provided to Borough Commanders ◆ Phase 3 (04/05): Testing across 32 Boroughs + Heathrow ◆ Feedback provided to Borough Commanders ◆ Phase 4 (05/05): Testing across 32 Boroughs + ID - FULL AUDIT ◆ Feedback provided to Borough Commanders	DCC2 Inspectorate DCC2 Inspectorate DCC2 Inspectorate DCC2 Inspectorate DCC2 Inspectorate DCC2 Inspectorate	Complete Complete Complete Complete Ongoing Ongoing	MPS compliance = 82% (Jan 05) MPS compliance = 81% (Mar 05) Audit complete Audit complete																
Audit 1	6	◆ Local action in response to test 1 results	TP Boro' Cdrs / DAC Paddick Gold Group	Ongoing																	
	7	◆ Review - If compliance not achieved plan for further remedial action / monitoring																			
MPS COMPLIANCE WITH TEST 5																					
		Responsibility	Status																		
			April '05 (part) March '05 2004 Audit 74% 74% 70%																		
Policy 6	8	◆ Restrict number of people who can confirm classification on CRIS (including no crime) to CMU staff	TP Cdr Crime	Complete	Publication of Notice																
Train 3	9	◆ Training / awareness package delivered to CMU staff on NCRS ◆ Training Seminars for TP sergeants (Improving Detection Rates Effective Supervision)	CIT DCS Barron TP DI St Clair	Complete Complete	Awareness session with CMU staff All TP sergeants trained																
Supv 2	10	◆ Guide to local supervision and dip sampling activity for real-time local testing of compliance produced and presented to QAOs (Tests 1 & 5) ◆ Guidance revised and reissued	CIT DCS Barron CIT DCS Barron CIT DCS Barron	Complete Complete	First Aid kit produced																
IT 2	11	◆ Revisions to CRIS to encourage / enforce compliance with NCRS ◆ Scoping study to identify changes ◆ Implement CRIS enhancements	DCC2 DCI Castell TP Cdr Crime	Complete Slippage	Scoping study to identify possible enhancements and costs																
Audit 1	12	◆ Compliance Monitoring (compliance with policy) ◆ Monitoring compliance with policy and feedback to Boro's, MB etc ◆ Action to address non-compliance	CIT DCS Barron TP Cdr Crime / DAC Paddick	Ongoing Awaits	Compliance with policy																
Audit 1	13	◆ Test 5 Compliance Monitoring ◆ Monitoring test 5 compliance and feedback to Boro's, MB etc	CIT DCS Barron	Ongoing	Test 5 compliance																
Perf Mgt 3	14	◆ Protocol to trigger action as a result of poor / declining performance ◆ Protocol developed ◆ Action in response to Test 5 compliance results	CIT DCS Barron TP Boro' Cdrs / DAC Paddick	Awaits Ongoing	Action / intervention as a result of poor / declining performance																
	15	◆ Review - If compliance not achieved plan for further remedial action / monitoring																			

NCRS ACTION PLAN - RESPONSE TO 2004 AUDIT

Updated: 25/04/2005

KEY: ▲ Key Milestones ★ Project Board Decision Points ● Key Meetings

Current performance and change since AC audit shown for each outcome

Current status and progress against activities is shown

				Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-05	Apr-04				
ACHIEVING COMPLIANCE WITH CURRENT SYSTEMS																									
ALL RELEVANT STAFF AWARE OF IMPORTANCE OF NCRS COMPLIANCE																									
Comms 1	16	◆ Response to National Press Launch	DCC2	DAC Bryan	Complete	National press launch																			
Comms 1	17	◆ Ongoing internal communication programme, Initial targeted communication with Boro' Cdrs, CAD / CMU staff, QAOs	CIT	DCS Barron	Ongoing	Boro Cdrs QAOs CMU staff posters Further milestones to be identified																			
Comms 2	18	◆ Improved communication processes to ensure staff are aware of policy / process changes	CIT	DCS Barron	Complete	Relaunched intranet site																			
Policy 4	19	◆ 'User friendly' version of HOCR developed for intranet	CIT	DCS Barron	Ongoing																				
ALL RELEVANT STAFF AWARE OF ACCOUNTABILITIES FOR NCRS																									
	20	◆ Single point of contact for NCRS issues established on all Boro's	TP	ACTP		Managers identified at x/32 Boros																			
	21	◆ Define accountability for NCRS at all levels	CIT	DCS Barron	Awaits	Contacts established on all Boroughs																			
	22	◆ Promulgate NCRS accountabilities	TP	ACTP / DAC Bry	Awaits	Role specific accountability for NCRS issues defined																			
NCRS COMPLIANCE SUSTAINED AND IMPROVED IN THE MEDIUM TERM																									
EFFECTIVE AUDITING and PERFORMANCE MANAGEMENT REGIME (ACROSS ALL TESTS)																									
Audit 1	23	◆ Internal audit programme that mirrors tests 1-7 etc ◆ Audit programme developed for tests 1-7 + detections ◆ Audits completed in line with programme ◆ 2005 Audit Commission audit	CIT	DCS Barron	Complete	Decision on resources																			
			CIT	DCS Barron	Ongoing	Audit programme starts																			
				Audit Commission		Audit programme designed																			
Perf Mgt 1	24	◆ Regular production of FCR's reports, including reporting of test results to MB, Boro Cdrs etc	DCC2	DAC Bryan DCS Barron	Ongoing	Tests 1 & 5																			
Perf Mgt 2	25	◆ NCRS compliance measures and other quality indicators included in control strategies for 2005/06 objectives ◆ Inclusion of test 1 and 5 results in Crime Management Performance Indicators Report	DCC2	DAC Bryan Lawrence Morris	Ongoing	FCR report 1																			
			TP	Trevor Brown		FCR report 2																			
						FCR report 3																			
						Measures agreed																			
						Report revised																			
						Fall sample audit																			
						2005 AUDIT?																			
NCRS REFLECTED IN ALL RELEVANT ROLES AND RESPONSIBILITIES																									
Roles 1	26	◆ Inclusion of NCRS responsibilities in all relevant job descriptions, clear articulation of responsibilities (dependent on actions 20, 21)	HR/TP	??		NCRS included in all relevant job descriptions																			
Roles 2	27	◆ NCRS related performance measures developed for all relevant roles	HR/TP	??		NCRS related performance measures included in pdrs																			
Roles 3	28	◆ Introduction of TP ACPO lead for NCRS performance issues	TP	ACTP	Complete																				
SYSTEMS ESTABLISHED TO ENSURE ALL RELEVANT MPS POLICIES ARE AND CONTINUE TO BE COMPLIANT WITH NCRS																									
Policy 1	29	◆ All relevant policies and SOPS affected by NCRS reviewed, revised,	TP	Crime Policy	Ongoing	All relevant policies reviewed and advice given																			
Policy 5	30	◆ Put mechanism in place to ensure that FCR has input to any policy, process or system changes relating to crime or incidents	CIT	DCS Barron		Mechanisms established																			
Policy 2	31	◆ Develop and introduce processes to ensure that crime incidents that are reported thro' means other than phone are recorded	DCC2	MPS NSIR lead	Awaits	Scoping completed - gaps identified																			
Policy 3	32	◆ Clarify national policy on the handling of crime related incidents that are passed to local authorities / other agencies to respond	DCC2	MPS NSIR lead	Awaits	Policy clarified																			
Policy 9	33	◆ Review C3i related policies, processes etc to confirm compliance with NCRS (impact on NCRS performance indicated by Audit 1)	DOI	CI Diment		Issues paper: implications of C3i on compliance																			
QoS2	34	◆ Equalities impact assessment on crime reporting system	TP	Crime Policy Unit		Equalities impact assessment complete																			

NCRS ACTION PLAN - RESPONSE TO 2004 AUDIT

Updated: 25/04/2005

KEY: ▲ Key Milestones ★ Project Board Decision Points ● Key Meetings

Current performance and change since AC audit shown for each outcome

Current status and progress against activities is shown

				Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06			
				Perf	Change																			
ACHIEVING COMPLIANCE WITH CURRENT SYSTEMS				Responsibility	Status																			
MAINSTREAMING NCRS ISSUES IN MPS TRAINING																								
Train 1	35	◆ Inclusion of NCRS issues into probationer training	HR/TP Justin Byford	Ongoing	ONGOING, TIMESCALES TO BE ESTABLISHED (Justin Byford, TP)																			
Train 3	36	◆ Delivery of Asgard training for CMU staff by IT Training school	TP/HR Trevor Brown	Ongoing																				
Train 5	37	◆ Enhancements to CRIS training	TP Cdr Crime / Trevor Brown	Awaits decision on CCB																				
Train 6	38	◆ CBT package developed to provide basic awareness of NCRS ◆ Package developed ◆ Training package launched	CIT Trevor Brown / DCS Barron / NCALT	Ongoing	▲ Scenarios prepared (Mar-05) ▲ NCALT package developed (May-05) ▲ GO LIVE (Jun-05)																			
	39	◆ PNA for TIB staff	TP Trevor Brown	Ongoing																				
FEEDBACK FROM THE PUBLIC ON NCRS ISSUES																								
QoS1	40	◆ Improved feedback mechanisms from members of the public in line with good practice (NCRS questions included in customer surveys)	DCC2 Betsy Stanko	Complete	Questions introduced into Crime Victims Survey (Apr-05)																			
Policy 7	41	◆ Restrict number of people who enter initial information on CRIS by piloting Crime Recording Bureau	TP DAC Paddick	Ongoing	AWAITS FUNDING (Nov-04) Timescales for introduction of CRB to be determined (Apr-05)																			
PLANNING AND IMPLEMENTATION OF LONGER TERM FRAMEWORK				TO BE ADDRESSED THROUGH SERVICE REVIEW																				
Roles 4	42	◆ Realign line management structure of CMU, TIB etc away from Boro's	ACTP, DAC BRYAN		Being taken forward in the longer term development work																			
Supv 1	43	◆ Assessment of whether there are sufficient resources in place in control rooms, IBOs, CMUs etc for the MPS to be NCRS compliant	ACTP		TIMESCALES TO BE ESTABLISHED There is a recognition that there is no extra capacity available in MetCall. Awaits detailed information from audits to establish whether capacity is the issue.																			
Train 4	44	◆ PNA to articulate requirement for NCRS training amongst all front line staff	Cdr Crime? to Training Board		TIMESCALES TO BE ESTABLISHED																			