

Appendix 1
HMIC Project Team Action Plan as of 28 March 2006
Owner: Commander Sawyer, Project Manager D/Supt. David Miveld SCD 10

Recommendation	Action	Actions to date	Status	Named Project Lead	Overall MPS Lead	Priority	Timescale / Deadline	Notes
1. HMIC recommends that the Force have clear lines of accountability and processes to match resources to the demand/workload	1.1 Management Board to confirm DAC and Department lead on all MPS PNC issues	c) AC Ghaffur confirmed by MPS Performance Board as MPS lead. b) AC Brown (Director of Intelligence) now MPS lead in active conversation with Commander Sawyer, Chair MPS PNC Bureau Working Party a) DAC Yates current lead until formal handover at meeting of MPS Strategic Intelligence Group on the 20th September 2005	Green	Commander Sawyer SCD10/11	AC Ghaffur	High	Sep-05	c) To be discharged b) Awaits decision of Service Review in September 05. a) Resources are primarily discussed under actions 14, 15,16 & 17.
	1.2 Commander Sawyer to set-up a project board to implement recommendations of HMIC report	a) HMIC Project Team (HMICPT) set-up and several meetings have taken place since receipt of the report	Green	Commander Sawyer SCD10/11	AC Ghaffur	High	Jun-05	a) To be discharged
	1.3 Identify Project Manager and obtain resources to progress implementation	b) Daniel Burden from Internal Consultancy Group to continue to act as advisor on project management. a) Deferred - pending examination of likely costs by Chair. Too cost prohibitive and awaits response from Caroline Bridgman for project support	Green	Det Supt Miveld SCD10(5)	Commander Sawyer SCD10/11	High	Jun-05	a) To be discharged
2. HMIC recommends that the Force ensure that the reinvigorated PNC Strategic Committee continue to meet and be chaired by a senior officer	2.1 Continued Chair of PNC Strategic Committee (PNCSC) to be identified in light of action 1.1	e) AC Ghaffur confirmed by MPS Performance Board as MPS lead PNC SC meet 31-03-06. d) AC Brown (Director of Intelligence) now chairs this committee, HMIC report and MPS recommendations will be discussed at the MPS Strategic Intelligence Steering Group 20-09-05. This will address many of the remaining strategic issues and the reader to note linked references to this action throughout the matrix	Green	Commander Sawyer SCD10/11	AC Ghaffur	High	Aug-05	b) The PNC Strategic Committee has yet to meet sine the release of the HMIC report. The Lower term choice of the chair awaits decision of Service Review a) Strategic Committee have met sporadically.

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	2.1 Chair of PNC Strategic Committee (PNCSC) to be identified in light of action 1.1	c) Paper submitted to DAC Yates and through AC Ghaffur proposing terms of reference and proposed chair for consideration. b) Inspector Pillai to liaise with Alan Hadfield and report making recommendations for composition of the Committee and its Chair a) DAC Yates currently confirmed as chair.	Green	Commander Sawyer SCD10/11	AC Ghaffur	High	Aug-05	
	2.2 Terms of Reference of PNCSC to be reaffirmed and established	c) See 2.1e b) This matter now under active consideration. See 2.1d a) Papers sent to DAC Yates and then on by him to AC Ghaffur proposing terms of reference for consideration	Orange	Commander Sawyer SCD10/11	AC Ghaffur	High	Aug-05	a) Strategic Committee does not sit well within current MPS Committee structure
	2.3 Membership of PNCSC to be reviewed	c) See 2.1e b) This matter now under active consideration. See 2.1d a) Paper submitted to DAC Yates as action 2.2	Orange	Commander Sawyer SCD10/11	AC Ghaffur	High	Aug-05	
	2.4 Seek authority from Commander Sawyer for the PNCWG to act as the advisory group for the Project Team (PT)	a) HMICPT now identified and in existence	Green	Commander Sawyer SCD10/11	AC Ghaffur	High	Aug-05	a) To be discharged.
3. HMIC recommends that the MPS formally documents a strategy for PNC.	3.1 PNCSC to set and resource a project team (PT) to develop corporate PNC strategy	e) Now being undertaken by PNCB. d) AC Brown has in principle agreed strategy, but requires PNC Strategic Committee approval. c) This matter now under active consideration. See 2.1d	Green	Commander Sawyer SCD10/11	AC Ghaffur	High	Aug-05	c) To be discharged. b) See also 11.2 a) The statutory Codes of Practice for the PNC must form the basis of the MPS PNC Strategy.
	3.2 To identify ownership of corporate PNC Strategy.	d) AC Ghaffur confirmed by MPS Performance Board as owner. c) PNC strategy defines Director Intelligence as Strategy owner b) This matter now under active consideration. See 2.1d a) Recommendation has been sent to DAC Yates as at 3.1	Green	Commander Sawyer SCD10/11	AC Ghaffur	Medium	Sep-05	b) To be discharged. a) Interim solution required prior to Service Review.

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4. HMIC recommends that the Force develop and publicise suitable policies endorsed by Chief Officers for the management of PNC. The policies should outline the role and responsibilities of staff across the organisation relating to the use of PNC and include details of the implications of non-compliance.	4.1. Capture and document all current PNC related policies.	c) SOPS for PNC Corporate Strategic being drafted b) Membership of HMICPT have submitted relevant policies See Appendix 1. a) All attendees to review own procedures and report back at next meeting on 12th August.	Orange	All members of HMICPT	Commander Sawyer SCD10/11	Medium	Sep-05	a) See Appendix 1.
	4.2 Link 4.1 to action 3.1	Linked	Green	HMICPT	Commander Sawyer SCD10/11	Medium	Jun-05	a) To be discharged
	4.3 PNC Working group to advise project team on the formulation of policies	See notes.	Orange	HMICPT	Commander Sawyer SCD10/11	Medium	Oct-05	a) One policies collated they will be discussed by PNC Working Group.
	4.4 Develop marketing /communication plan to publicise MPS PNC corporate policies	e) Sara Halliday drafting communication plan. d) Meeting to be held 10-03-06. Kate Shulver now represents Kate Campbell c) Communication Action Plan now prepared for UPvA implementation. Communications on the pro+C25ject are currently being delivered in line with this plan. b) Sara Halliday has prepared a draft policy for the UPvA implementation which will be the first part of the Communication Strategy.	Orange	DOI (Hannah Hall) / DPA (Kate Campbell)	Commander Sawyer SCD10/11	Medium	Sep-05	a) Action delayed awaiting meeting/collation of documents delayed by events of 7th July
5. HMIC recommends that the Force review its MDT training provision to ensure that it fulfils the national requirements for PNC training.	5.1. Review effectiveness MPS MDT training with Centrex	b) Review completed and revised MDT training course being rolled out with extra one day for drivers and insurance databases a) The views of Centrex taken into account and a new course is being designed to meet Centrex requirements for MDT.	Green	Head of IT Training School	Director DOI	High	Sep-05	b) To be discharged a) MB recommended 1 day MDT course.

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	5.2. Review with Centrex the time period recommended by MPS to deliver MDT training	d) see 5.1 b c) G. Holderness reported that the decision by MB had been a matter of expediency and the training had omitted the Driving Licence and Insurance databases. The latest bid for training from TP was for two days to include these elements. Whilst there was to be a CBT package for these elements, it was agreed by Commander Sawyer that this was only for those staff already trained and that new training would be TWO days b) Outcome dealt with by 5.1 a) G. Holderness tasked to review differences between what would be available from 1 and 2 day courses.	Green	Head of IT Training School	Director DOI	High	Sep-05	b) To be discharged a) Standards are set by the Codes of Practice for the Use of PNC.
	5.3 PS Sinclair to determine whether change in user's profile would be required as a result of course length.	a) Profile of users will be amended in light if training successfully completed.	Green	Head of IT Training School	Director DOI	High	Sep-05	c) To be discharged b) No changes were required a) Centrex have now defined PNC training standard for MDT's.
6. HMIC recommends that the Force urgently reviews the provision of borough training for accessing PNC through AWARE. Consideration should be given to suspending borough based training until this review is complete.	6.1. Establish the impact of suspending PNC training via AWARE	d) Comm. Sawyer has agreed policy for way forward to be published in MPS. c) Comm. Allen has confirmed the recommendations in the paper. b) Recommendations paper now to Commander Hitchcock for views and decision See Appendix 2. a) Recommendation paper prepared – for circulation with these minutes. Also copy to Cdr Sawyer.	Green	Supt Way Operation Emerald	ACTP	High	Sep-05	a) Training of trainers suspended - training of students continues
	6.2. Consider suspension of borough PNC training via AWARE and appropriate way forward	c) See 6.1 c b) IT Training proposals resubmitted by Ian Grant for further consideration a) paper prepared for consideration by Commander Hitchcock Appendix 2	Green	Supt Way Operation Emerald	ACTP	High	Sep-05	a) To be discharged
	6.3. Establish feasibility of accessing PNC via alternative means	a) as 6.2	Green	Supt Way Operation Emerald	ACTP	Medium	Sep-05	a) To be discharged

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	6.4. Review borough based PNC training programme via AWARE.	a) as 6.2	Green	Head of IT Training School	ACTP	High	Sep-05	a) To be discharged
7. HMIC recommends that the Force urgently develop quality and timeliness performance management information at an individual and borough level.	7.1. Ensure PNC statistics becomes part of TP MMR	e) Spoke SE 06-03-06 work well progressed borough stats available early summer. d) Commander Sawyer and Allen met Sarah Easey (SE) Performance Directorate now preparing borough performance data c) Agreed that timeliness by BOCU would be added in the New Year. PNCB to provide access/ training to PIB to run BOCU data	Orange	Supt Way Operation Emerald	ACTP	Medium	Oct-05	a) AC Godwin removed PNC TP statistics from the MMR in 02
	7.2. Identify appropriate PNC management information for the MPS	c) See 7.1e b) Unable to produce individual measures. BOCU timeliness measures to be produced a) See Appendix 3.	Green	Supt Way Operation Emerald	ACTP	Medium	Oct-05	a) To be discharged
	7.3. Establish with PITO whether they can identify electronically if a secondary update has been completed to the minimum standard.	c) Current technology makes this impossible to achieve. b) Recommend that John Needham (DoI) should collect data if it is possible. a) Insp Pillai SCD10(5) to establish methodology with HMIC	Green	Supt Way Operation Emerald	ACTP	Medium	Oct-05	b) To be discharged a) PNCB previously produced PIs
	7.4. Establish with PITO whether they can provide quantitative data on borough and individual performance regarding timeliness	c) See 7.1e a) Liaise with PITO re: collection of Borough Performance Data	Green	Insp Pillai SCD10(5) / Helen Dean (PIB)	ACTP	Medium	Oct-05	b) Collection of individual performance data felt to be difficult and time consuming with little benefit. a) Insp Pillai to liase with Helen Dean PIB
	7.5. Develop borough led PNC quality assurance regime on an individual and OCU basis	a) Being developed as SOP for PNC Corporate strategy to be considered by PNC SC.	Orange	Insp Pillai SCD10(5)	ACTP	High	Oct-05	b) Awaits decision on 7.4 a) Insp Pillai to liase with Helen Dean PIB

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8. HMIC recommends that the Force conducts a review of PNC Systems Administrators and reduces the number of people able to create, amend and delete users. Introduces an independent process to audit PNC Users which should be conducted at least annually.	8.1. Identify PNC Systems Administrators and develop processes for system users being given access	b) ATOS Origin/Cap Gemini in Spring 06 will manage on behalf of MPS registration and user access. a) List of Systems Administrators obtained – requires updating. Refer to Michaela Dickson. Each OCU now requested to identify a SPOC for PNC.	Orange	Det Supt Miveld SCD10(5)	Director Dol	High	Aug-05	a) Recommendation 8 refers mainly to access to PNC using PNC via AWARE
	8.2. Undertake survey of all MPS PNC users	b) User list compiled. a) Being undertaken as part of the UPvA Project.	Green	Det Supt Miveld SCD10(5)	SCD10(5)	Medium	Oct-05	b) To be discharged. a) The X25 Migration Project will require a survey of all current users of PNC to be ascertained including systems administrators. The project will facilitate the implementation of this recommendation.
	8.3. Conduct a baseline assessment of all MPS PNC users	c) All future users will need to prove the required standard see also 8.1b. b) Insp Pillai consulting with Research and Survey Unit a) Refer to Helen Dean (PIB)	Green	Insp Pillai / UPvA Project	SCD10(5)	Medium	Oct-05	b) To be discharged. a) UPvA will resolve this issue.
	8.4. Information Compliance Unit to develop process to survey PNC users annually.	c) Chris Brooks IT school to prepare a paper making recommendations about when a person needs to be retrained and considered by HMICPT. b) Unlink 8.1	Orange	Bob Farley	Director Dol	Low	Dec-05	a) Commander Sawyer to liaise with Ailsa Beaton DOI.

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	8.5. Identify a DOI PNC subject expert	<p>c) Michaela Dickson is now nominated.</p> <p>b) Simon Nicholls has written to ICT Service Director with a view to him assuming technical ownership)</p> <p>a) Two possibilities identified – Jason Wildes and Michaela Dixon. Michaela to be invited to Project Team meetings. Additionally, Simon Nicholls to identify Dol/PNC “architecture” expert”.</p>	Green	Michaela Dickson	Director Dol	Low	Dec-05	a) To be discharged.
9. HMIC recommends that the MPS reviews its audit resources to ensure that sufficient auditing is carried out across all its data systems. Reporting and ownership processes are reviewed to ensure that issues identified as a result of audits are rectified in a timely manner.	9.1. Identify who within MPS will be responsible for conducting MPS wide PNC auditing	<p>c) The current two audits per year were agreed by the Metsec Programme Board due to limited resources available in the ICU and competing demands for security inspections. The PNC SC should consider whether the level of audits is appropriate</p> <p>b) Recommend Bob Farley (Head of Information Compliance) to take forward</p> <p>a) MPS Policy to be written by Insp Pillai.</p>	Red	Bob Farley (Head of Information Compliance)	Director Dol	Medium	Oct-05	a) ICU currently undertakes annual risk based audits of PNC on a limited basis due to resource restrictions.
	9.2. Develop a process to ensure results of audits are properly complied with across the MPS	<p>d) PNC SC to consider results of audit and disseminate accordingly.</p> <p>c) Link to 11.1</p> <p>b) Recommend that Bob Farley take this forward</p> <p>a) Compliance checks will be undertaken by Bob Farley.</p>	Orange	Bob Farley DOI Information Compliance	Director Dol	Medium	Oct-05	

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10. HMIC recommends that the MPS introduce Data Protection and Information Security training for all police officers and staff.	10.1. Undertake a review current Data Protection and Information Security training	c) 'E' Learning programme covering all aspects of DPA and Information Security went live on 1st October 2005 for all new MPS staff. Evaluation in January 2006 when Training Management Board may mandate for all existing staff b) Package now developed. Trial version under review. Possibly available for general use by October 2005 a) 'E' Learning package being developed. Will be available by September 2005.	Green	Head of IT Training School	Director Dol	Medium	Sep-05	a) To be discharged.
	10.2. Establish if current level of training meets Data Protection minimums	a) Reviewed and appropriate changes made to ensure this criteria is met	Green	Head of IT Training School	Director Dol	High	Jul-05	a) To be discharged.
	10.3. Identify most appropriate way to deliver Data Protection and Information Security training	a) See 10.1	Green	Head of IT Training School	Director Dol	High	Jul-05	c) To be discharged.
11. HMIC recommends that the policy for transaction monitoring and analysis is reviewed in order to implement a robust and effective process.	11.1. Develop an effective centrally controlled electronic transaction monitoring system	b) Bob Farley reports that progression of results of pilot which concluded in Summer 2005 now rest with DCS Steve Gwilliam DPS, who is preparing a plan to take Project Scatha (formerly Project Theseus) forward.	Orange	Bob Farley (Head of Information Compliance)	Director Dol	Low	Dec-05	a) X25 Migration project is evaluating off the shelf electronic central monitoring software.
	11.2. Notice 26/99 be reviewed and promulgated as policy relating to transaction monitoring	c) To be redrafted and considered by PNC SC. b) The status of Notice 26/99 and the requirement for OCUs/BOCUs to perform transaction enquiry checks needs to be considered by the MPS PNC Strategic Committee and if appropriate the policy rewritten in the light of current resource a) Link to 3.1	Orange	Bob Farley (Head of Information Compliance)	Director Dol	Medium	Sep-05	a) Monitoring of transactions is not available only of PNC accessed via AWARE. Liaise with CIVICA to see if central monitoring is possible.

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	11.3. Correct completion of PNC originator line to be reinforced during training courses	c) UPvA ensures the originator line is automatically populated with ID of user. b) Police Notice of 15/2005 reminds all PNC users of requirement to complete originator line to minimum standards. a) Taught on all PNC courses	Green	Head of IT School	Director DOI	Medium	Sep-05	b) To be discharged. a) This action is practised in PNCB and will be adopted as good practice throughout the MPS as a mandatory requirement.
12. HMIC recommends that the MPS reviews its procedures, as part of the control room change programme, to ensure that police information is only supplied to authorised individuals.	12.1. Review and document process for PNC Operators to seek verification of persons asking for PNC checks or check	c) Will be part of SOP being drafted. b) Procedure is trained at DOI Training School. It is contained in the 'draft' Standard Operating Procedures yet to be published a) Bob Farley to liaise with Ron Macpherson.	Orange	Insp Pillai SCD10(5)	Director Dol	Medium	Sep-05	b) See also 9.2
	12.2 Liaise with C3i re action 12.1	b) See 12.1c a) Confirmed with Supt Steve MacDonald that no local work instruction is available covering this in Metcall, although procedure is included in training. Recommendation made to include in a LWI	Green	Bob Farley (Head of Information Compliance)	Director Dol	Medium	Sep-05	a) To be discharged.
13. HMIC recommends that a Marketing Strategy be developed, published and implemented to raise awareness for the effective use of PNC across the Force. The Force includes PNC within the Borough Training Days programme of events.	13.1. Develop a Marketing and Communication plan as part of PNC Corporate strategy in Rec. 3	g) See 4.4e f) Meeting to be held 10-03-06. Kate Shulver now represents Kate Campbell. e) Further action awaits response re: Corporate Strategy. Kate Campbell DPA to assist d) Action plan circulated to members developing marketing and communication plans.	Orange	Sara Halliday (Dol)	Director Dol	Medium	Sep-05	

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	13.2. Establish feasibility of delivering PNC awareness as part of OCU training days.	<p>c) 13.1 will in these circumstances address this issue.</p> <p>b) Paper produced and attached See Appendix 4 also some boroughs do not have training days.</p> <p>a) Feasibility option to be produced by Insp. Owen for meeting on 12th August. Insp Pillai to arrange attendance at next meeting of Danny McGannan (PITO) to provide input.</p>	Green	Supt Way Operation Emerald	ACTP	Medium	Sep-05	<p>b) To be discharged</p> <p>a) All officers on CID and SIO courses receive PNC awareness training. All probationers attending PDU's receive an insight into PNC's capabilities. PNC Bureau have a website designed to inform all staff of PNC's capabilities and links to policies, PNCB forms etc. All probationers receive a lesson during initial course.</p>
14. HMIC recommends that the Force reviews its PNCB resources to ensure that it is able to meet demand. The Force ensures that PNCB forms are easily accessible to all officers and are completed in all cases.	14.1. PNCB to review workload and establish new levels of resources to meet demand and deliver services.	<p>c) AC Ghaffur agreed immediate increase to 147 plus recruitment of further 20 temporary staff.</p> <p>b) Awaits decision by AC Brown and Management Board re: increase in AWT. See 2.1d.</p> <p>a) Paper being produced by Insp Pillai/Alan Hadfield for consideration by AC Ghaffur.</p>	Green	Commander Sawyer SCD10/11	AC Ghaffur	High	Aug-05	a) Over last year the combination of legislative, court and 'STEP' changes has seen the PNC Bureau's workload increase by 68% with no increase in staff numbers.
	14.2. PNCB to review policy regarding incidents of RSI.	<p>c) Significant upgrade of 1st Floor PNCB commences in March 06 and continuous of work load of staff by line managers..</p> <p>b) RSI Working Party set up within SCD10(5)</p> <p>a) Referred to Chair for further action.</p>	Green	Det Supt Miveld SCD10(5)	Commander SCD10/11	High	Jul-05	a) To be discharged.
	14.3. Officers to be made aware of PNCB forms that can be accessed via the intranet (linked to 13.1).	<p>c) See 4.1e</p> <p>b) Further action awaits response re: Corporate Strategy. Kate Campbell DPA to assist</p> <p>a) Now forms part of Communication Strategy being devised by Sara Halliday</p>	Orange	Sara Halliday	Commander SCD10/11	Medium	Sep-05	

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	14.4 Establish which non-police agencies MPS works with and review Service Level Agreements	a) Parties identified generic SLA being drafted.	Orange	Alan Hadfield SCD10(5)	Commander SCD10/11	Low	Mar-06	
15. Reviews, and where necessary amends, its internal procedures for the receipt and update of court results to ensure that inefficiencies in the process are removed. Commences updating all court disposals, regardless of their origin, with immediate effect. Reviews its PNCB resources and internal procedures to tackle the backlog of secondary updates.	15.1. Review MPS procedures and resources in relation to court resulting.	b) Procedures reviewed and the measurement of OCU performance will identify good and bad practice to be promulgated. See also 7.1e. a) See 14.1d.	Orange	Supt Way Operation Emerald	Commander SCD10/11	High	01/092005	Roll out of NSPIS Case & Custody is provisionally scheduled to commence in late 2006.
	15.2. Review MPS resources required for secondary updating and court resulting.	c) See also 14.1c b) See 2.1d a) Paper to AC Ghaffur	Orange	Commander SCD10/11	AC Ghaffur	High		a) An increase in the AWT of PNCB is critical to reduce this backlog. A decision has yet to be made by MB. When PORTEUS becomes fully operational the same methods of resulting will be used by all Magistrates Courts (within 6 months this should remove the need for a CJU/Court/PNC link and improve timeliness.

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	15.3. Establish feasibility of resulting court results for other forces.	b) Commander Sawyer to liaise with HMIC regarding appropriateness of recommendation and taken to PNC SC.	Orange	Commander Sawyer SCD10/11	AC Ghaffur	Low	Jan-06	a) MPS has courts used by both the MPS and coterminous forces: implications may be significant: reciprocal arrangements may need to be made.
	15.4. Review MPS procedures in relation to secondary updates	c) Also See 14.1 c. b) Quality issues being looked at by Helen Dean a) Refer to Alan Hadfield for further action.	Orange	SCD10(5) Alan Hadfield	Commander Sawyer SCD10/11	Medium	Oct-05	a) See paper submitted on behalf of Helen Dean
16. HMIC recommends that the MPS ensures that sufficient facilities are in place to enable officers to obtain checks in a timely manner.	16.1. Arrange a survey of all MPS PNC facilities and reliability of access	a) See notes	Green	Michaela Dickson UPvA Project Manager	DoI	Medium	Sep-05	c) To be discharged. b) X25 project has resolved this issue and should be completed by December 2005 a) PNC via AWARE is extremely slow but is reliable in that it has only crashed once in last three years.
	16.2. Evaluate the impact of the X25 migration project on PNC access times.	a) See notes	Green	Michaela Dickson UPvA Project Manager	DOI	Medium	Sep-05	b) To be discharged. a) PNC via AWARE however is extremely slow due to limited number of lines to PNC- this is being remedied by the X25 Migration Project.

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17. HMIC recommends that the Force expands the process for capturing intelligence to guarantee that information applicable to PNC is identified and that a process is developed to ensure that the information is updated accordingly.	17.1. Establish a procedure by which additional intelligence and intelligence held on local systems (eg CRIMINT) is captured and placed on PNC.	b) To be considered by AC Brown's MPS Strategic Intelligence Steering Group. a) Crimint Plus Project Team will be recommending that significantly more data is placed on PNC rather the MPS intelligence System CRIMINT PLUS.	Orange	DS Welland DCC2	Det Supt. Lancaster	Low	Jan-06	b) If proceeded with, considerable impact on PNC resources a) Linked to Bichard relating to sharing of intelligence with other police forces.
	17.2. Linked to Marketing Strategy(13.1)	b) See 4.4e. a) Further action awaits response re: Corporate Strategy. Kate Campbell DPA to assist.	Orange	Sara Halliday DOI	Director DOI			a) Sara Halliday to note in connection with Communications Strategy
	17.3 Monitor effect of Crimint Plus on PNC change management		Orange	Alan Hadfield SCD10(5)	Commander SCD10/11	Low	Mar-06	
18. HMIC recommends that the Force expands its current process for the recording of police bail to include bail conditions to ensure that PNC records are complete, accurate and up to date.	18.1. None required		Green	Alan Hadfield SCD10(5)	AC Ghaffur	High	Jul-05	b) To be discharged. a) This procedure has been introduced within PNCB.
	18.2. Link to Corporate Strategy (3.1)	a) Linked	Green	Detective Superintendent David Miveld SCD10(5)	AC Ghaffur	Medium	Jul-05	a) To be discharged.
19.HMIC recommends that the Force updates the PNCB3 (Warning Signals) form to ensure that all warning signals are included. Instructs PNCB staff to record details of warning signals where the offence provides the justification.	19.1. None required	a) Undertaken	Green	Alan Hadfield SCD10(5)	AC Ghaffur	High	Jul-05	a) To be discharged.

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	19.2. PNCB to review process for obtaining warning signal (s)), where it appears 'obvious' that the reporting officer should have included one.	b) Recommendation to be included in draft SOP. a) Alan Hadfield to design process to enable suitable "prompt"	Orange	Alan Hadfield SCD10(5)	Commander SCD10/11	High	Sep-05	a) PNC Bureau does not own the data that it inputs. The originating officer owns it. If the officer fails to add a warning signal if one is required it is identified by supervising officer.
20. HMIC recommends that the Force review the feasibility of enhancing the current warrants management system to include an option of automatically notifying the PNCB where required.	20.1. Op Emerald to explore feasibility with PITO on automatic notification.	c) PITO current change programme will not consider this recommendation at this time. b) Suitability of South Wales system has been investigated and found not to meet MPS PNC requirements. South Wales now exploring methods by which PNCB11 is automatically updated and sent electronically to PNCB. Interim solution has been negotiated so that all Warrants Notifications are sent by Boroughs to PNCB via secure E mail.	Green	Supt Way Operation Emerald	ACTP	Low	Dec-05	b) To be discharged a) Already being explored by Op. Emerald
21. Her Majesty's Chief Inspector of Constabulary recommends that the Force introduces a formal process of mentoring and regular refresher training for its PNCB staff.	21.1. PNCB to produce formal documented process for refresher training and mentoring	b) Agreed by HMIC PT To be implemented. a) Now with SCD10 SMT for consideration	Green	Alan Hadfield SCD10(5)	Commander SCD10/11	Low	Dec-05	a) To be discharged

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22. HMIC Recommends that the PNCB review and improve its quality checking procedures for input staff to ensure that the integrity of data is assured.	22.1. Review methodology of HMIC to gain greater understanding of how HMIC reached their conclusions.	c) Process repeated and similar error rate found. b) A repeat of the methodology used by HMIC is being undertaken on a larger sample size to evaluate the conclusions drawn by HMIC. a) Bob Farley (DoI) to liase with Alan Hadfield to discuss methodology and Quality Assurance issues	Green	Insp Pillai SCD10(5)	Commander SCD10/11	Medium	Sep-05	
	22.2. Review methods of improving data quality checked by PNCB Supervisors	c) Matter to be considered by PNC SC as a mater of urgency as still high error rate. b) See 22.1 a) Present quality control policies within PNCB to be brought to next meeting by Insp. Pillai.	Red	Insp Pillai SCD10(5)	Commander SCD10/11	Medium	Sep-05	a) PNCB creates over 20,000 A/S records a month and these records give rise to a substantial number of associated updating tasks. For e.g. 14000 court disposals.
23. HMIC constabulary recommends that the PNCB consider circulating the contents of DAF reports to facilitate better management of warrants on the PNC.	23.1. No action	a) PNCB already circulate DAF reports to OCU and publish on Op Emerald web site. Recommendation challenged by PNCB.	Green	Alan Hadfield SCD10(5)	Commander SCD10/11	Medium	Sep-05	b) To be discharged. a) These are already circulated
	23.2. Make MPS warrant officers aware of warrant Management System-linked to 13.1.	a) Linked	Green	Alan Hadfield SCD10(5)	Commander SCD10/11	Medium	Sep-05	a) To be discharged.

Red Nil or little work completed

Orange Significant work undertaken

Green Completed or completed and still being monitored