HMIC Project Team Outstanding Actions as of 19 July 2006
Owner: Commander Sawyer, Project Manager D/Supt. David Miveld SCD 10

Recommendation	Action	Ongoing Actions	Status	Named Project Lead	Overall MPS Lead	Priority	Timescale / Deadline	Control Measures /Notes
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.	AC House as the new head of the PNC Strategic Committee reviewed SOP on 05-07-06 and confirmed earlier decision of AC Ghaffur to accept the SOP for PNC usage in the MPS. Insp Pillai has completed the MPS Policy Clearing House workbook and is in consultation with the diversity directorate over potential diversity issues in the SOP.		All members of HMICPT	Commander Sawyer SCD10/11	Medium	Jun-06	a) Previous deadline Sep-05.
	4.3 PNC Working group to advise project team on the formulation of policies	PNC draft document circulated for comment by PNC Working Group members observations received and incorporated into SOP.		HMICPT	Commander Sawyer SCD10/11	Medium	Jul-06	Previous deadline Oct 05.
	4.4 Develop marketing /communication plan to publicise MPS PNC corporate policies	Communication Plan drafted meeting with Ann Middleton SCD Communication Champion to be held on 29-08-06 to finalise content. Publication of MPS Corporate Policy and Communication Plan awaits approval by Policy Clearing House.		DOI (Hannah Hall) / DPA (Kate Campbell)	Commander Sawyer SCD10/11	Medium	Aug-06	Previous deadline Sep 05.

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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	Comm. Sawyer has agreed policy as part of MPS Corporate PNC Policy. All PNC via AWARE trainers have been identified and those who wish to continue to train have successfully completed refresher training. Only these staff may inform CUSU which members of the MPS have successfully completed PNC via AWARE training. All those who have not used PNC via AWARE for more than 12months must undergo refresher training before being given access to PNC via AWARE.		Supt Way Operation Emerald	ACTP	High	**Jun-06**	To be discharged when MPS Corporate PNC Policy published.
7. HMIC recommends that the Force urgently develop quality and timeliness performance management information at an individual and borough level.	7.5. Develop borough led PNC quality assurance regime on an individual and OCU basis.	PNCB are measuring individual borough performance around AS and court disposal submission. The Bureau is also monitoring the time the courts take to submit validated court results to OCU. Op. Emerald are holding monthly CJU managers to monitor individual OCU PNC performance.			ACTP	High	Jul-05	Previous deadline Oct 05
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	Currently being managed by SCD10(5). CUSU will take over system admin and PNC support function in September 06. Processes for managing system have been drawn up and agreed and will be formally handed over on CUSU PNC support going live.		Det Supt Miveld SCD10(5)	Director DoI	High	Jul-06	Previous deadline Aug 05

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	8.4. Information Compliance Unit to develop process to survey PNC users annually.	Process agreed that any PNC user who have not accessed PNC within last 12 months will be removed from having access and must receive retraining before being given access again.		Bob Farley	Director DoI	Low	Jul-06	Previous deadline Dec 05

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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	9.2. Develop a process to ensure results of audits are properly complied with across the MPS	Results of audits to be brought to the attention of Commander Sawyer and he with DOI will decide the most appropriate method of circulating audit results and ensuring compliance in the MPS.		Bob Farley DOI Information Compliance	Director DoI	Medium	Jul-06	Previous deadline Oct 05
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	A pilot is being run with Project Scatha on an OCU with CRIMINT system to examine the software's effectiveness. PNC is one of the other key intelligence systems to be included in Project Scatha.		Bob Farley (Head of Information Compliance)	Director DoI	Low	Jul-06	Previous deadline Dec 05
	11.2. Notice 26/99 be reviewed and promulgated as policy relating to transaction monitoring	This notice is now part of the SOP see 4.1.		Bob Farley (Head of Information Compliance)	Director DoI	Medium	Jul-06	Previous deadline Sept 05
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	Will be part of SOP being drafted, but needs to be reviewed in the light of C3i developments. Alan Hadfield has liaise with DOI and early indications suggest that a technical solution is available which will show MPS staff who use Airwave as authorised users.		Insp Pillai SCD10(5)	Director DoI	Medium	Jul-06	Previous deadline Sept 05
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	See 4.4		Sara Halliday (DoI)	Director DoI	Medium	Jul-06	Previous deadline Sept 05

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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.	Currently AS numbers created 78% of time in 24 hours. PNCB now answers call on average within 3 mins. The issue would appear to be OCU promptly submitting AS numbers to PNCB. Individual OCU performance data is supplied to Operational Emerald who monitor and hold to account poorly performing OCUs.						
	14.4 Establish which non-police agencies MPS works with and review Service Level Agreements	Parties identified generic SLA being drafted.		Alan Hadfield SCD10(5)	Commander SCD10/11	Low	Jul-06	Previous deadline 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.	Two pilots were run to identify the best means of improving the timeliness of court results. Bromley pilot involved staff attending OCU and directly imputing results. There was not sufficient work to make attendance of staff time effective, this has been discontinued. Bexley involved a courier attending on a daily basis and taking all court results direct to PNCB. This does appear to make a significant time saving of 2 days in inputting time. Four pilots sites Bexley, Bromley, Barnet and Harrow are now using the courier system to be reviewed in September 06. Op Emerald tasks with improving OCU timeliness in the MPS.		Supt Way Operation Emerald	Commander SCD10/11	High	May-06	Cdr Sawyer to be informed of PI's on monthly basis for resources to be allocated. Cdr Minton(Op. Emerald) to be informed of poor performance by courts or OCU Previous deadline Sep 05
	15.2. Review MPS resources required for secondary updating and court resulting.	AWT 149 in May 06 predicted to reach 168 this August, this includes 20 temporary staff.		Commander SCD10/11	AC Ghaffur	High	Aug-06	No previous deadline

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	15.3. Establish feasibility of resulting court results for other forces.	Commander Sawyer to discuss with Mr O'Connor (HMIC) at meeting with AC House.		Commander Sawyer SCD10/11	AC Ghaffur	Low	Aug-06	Previous deadline Jan 06.
	15.4. Review MPS procedures in relation to secondary update backlog	Staff Resources (See 15.2) to be used to tackle backlog		SCD10(5) Alan Hadfield	Commander Sawyer SCD10/11	Medium	Aug-06	Previous deadline Oct 05.
16. HMIC recommends that the MPS ensures that sufficient facilities are in place to enable officers to obtain checks in a timely manner.	16.2. Evaluate the impact of the X25 migration project on PNC access times.	There are periods of non connectivity therefore performance still being monitored. Commander Sawyer has written to DoI asking for this problem to be fixed. The project will not be closed until there is sustained improvement.		Michaela Dickson UPvA Project Manager	DOI	Medium	Jul-06	Previous deadline Sept 05.
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.	To be considered by next MPS PNC Strategic Committee on 06-09-06, Dr Nina Cope Intelligence Standards Unit to be co-opted on to PNCSC to provide advice about proposals.		DS Welland DCC2	Det Supt. Lancaster	Low	Jul-06	Previous deadline Jan 06.
	17.2. Linked to Marketing Strategy	See 4.4		Sara Halliday DOI	Director DOI		Jul-06	Previous deadline Sept 05
	17.3 Monitor effect of Crimint Plus on PNC change management	Crimint Plus still not completely implemented across MPS		Alan Hadfield SCD10(5)	Commander SCD10/11	Low	Dec-06	Previous deadline Mar-06

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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	19.2. PNCB to review process for obtaining warning signal (s)), where it appears 'obvious' that the reporting officer should have included one.	Not felt to be within remit of PNCB staff. Papers to be returned to Borough when queries re warning signals need resolving.		Alan Hadfield SCD10(5)	Commander SCD10/11	High	Sep-06	Previous deadline Sep-05
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.	22.2. Review methods of improving data quality checked by PNCB Supervisors	Pilot scheme undertaken to establish quality of inputting (court results). Analysis is being undertaken to identify poor performance and the required minimum standards for data imputing. It is then intended to use these results developed a tiered QA programme. This programme will be based on 'accredited' staff who reach the required standard being QA less often and more resources being targeted on the poor performers.		Insp Pillai SCD10(5)	Commander SCD10/11	Medium	Sep-06	Head of Bureau to monitor progress on recommendations for improving quality and monitor performance. Previous deadline Sep-05

🟥	Nil or little work completed
🟧	Significant work undertaken
🟩	Completed or completed and still being monitored