

HMIC Project Team Outstanding Actions as of 15 December 2006
Owner: Commander Sawyer, Project Manager Supt. Steve Ash SCD 10 Deputy Insp. Pillai

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.	Considered by Strategic Committee on 14.12.06 and approved for publication and confirmed by MPS Policy Clearing group. Due to be published in January.		AC House	Commander Sawyer SCD10/11	Medium	Nov-06	
	4.4 Develop marketing /communication plan to publicise MPS PNC corporate policies	Communications plan completed. Implementation plan to be developed. Implementation will follow publication of PNC Corporate policy. Resources to deliver plan to be established.		Steve Ash SCD10	Commander Sawyer SCD10/11	Medium	Jan-07	
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.	An draft process for QA completed. Resource implication being explored by Op. Emerald and PNC Bureau. This process however will be impacted as NSPIS Custody completes roll out next year as this the way data is submitted to PNC will change		Steve Ash	ACTP	Medium	Jan-07	
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	PNC Bureau still undertaking this task. The creation of a central adminsation unit within Doi has been resourced but CENTREX is in process of setting up a national register of PNC trainers and the impact of this is being explored by C.I. Diment before proceeding.		Bob Farley	Director Dol	High	Nov-06	

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	8.4. Information Compliance Unit to develop process to survey PNC users annually.	This function is to be undertaken by new PNC Support Group(as 8.1 above) within CUSU, who already undertake this activity for CAD users.		Bob Farley	Director Dol	Low	Nov-06	
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.	9.2. Develop a process to ensure results of audits are properly complied with across the MPS	Bob Farley DOI to establish most efficient method of ensuring OCU comply with DOI Inspections. This work is ongoing - delay due to the necessity to review next five year audit plan as well as agreeing compliance regime between relevant directorates and auditing unit.		Bob Farley DOI Information Compliance	Director Dol	Medium	Dec-06	
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	The MPS undertakes 2.11 million transactions a month and using HMIC formula this equates to the necessity to monitor 20,000 transactions a month. The Strategic Committee believes this is impractical. To further liase with HMIC regarding practicality of this sampling for the MPS. The DPS intelligence led process may not be sufficient to satisfy HMIC.		Commander Akers	Director Dol	Low	Dec-06	
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 liase with DOI and early indications suggest that a technical solution is available which will show MPS staff who use Airwave as authorised users.		Alan Hadfield	Commander Sawyer , SCD10/11	Medium	Dec-06	

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<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.</p>	<p>14.4 Establish which non-police agencies MPS works with and review Service Level Agreements</p>	<p>Parties identified generic SLA being drafted.</p>		<p>Alan Hadfield SCD10(5)</p>	<p>Commander SCD10/11</p>	<p>Low</p>	<p>Jan-07</p>	
<p>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.</p>	<p>15.1. Review MPS procedures and resources in relation to court resulting.</p>	<p>Gordon McKenzie HMIC undertaking short attachment with MPS to assist in this process. Interim results is that the fieldwork in Outer London Boroughs has been completed. There remains some further work in the PNC Bureau to look at practices and procedures. The fieldwork identified there are opportunities to revise business practices in the borough CJU that should speed transmission of results. cooperation sought from one Borough to 'pilot' changes. Also an electronic solution being pursued.</p>		<p>Supt Way Operation Emerald</p>	<p>Commander SCD10/11</p>	<p>High</p>	<p>Dec-06</p>	
	<p>15.3. Establish feasibility of resulting court results for other forces.</p>	<p>AC House & Commander Sawyer to discuss with Mr O'Connor (HMIC) at meeting with AC House. Currently MPS results those belonging to other forces if these are brought to PNCB's notice. However there is no proactive seeking out of these results. PNC Strategic Committee believed this requires further discussion with HMIC.</p>		<p>Commander Sawyer SCD10/11/ Steve Ash</p>	<p>AC House</p>	<p>Low</p>	<p>Dec-06</p>	

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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.	The MPS currently does not have sufficient resources to undertake updating PNC and CRIMINT.		DS Welland DCC2	Dr Cope	Low	Jan-07	
	17.3 Monitor effect of Crimint Plus on PNC change management	See 17.3		Alan Hadfield SCD10(5)	Commander SCD10/11	Low	Dec-06	Previous deadline Mar-06
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	Analysis is complete. 'Accredited' staff identified and QA staff resources targeted on the 'non accredited' performers. Results to be shared with PNCB supervisors. Further baseline assessment work required to establish definition of 'accredited' staff to negate any complaints of unfairness.		Insp Pillai SCD10(5)	Commander SCD10/11	Medium	Nov-06	



Nil or little work completed



Significant work undertaken



Completed or completed and still being monitored