APPENDIX 3 — CRIME MANAGEMENT BEST VALUE REVIEW - HIGH LEVEL IMPLEMENTATION PLAN

Updated 21/02/2003

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

	Colour key
☑ (green)	Delivered / Achieved
☐ (orange)	Progressing / On target
☒ (red)	Not achieved / slippage

Timeline columns: Q3 2002 (Jul Aug Sep) · Q4 2002 (Oct Nov Dec) · Q1 2003 (Jan Feb Mar) · Q2 2003 (Apr May Jun) · Q3 2003 (Jul Aug Sep) · Q4 2003 (Oct Nov Dec) · Q1 2004 (Jan Feb Mar) · Q2 2004 (A M J) · Q3 2004 (J A S) · Q4 2004 (O N D) · Q1 2005 (J F M) · Q2 2005 (A M J) · Q3 2005 (J A S)

RECOMMENDATION: ACTIVITY/PRODUCT

Recommendation / Activity	Lead Officer	Status
REC. 1: A 24 hour central telephone investigation bureau (CTIB) to be established, staffed by dedicated civilian operators	C/I Steve Kyte, TP Crime Support	☐ Ongoing
◆ Impact assessment on creation of CTIB (ongoing) — *Initial sizing complete*; *CTIB detailed process and scope options identified*; ★ *PB to sign off detailed implementation plan following impact assessment*		
◆ Development of CTIB — *SOPs complete*		
◆ Implementation of CTIB — *CTIB go live*; *CTIB implementation complete*		
REC. 2 : A victim focus desk to be established on each Borough. A review is undertaken for a central victim focus desk with the establishment of the CTIB	DCI Jane Oliver, Dept. of Criminal Justice	☒ Ongoing
◆ Pilot scheme: 5 Boroughs — *Review to inform CTIB*		
◆ Establish Victim Focus Desks on all BOCUs (review of current arrangements, develop plans to implement on all BOCUs, in light of BOTJ recommendations)		
REC. 3: Improve Communication	DCI Jane Oliver, Dept. of Criminal Justice	☒ Ongoing
◆ Communication Strategy (internal and external) — ★ *PB agree communication strategy*		
◆ Implement strategy, in line with development of CTIB — *Detailed milestones to be identified*		
◆ Language Line facility introduced into CTIB — *Service provided selected*		
REC. 4: A crime management system is adopted with standard operating procedures (SOPs) from initial reporting and investigation to the point where crime is put away	DCI Alan Buttivant, TP Crime Support Investigation Strand	☐ Ongoing
◆ Development of SOPs for 24-hour BOCU CMS — *Draft SOPs developed*; *SOPs approved*		
◆ Implementation of CMS at BOCUs		
REC. 5: Civilian investigators to be employed in suitable roles within the CMS	DCI Alan Buttivant, TP Crime Support Investigation Strand	☐ Ongoing
◆ Recruit, train and deploy civilian investigators — *Staff recruited and trained*. May begin implementation earlier depending on outcome of bid for HO funding		
REC. 6: Pre-charge prisoner reception (custody teams) are established with suitably trained staff, operating to appropriate SOPs and supervised within the CMS	DCI Alan Buttivant, TP Crime Support Investigation Strand	☐ Ongoing
◆ Design of standard operating procedures, recruitment, training and deployment of staff (Links to Bringing Offenders to Justice review: milestones may change) — *Guidance on prisoner processing teams published to BOCUs*; *SOPs and staff in place*		
REC. 7: Undertake training needs analysis to establish new levels of training required as recommendations are adopted	All lead officers	Ongoing
Milestones to be determined as more detailed planning for other recommendations is completed		
REC. 8: CRIS refresh project considers improvements to CRIS functionality	DCI Chris Miller - TP Crime Support CRIS Refresh project	☐ Ongoing
◆ Determine and implement requirements to CRIS to facilitate introduction of SOPs		
REC. 9: Improvements to management and auditing practices		☑ COMPLETE
◆ Identify process owner for crime investigation and detection		

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Item	Lead Officer	Status	Timeline / Milestones
◆ Appoint crime registrar		COMPLETE	
REC. 10: Strategies to be developed that identify the appropriate response to all crimes taking into consideration the nature of the crime and history of the offender	DCI Alan Buttivant, TP Crime Support Investigation Strand	☐ Ongoing	New screening policy published (Q4 2002)
◆ Development and implementation of strategies to manage the response to crime and offenders			▲ milestone Dec 2002; bar Q3 2002 – Q1 2004
◆ Review and revise strategies			bar Q4 2004 – Q1 2005
REC. 11: Improvements are made to CRIMESTOPPERS	D/Supt Patricia Gallan SO10	☑	
◆ Information sent to BOCUs via CRIMINT		Complete *	
◆ Introduction of Language Line facility		Complete *	
REC. 12: The means of paying CHIS (Covert Human Intelligence Source - previously informants) is made more efficient and auditable	D/Supt Patricia Gallan SO10	☐ Ongoing	bar Q1 2003 – Q4 2003; ▲ Introduction of credit transfer facility (Q4 2003)
REC. 13: Improved IT systems, access and partnership for intelligence	Strategy): TP link A/CI Paul Beetham,	☐ Ongoing	Number of related initiatives are under way or planned to improve IT systems and enhance information and intelligence sharing (bar Q3 2002 – Q3 2005)
◆ Number of related developments being taken forward as part of Information Strategy CMBVR will identify and pass on new requirements as they arise.			
REC. 14: Proactive and Tasking Proformas (PATPs) to be redesigned to ensure minimum standards of completion and to include costing and results	A/CI Paul Beetham, TP Crime Support	☑	
◆ Redesigned form introduced as part of new PATP process		Complete *	▲ New form implemented (Q3 2002)
◆ Monitoring arrangements introduced: ongoing performance assessments by TPHQ		Complete *	▲ (Q3 2002)
◆ Development of costed tactical options menu: REMOVED DUE TO REPRIOTISATION OF CMBVR PRIORITIES*			bar Q4 2002 – Q3 2003
REC. 15: A 24-hour BOCU intelligence service is provided either by the Borough Intelligence Unit (BIU) or the adoption of IT within control rooms	C/I Steve Kyte, TP Crime Support	☒ Ongoing	
◆ UNDER REVIEW PENDING REVIEW OF BOCU CONTROL ROOM FUNCTIONS UNDER C3i ROLL OUT			
REC. 16: Set up project team and board. Development of monitoring and evaluation mechanisms	C/I Steve Kyte, TP Crime Support	☑ Complete*	
◆ Appoint team			
◆ Set up monitoring of costs and benefits			bar Q1 2003
PROJECT BOARD MEETINGS		* subject to PB approval	● ● (Q3 2002) ● (Q4 2002) ● (Q1 2003)

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