

### **: Crime Management Best Value Review – Update on remaining headline recommendations**

#### *Recommendation 2: A victim focus desk should be established on each borough.*

The original CMBVR recommendation has been extended by Operation Emerald (Criminal Justice) with the aim of improving the service provided to victims within the criminal justice system.

Each BOCU now has a Victim Care Unit, which liaises with victims from the point of charge of a suspect. The Southwark victim focus desk, which was opened on 17 November 2003 to provide support to all victims of crime that require assistance, is currently the subject of evaluation.

#### *Recommendation 6: Pre-charge prisoner reception (custody teams) are established with suitably trained staff, operating to appropriate SOPs and supervised from within the CMS.*

The creation of Prisoner Processing Teams (PPT) has been progressed by the Investigation strand of the MPS Operational Policing Model (OPM). There is guidance for BOCU to assist in the introduction of PPT to ensure a corporate approach and the realisation of benefits.

The introduction of PPT has also the subject of further development by Operation Emerald as a result of similar recommendations by the Bringing Offenders to Justice Best Value Review. Training for Case Progression Unit (CPU) staff has been provided to 27 BOCU, and CPU will be established on every BOCU by August 2004.

#### *Recommendation 15: A 24-hour BOCU intelligence service is provided either by the Borough Intelligence Unit (BIU) or by the adoption of IT within control rooms.*

This recommendation is made more complex due to the transfer of the control room function from BOCU to Metcall, commencing in the latter part of 2004.

It has been identified that the introduction of Metcall will lead to the loss of the intelligence provision currently provided by BOCU control rooms. This will now be addressed by the provision of Integrated Borough Operations (IBO) as part of 'Modernising Operations'.

The provision of 24-hour intelligence is a key driver for IBO and will be developed in anticipation of Metcall 'go live'. The role of Duty Intelligence Researcher has been identified and IBO are currently being built for the first tranche of BOCU to transfer to Metcall.