

ACTION PLAN

<u>Audit Commission Issue</u>	<u>A.C Priority</u> 1-3 (low-high)	<u>Action</u>	<u>Target/Completion</u> Date	<u>Comment</u>
CRIME DATA ISSUES				
Generally poor performance for closing incidents of criminal damage, disturbance, racist incidents	2	1.Ensure all Borough Commanders received the Audit Commission Report including their Borough's results	July 2003	Reports sent electronically to all Borough Commanders.
		2. Review & report on NCRS training in MPS	Nov 2003	Report submitted, identifying that only CAD operators received formal NCRS training
		3. Design bespoke NCRS Training Course as short term solution for local delivery	Feb 2004	Training Package will be delivered to OCU Commanders for local delivery
		4. Influence MPS and national training scheduling to include appropriate NCRS inputs and persuade MPS Training to adopt NCRS Training Package	Ongoing	Consultations with MPS Training continue. Attempting thro NCRS Steering Group to influence National Training
		5. Improve / refresh CAD operators awareness of NCRS responsibilities	Dec 2003	NCRS advisory note issued to all CAD operators thro' CAD User Group
		6. Design and deliver seminars for Crime Management Unit staff and OCU Supervisors to improve knowledge & supervision standards	Dec 2003	Three widely publicised NCRS seminars were delivered centrally over a 8 week period. Well attended by Borough staff

		7. Briefing given to all TP BOCU Superintendents on NCRS issues, emphasising Investigation 1. SMT as NCRS champions to drive.	April 2004	TP BOCU Cmdrs meeting attended issues discussed. Champions requested.
		8. Assistance to BOCUs to check incident data	June 04	Searches created and circulated to BOCUs to identify incidents and guidance given on auditing to be undertaken.
		9. Quality assure BOCU incident auditing	June 04	Process introduced to dip sample BOCU NCRS self audits. Feedback on generic issue and individual errors, non compliance etc arranged.
Insufficient detail on logs to justify incident closure	3	10. As Actions 1-9 above		As above
		11. Carry out re-run of Investigation 1 re closure of incidents on 16 Boros that received RED grading	Dec 2003	Little improvement shown. Results distributed to DAC Bryan, TP Crime Command and individual Boros
ACCOUNTABILITY & LEADERSHIP ISSUES				
No marketing of NCRS to operational police officers	2	12. Design and open Crime Integrity & NCRS website	Aug 2003	Provides user friendly access to all MPS staff with interactive Forum and relevant contact numbers for CIT staff. Also provides links to relevant NCRS documents
		13. Open NCRS Help Line	July 2003	Provides all MPS staff with easy contact with CIT staff re NCRS and HOCCR issues

APPENDIX 1

	14. Design and deliver seminars for Crime Management Unit staff and OCU Supervisors to improve knowledge & supervision standards	Dec 2003	Three widely publicised NCRS seminars were delivered centrally over a 8 week period. Well attended by Borough staff
	15. Write & publish Special Police Notice on NCRS & Crime Integrity Team	Jan 2004	Special Notice 02/04 refers. Provides advice and guidance on NCRS issues
	16. Design, publish & circulate posters highlighting the importance of NCRS	Dec 2003	Posters designed using quotes from Commissioner and "crime victim" to raise awareness. Circulated to all OCUs.
	17. Attend monthly Crime Managers Forum to raise NCRS profile	Ongoing	Monthly meetings attended by Crime Registrar or Deputy. Allows identification & promulgation of good practice
	18. Provide input on NCRS at TP Crime Desk Supervisors seminar on Detections	Dec 03	Stressed link between performance and NCRS & HOCR compliance
	19. Briefing for BOCU Crime Managers in NCRS and HOCR issues	July 04	Seminar provided by TPHQ at Hendon Crime Accedamy.
	20. Briefing given to all TP BOCU Superintendents on NCRS issues, emphasising Investigation 1. SMT as NCRS champions to drive.	April 2004	TP BOCU Cmdrs meeting attended issues discussed. Champions requested.
	21. Principles of HOCR & NCRS explained to all DCIs and DDMs through Op Asgard training/briefings.	June 2004-Sept 2004	Key staff targeted

APPENDIX 1

Generally poor performance for closing incidents of criminal damage, disturbance, racist incidents	2	21. As Actions 1-11 above		
Insufficient detail on incident logs to justify closure of incident	3	22. As Actions 1-11 above		
POLICY & ADMINISTRATION				
There is inconsistent implementation of Force Policy detrimentally affecting the overall performance	2/3	23. Liaise with TP & SO Crime Policy Units- establish mechanism to ensure all policies are NCRS compliant	Ongoing	Links to both units now resulting in CIT consultation on policy setting. Example TP policy on mobile phone crime now promulgated thru NCRS as best national practice
		24. Ensure Crime Integrity Team represented on TP Detections Working Party to ensure NCRS and HOCR compliance in improvement initiatives	Nov 2003	CIT officer now a member of working party- good relationship ensures ethicity of approach
		25. CRIS co-ordination Group formed	April 2004 - ongoing	Meetings chaired by DAC Bryan to identify areas for improvement and solutions.
RESOURCES				
No issues identified	-	26. Forthcoming National Standard for Incident Recording and the processes required for implementation		Report supplied to DAC with recommendations as to the implementation
		Current Training Needs Analysis may highlight future resources requirement		

STAFF TRAINING & AWARENESS				
There has been no training or marketing of NCRS to operational officers, consequently not all staff interviewed said they had been informed about NCRS	2/3	27. Review & report on NCRS training in MPS	Nov 03	Report submitted, identifying that only CAD operators received formal training
		28. Design bespoke NCRS Training Course as short term solution for local delivery	February 04	Training Package will be delivered to OCU Commanders for local delivery
		28. Audit of uptake of the use of the packages by BOCUS	July 04	Undertaken and reported to DAC.
		29. Improve CAD operators awareness of NCRS responsibilities	Dec 03	NCRS advisory note issued to all CAD operators by CAD User Group
		29. Design and deliver seminars for Crime Management Unit staff and OCU Supervisors to improve knowledge & supervision standards	Dec 2003	Three widely publicised NCRS seminars were delivered centrally over a 6 week period. Well attended by Borough staff
		30. Design, publish & circulate posters highlighting the importance of NCRS	Dec 2003	Posters designed using quotes from Commissioner and "crime victim" to raise awareness. Circulated to all OCUs. (Copy attached Appendix A)
		31. Attend monthly Crime Managers Forum to raise NCRS profile	Ongoing	Monthly meetings attended by Crime Registrar or Deputy. Allows identification & promulgation of good practice

APPENDIX 1

		32. Provide input on NCRS at TP Crime Desk Supervisors seminars on Detections	Dec 03	Stressed link between performance and NCRS & HOCC compliance
		33. Seminars for the promulgation of NCRS and HOCC	Ongoing	Briefings at TP Superintendents meetings, within Designated Decision Maker training, as part of the performance needs analysis and during the Crime Academy seminar.
		21. Principles of HOCC & NCRS explained to all DCIs and DDMs through Op Asgard training/briefings.	June 2004-Sept 2004	Key staff targeted
SYSTEMS FOR INCIDENT & CRIME RECORDING				
The systems are not integrated	1	34. Investigate the potential for linking CAD and CRIS systems so that a CAD resulted as crime will automatically open an outline CRIS entry	Ongoing	At present this remains an aspiration only. CRIS R10 version was rolled out on 2003 and C3i in now imminent. Close liaison continues to monitor possibilities/ timescales for linkage.
		35. Ensure NCRS needs are represented at C3i implementation committees	Dec 2003	CIT member now on DCC C3i implementation team
There is no easy extraction of data from the systems for audit purposes	1	36. Research and identify options to improve systems for auditing use	Ongoing	Close liaison now exists with CRIS Project Team and PIB. Current development of METMIS system offers potential solutions
		37. Year 2 Crime Data Audit requirement	June 04	Data supplied to Audit Commission as required, in time and in the required format.

PROCESSES FOR CRIME RECORDING				
Call handling and subsequent action is variable	2	38. Improve / refresh knowledge of NCRS and its requirements for call handling staff	Dec 2003	NCRS advisory note issued to all CAD operators by CAD User Group
		39. Improve NCRS knowledge of CAD supervisors	Dec 2003	Three widely publicised NCRS seminars were delivered centrally over a 6 week period. Well attended by Borough staff
		40. Ensure clarity of instruction for TIU staff	July 2003	Police Notice issued July 2003 clarifying instructions on telephone crime recording practice
		41. Remind all call handling staff of NCRS requirements on first recording of crime	Dec 2003	All Boro Commanders E Mailed by Crime Registrar to seek their active involvement in standards
Recommendations from Crime Best Value Review (2001) relating to TIUs have yet to be implemented	1	42. Liaise with TP Crime Command over progress on the development of TIUs	Nov 2003	Report submitted to PPRC on 9.10.03 by Commander Yates (TP Crime) reporting lack of funding for centralised TIUs. TIUs will continue to be Boro based.
		43. Current research into reviewing /establishing best methods of crime recording for MPS	April 2004 onwards	Joint TP / CIT research to identify best practice and make proposals for improvement. This may result in centralised crime recording.
There are no Minicomms sited in TIUs and CMUs	2	43. Research & report on the number of Minicomms, locations and usage and to make recommendations thro TP Crime for expansion.	Feb 2004	Supports MVV by making London safer for minority groups & reflects focus on Diversity in CIT Business Plan

<p>The onus continues to be placed on the caller to make additional and further contact with the Force in order that an incident is recorded and where a victim/caller fails to re-contact the Force may be incorrectly closed as 'non-crime.'</p>	<p>3</p>	<p>44. Improve understanding and knowledge of NCRS requirements through training and improved awareness</p>	<p>Ongoing</p>	<p>As detailed in Actions 19-25</p>
		<p>45. Ensure policies relating to crime recording are NCRS compliant</p>	<p>Ongoing</p>	<p>Links to TP & SC policy units resulting in CIT consultation on policy setting. Example TP policy on mobile phone crime now promulgated thru NCRS as best national practice</p>
<p>AUDITING ARRANGEMENTS, SCRUTINY & INTEGRITY</p>				
<p>The Force established sample size is very low and is open to challenge</p>	<p>2</p>	<p>46. Establish MPS Crime Registrar and Crime Integrity Team to oversee and enforce NCRS compliance</p>	<p>April 2003</p>	<p>Business Plan 2003/4 outlines Aims & Objectives in support of Mission, Vision & Values and NCRS</p>
		<p>47. Review of NCRS self auditing process</p>	<p>Aug 2004</p>	<p>Will seek to identify best process suitable for use by MPS</p>

APPENDIX 1

	<p>48. Review current sample size used by MPS Quality Assurance Officers(QAO)</p>	<p>Nov 2003</p>	<p>Current NCRS audit sample used (40 crimes in each of 10 categories) is same size as that examined by Audit Commission. Work of QAOs is currently under scrutiny of DCC Data Quality Project. Current sample is dip sampled by Crime Integrity Team and supplemented by other auditory work by CIT, PIB and TP Inspection units.</p>
	<p>49. Set criteria for thematic inspections of crime data</p>	<p>Nov 2003</p>	<p>Criteria for thematic inspections identified as CIT Policy</p>
	<p>50. Carry out thematic inspections of specific crime data sets that contribute to NCRS</p>	<p>Ongoing</p>	<p>A number of thematic inspections have been completed including NCRS Training Gun Crime Burglary at Bexley Street Crime allegations at Wandsworth No Crimes at Haringey Domestic Violence at Kensington & Chelsea Three highest and lowest burglary allegation v classification. Stale Detections Dip sample of BOCU NCRS self audits.</p>
	<p>52. Design and introduce a user friendly system for BOCUs to request reclassification of crimes by Crime Registrar</p>	<p>July 2003</p>	<p>CIT system introduced using CRIS Flagging codes to identify reclassifications requested – requests must be supported by a senior CID officer Policy agreed with TP Crime Commander</p>

		52. Identify intervention strategy to formalise procedure for dealing with systematic or individual failing to meet NCRS and HO CR	Feb 2004	Awaits consultation and agreement with TP Crime
		53. Support the aims of DCC Data Quality Project in respect of crime data	Ongoing	Project commenced Dec 03 under direction of DAC Bryan
		54. Assist BOCUs to quality assure CAD	June 2004	Searches created and circulated to BOCUs to identify incidents and guidance given on auditing to be undertaken.
QUALITY OF SERVICE				
<p>It is not clear from the Audit whether the survey following up reported incidents explores satisfaction on NCRS issues. The Force should consider testing such as</p> <p>Whether victims are pressed for positive evidence of a crime or dissuaded from their initial view that a crime has occurred</p> <p>Victim views on incidents 'no crime' or reclassified to be taken forward as a lesser offence</p>	3	55. Examine the current crime survey and liase with PIB and TP Crime Command to ensure future surveys provide information on NCRS compliance	April 2004	Ongoing
		56. Examine the possibility of using a "mystery shopper" exercise to evaluate, through market place testing, compliance with NCRS principles	April 2004	Positive preliminary discussions have taken place with the Inspectorate who control such operations
		57. Research & report upon the viability of a specific "mail shot" survey or exit survey of crime victims at selected OCUs	Outstanding	

POLICE AUTHORITY				
The Police Authority and the Force need to co-ordinate press briefing	2	58. Develop a joint media strategy in respect of the Audit Commission report	May 03	A joint statement was agreed in relation to the Audit Commission report.
The Authority needs to continue to keep Members informed on the impact of NCRS	2	60. Ensure the MPA are informed of progress in implementing and enforcing NCRS	Ongoing	MPA updated by report submitted in November 2003, February 2004, June 2004 and via personal briefing to Mr Richard Sumray.
The Authority should consider identifying a champion for NCRS matters	1	61. Identify the MPA lead on NCRS	Jan 2004	Mr Richard Sumray has the MPA lead.
The Authority should hold the Met accountable for the rollout of NCRS	2	62. Identify a reporting system to the MPA on NCRS	Nov 03	The MPA does hold the MPS responsible through its reporting mechanism