

CRIME DATA INTEGRITY**SCT Portfolio Owner: ACC B Division and Crime****Detailed Force Feedback****Improvement Plan Owner:**

Ref	Area for Improvement	Action Owner	Due Date	Initial Response	Latest Update	Date of Update	Complete Yes/No	RAG Status
IMMEDIATELY								
1	The force should deliver a clear message from its chief officers that leaves no doubt that integrity and ethical crime recording will not be sacrificed in the pursuit of operational performance targets. (Page 5)	Deputy Chief Constable	Now	Jan 2015 - As part of the crime and incident clinics undertaken by the Force Crime Registrar's team, the Deputy Chief Constable (DCC) issued an initial message on the BTP Intranet on 20 November 2014. Following receipt of the final Crime Data Integrity report on 23 December 2014, the DCC published a message on the Intranet / Divisional and FHQ weeklies on 16 January 2015.		21-Jan-15	Yes	GREEN
2	The force should establish a formal and regular meetings schedule between the FCR and DCC to enable effective discussion of crime data integrity issues. It should also consider his inclusion as a standing member of the Service Excellence Board and Integrity and Compliance Board.	Deputy Chief Constable / Head of SDD / FCR	Now	Jan 2015 - Monthly meetings have been scheduled between the Deputy Chief Constable, the Force Crime Registrar, the Head of Audit and Compliance and Head of Strategic Development Department. The first meeting will take place on 16 February 2015. An invite will be extended to the Force Crime Registrar to attend Service Excellence Board and Integrity and Compliance Board.		21-Jan-15	Yes	GREEN
7	The force should issue policy and procedural guidance on the action required for dealing with reports of rape that occurred in another force area and those received by BTP that are reported to other forces. This should include its expectations for victim care, evidence recovery and the transfer of case papers. (Page 12)	DCS Crime	01-Mar-15	This action was escalated by the Deputy Chief Constable from 'three months' to 'Immediately' following receipt of the draft report and the Integrity and Compliance Board on 1 December 2014. Jan 2015 - The Detective Superintendent, Crime has written to all Detective Chief Inspectors for dissemination to reiterate the process for dealing with all rape offences, which will be supervised by an officer of the rank of Detective Inspector or above. Additionally, every rape offences will be recorded as a rape on the crime system at the earliest opportunity with any cases transferred to the Home Office force in accordance with the National Crime Transfer guidelines. This information will be included in the BTP SOP for managing seriously sexually motivated crimes, which is currently being reviewed.		21-Jan-15		GREEN
WITHIN THREE MONTHS								
3	The force should developed action plans from audit findings that clearly identify action owners and timescales so that progress/ implementation can be properly monitored and relevant staff held to account. (Page 6)	ACC Scotland / DCS Crime	01-Mar-15	Jan 2015 - BTP has developed an internal Improvement Plan which will be monitored via Contact Management. In the longer term this will form part of the Crime department 'cradle to grave' process.		21-Jan-15		GREEN
4	The force should develop a means of highlighting links between NCRS and HOOCR compliance and operational performance. This will ensure the force is able to more clearly demonstrate 'performance with integrity'. (Page 6)	Deputy Chief Constable	01-Mar-15	Jan 2015 - Information detailing the findings from the most recent report, together with any exceptions / historical recommendations will be presented to the Service Excellence Board.		21-Jan-15		GREEN
5	The force should review processes and ensure that the level of monitoring of individual operators within force control rooms, the FCC and the CRC is consistent across the force and carried out in accordance with existing force policy. (Page 7)	Head of Contact Handling	01-Mar-15	Jan 2015 - This is currently being reviewed as part of the Contact Management review and the creation of a Data Integrity Unit will support this. The Contact Management review will be implemented by September 2015.		21-Jan-15		GREEN
6	Whilst recognising the work that the force is doing to resolve problems in relation to out-of-court disposal, the force should develop processes which ensure that: <ul style="list-style-type: none"> the disposal options comply with national guidelines; they are appropriate for the individual offence/circumstances; they are appropriate to the offender concerned; where relevant, that victims are consulted and updated; relevant records are properly updated with the correct outcome. (Page 10) 	Head of Offender Management	01-Mar-15	Jan 2015 - This action is ongoing. Community Resolutions are to be recognised by BTP with training commencing to all front line officers in how to administer a Community Resolution in line with national guidelines. A phased training approach is being adopted with officers being trained by sub-Division in conjunction with the Force Crime Registrar to ensure outcomes are recorded appropriately. Additionally Scrutiny Panels, comprising of independent experts to review OoCD and ensure options and outcomes comply with national standards will now take place. The first panel will meet on 17 February 2015. As part of the Offender Management Reform Project, the force will be introducing an Evidence Review Gateway that will have responsibility for dip sampling a percentage of of all disposals. Following the Gold group, the error rate for OoCD has reduced and the Evidence Review Officers, who were seconded to FHQ Offender Management, have gone back to Divisions.		21-Jan-15		GREEN
8	The force should investigate the need to record reports of crime on both NSPIS and CRiMe. Where no deployment of staff is necessary there may be a case for restricting the record to CRiMe only; thereby reducing duplication. (Page 13)	Head of Contact Handling	01-Mar-15	Jan 2015 - This is currently being reviewed as part of the Contact management review. The enhanced First Contact Centre will reduce duplication and improve efficiency; this has already been identified as a non value process in the approved business case.		21-Jan-15		GREEN
WITHIN SIX MONTHS								
9	The force should engage with train/station operating companies to establish processes to improve the exchange of information in relation to property lost and found. This should enable staff to ascertain more quickly that property has been lost, rather than stolen, and ensure those reporting are re-united with their property without a crime being created. (Page 8)	Op Magnum Lead / DCS Crime	01-Jun-15	Jan 2015 - Op Magnum is in the process of having a memorandum of understanding ratified in order that BTP can access LPO information in respect of Excess Baggage Limited who has responsibility for the collection of lost property at Network Rail owned and operated stations. This is due to go live in April 2015 whereby BTP will be able to remotely access all lost property entered on to Excess Baggage Limited databases. In addition to this, we are currently looking into the possibility of having all TOC LPOs signing up to the same software and having a similar agreement put in place. However, this is still in the very early stages. Furthermore, authority is being sought to recruit a member of staff who will be responsible for working in the various LPOs in the London area to act as a liaison between BTP and the LPOs.		21-Jan-15		GREEN
10	The force should publish a clear operating procedure around the routing of reports of crime on the NSPIS system. This should ensure consistency between control rooms. The procedure should also recognise the quality of the victim interaction and not just focus on reducing the time taken to complete it. (Page 11)	Head of Contact Handling	01-Jun-15	Jan 2015 - This work is underway and the Force Crime Registrar has agreed the generic workflow for those crimes transferred from other forces. The Justice transformation will standardise the work of the control rooms internally.		21-Jan-15		GREEN

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11	The force should develop a single service level agreement/contract with all train operating companies and CCTV providers that ensures timely and efficient delivery of CCTV product and, that BTP staff are aware of what is required of them to ensure compliance. (Page 12)	Head of CCTV	01-Jun-15	Jan 2015 - T/Supt of CCTV has spoken to Andy O'Dell of ATOC about the need for a standard CCTV Service Level Agreement with Train Operating Companies. Andy O'Dell has agreed to assist BTP with progressing this through the Rail Delivery Group Policing and Security sub group.		21-Jan-15		GREEN
12	The force should develop a single agreement with all CPS offices with which it deals for the provision, timeliness and content of case papers. This should ensure for consistency in terms of the standards required from BTP staff. (Page 12)	Head of Offender Management	01-Jun-15	Jan 2015 - One single CPS unit that deals with all BTP cases has been negotiated to be in place for the first week of April 2015. A national approach to BTP prosecutions, based in Birmingham, will be dependent on the Offender Management Reform Project National Justice Directorate.		21-Jan-15		GREEN
13	As part of the ongoing IT Integrated System Project, the force should ensure that the outcome of this work has appropriate linkage of functionality and data between crime recording and incident recording systems. (Page 13)	Supt Integrated Systems Project	01-Jun-15	Jan 2015 - BTP is procuring a new Command and Control system and a new core integrated policing system (Case Custody, Crime and Intelligence), which the new Command and Control system will interface with. It is planned that the new Command and Control system and the Crime and Intelligence systems of the core integrated policing system will go live in October 2015. There will not be full integration between the new core policing system and the new Command and Control system, but there will be an interface which will ensure that there is linkage of functionality and data between the crime recording and incident recording systems as is possible through an interface.		21-Jan-15		GREEN