

#	Due Date	Status	Report title	Allocated to	Command Area	Description	Updates
10010	30/09/2019	Being Progressed - Request to close	Fraud: Time to choose - An inspection of the police response to fraud	D/Ch/Supt Eamonn Bridger	CSIM	By 30 September 2019, chief constables should publish their force's policy for responding to and investigating allegations of fraud (in relation to both calls for service and National Fraud Intelligence Bureau disseminations for enforcement).	October 2019 Update: The policy has now been completed and is published. Previous Update A recent review presentation to the force command meeting identified that although clear practices and procedures are in place for the various elements of fraud investigation, they are not held in a single policy document. This is now being rectified by drawing together the existing elements into a single fraud strategy.
10568	31/03/2020	Being Progressed Request to close	Fraud: Time to choose - An inspection of the police response to fraud	DCS Eamonn Bridger	CSIM	Recommendation 2 – together with NPCC By 31 March 2020, the National Police Chiefs' Council Coordinator for Economic Crime and chief constables should ensure that forces have processes in place to accurately and efficiently report fraud outcomes to the National Fraud Intelligence Bureau.	October Update NFIB monthly victims list – This is Op Sanctuary - SBOS collate and publish an excel which goes into ICMH. A prioritisation matrix is utilised for each victim to assess and grade for vulnerability, and any onward investigation- graded 1 to 4. Those assessed as 4 (most vulnerable) are allocated and an SNT officer visits to provide reassurance, and target hardening advice, those at 1 are contacted via letter/e mail – an extract of the policy is below: a. Operation Sanctuary Suffolk response to vulnerable victims of fraud, this process addresses the NFIB victim list received by Suffolk Constabulary to assess the vulnerability of Suffolk residents reporting directly to Action Fraud. b. Operation Sanctuary involves the Strategic Business and Operational Services (SBOS) department reporting monthly figured to a designated ICMH triage officer which help their team identify vulnerable victims. c. A prioritisation matrix is used to identify those most vulnerable. d. Advice via email to victims, or arranged visits to the most vulnerable will then be arranged. e. SNT officers are tasked to undertake visits across the county to those victims identified as most vulnerable or most targeted in order to provide support and give advice to help prevent them being repeat victims in the future. f. Details of these visits are recorded on Athena as a PVP record to help track repeat victims. g. A results analysis is completed every six months to review repeat victim rates. h. Scam Prevention Service/Trading Standards will provide advice and guidance for most vulnerable victims.
		New	Fraud: Time to choose - An inspection of the police response to fraud	TD/C Supt Stephen Mattin	PSC	Ensure their forces improve the identification and mapping of organised crime groups in which the principal criminality is fraud	October 2019 Update Organised crime group mapping is a service provided to the force by ERSOU therefore the action internally will focus on identification of relevant groups. The force already has a robust tactical tasking and coordination process that identifies emerging crime groups which has previously identified those with fraud as a principal criminality type and will continue to do so. The regional process is relatively new and will continue to improve over time.
		New	Fraud: Time to choose - An inspection of the police response to fraud	TD/C Supt Stephen Mattin	PSC	Ensure that fraudsters are included among those considered for serious organised crime 'prevent' tactics, including by local strategic partnership boards and through integrated offender management processes;	October 2019 Update This recommendation is ongoing. Disruption of organised crime is considered and monitored through the OCGM process. Prevent tactics are considered through already established Local Organised Crime Partnership Boards. Lifetime Offender Management and Integrated offender management have an established role in the OCGM process along with the probation service.
		New	Fraud: Time to choose - An inspection of the police response to fraud	TD/C Supt Stephen Mattin	PSC	Increase their force's use of ancillary orders against fraudsters;	October 2019 Update All fraud cases in Norfolk (and Suffolk plus regional partners Bedfordshire, Cambridge and Hertfordshire) are already reviewed by the Regional Economic Crime Unit for opportunities to make cash seizures or obtain post-conviction confiscation orders. These orders are then tracked by the RECU to ensure payment is made and performance data is reported quarterly to forces.
		New	Fraud: Time to choose - An inspection of the police response to fraud	TD/C Supt Stephen Mattin	PSC	Ensure that their force complies with the Code of Practice for Victims of Crime when investigating fraud.	October 2019 Update Where cases are under investigation the Athena system triggers victim updates in relation to the Victim's Code of Practice. Data quality in this area remains an issue however DCS Wvendth chairs a Victims Code of Practice group with representation from across both Norfolk and Suffolk and one workstream is to improve it. The same meeting directs activity to improve delivery of the code for all crime types. The force already has a process to ensure all fraud victims identified by NFIB are reviewed locally to highlight vulnerable victims for enhanced service. This service is delivered on a partnership basis with local authorities within Norfolk. The PCC has funded a Scams Prevention Officer to coordinate this work.

		New	Fraud: Time to choose - An inspection of the police response to fraud	TD/C Supt Stephen Mattin	PSC	Improve the way their force uses the National Fraud Intelligence Bureau monthly victim lists to identify and support vulnerable victims and others who require additional support;	<p>October 2019 Update</p> <p>Where cases are under investigation the Athena system triggers victim updates in relation to the Victim's Code of Practice. Data quality in this area remains an issue however DCS Wwendth chairs a Victims Code of Practice group with representation from across both Norfolk and Suffolk and one workstream is to improve it. The same meeting directs activity to improve delivery of the code for all crime types.</p> <p>The force already has a process to ensure all fraud victims identified by NFIB are reviewed locally to highlight vulnerable victims for enhanced service. This service is delivered on a partnership basis with local authorities within Norfolk. The PCC has funded a Scams Prevention Officer to coordinate this work.</p>
9956	30/11/2019	New	The poor relation: The Police and Crown Prosecution Service's response to crimes against older people	Ch/Supt Jules Wwendth	JJS	<p>Cause of concern</p> <p>Some adults who need safeguarding are being put at risk because the police aren't always referring cases to partner organisations, and there are no effective measures to ensure that referrals have been made.</p> <p>Recommendation</p> <p>Within three months, chief constables should ensure that adult safeguarding referrals are always made when appropriate, with effective processes in place to make sure this happens. The NPCC lead for adults at risk should advise chief constables as to how this is best achieved.</p>	<p>October 2019 Update</p> <p>This recommendation relates to safeguarding referrals and as such is really specific to the submission of API's etc. However there is work ongoing in relation to the referral of all victims to the Victim Care Service and ensuring that referrals are both timely and accurate and have the appropriate consent. At this time the translation rate of referrals to actual service provided is extremely low (approx. 4000 referrals secures only 145 offers of service) and this is swamping the system. As such work needs to be continued to ensure officers secure consent from the victim prior to making the referral and also that they explain the service to the victim to facilitate a later self-referral if required. This links to the 'opt-out' model currently in place on Athena which is unlikely to change. To confirm however, vulnerable victims are prioritised by the service. Being picked up by the Supporting Victims Sub Group.</p>
9913	30/11/2019	New	The poor relation: The Police and Crown Prosecution Service's response to crimes against older people	Gemma Stannard	SBOS	<p>Cause of concern:</p> <p>Chief constables don't understand well enough the current demand for adult safeguarding arrangements, and haven't considered the likely future demand and the implications for forces.</p> <p>Recommendation:</p> <p>Within three months, chief constables should conduct analysis of the current and future demand for adult safeguarding, including the gap in knowledge that may exist from those cases where referrals aren't made because of errors or omissions. This analysis should be incorporated into force management statements (FMSs).</p>	<p>October 2019 Update:</p> <p>The analytical dept. has already planned a strategic profile to be undertaken over the next 6 months to look at older people and this has been agreed by Chief Officers. This work has now been allocated to a Strategic analyst who has started scoping the work and the Terms of Reference will be shared in the next few weeks. Deadline for the profile is end Nov/Dec. As a minimum the profile will look at aspects such as:</p> <ol style="list-style-type: none"> Current demand - victims and offenders Predicted future demand (ageing population / changing nature of threats – i.e. Fraud) Impact on partners (and their impact on our demand) Changes in demographic pattern over time (e.g. have crime trends changed for this age category) <p>The report will be published around the end of the calendar year</p>
10612	31/03/2020	New	The poor relation: The police and CPS response to crimes against older people	Det/Ch/Supt Jules Wwendth	JJS	<p>Cause of concern</p> <p>The police don't consistently assess the needs of victims as set out in the relevant codes of practice and so the needs of victims aren't always met.</p> <p>Recommendation</p> <p>Within six months, chief constables should make sure that victim needs assessments are always completed.</p>	<p>Update 27th Oct</p> <p>work is underway in relation to this action as a workstream under the Supporting Victims sub group. Review is ongoing relating to the existing mechanisms / approaches relating to needs assessments and how they subsequently then affect / impact on the service provided to victims to ensure it is used and referenced when support is provided. Contact has been made with Herts who are struggling with the same issue so joint work being considered here</p> <p>October 2019 Update</p> <p>Conducting a needs assessment is a key part of the initial actions when dealing with a victim and there is provision on Athena to do this. This is not routinely used by officers and whilst calls are THRIVE assessed / risk assessed when received, there is more work to do here. Being picked up by the Supporting Victims Sub Group.</p>
10655	31/03/2020	New	The poor relation: The police and CPS response to crimes against older people	Det/Ch/Supt Jules Wwendth	JJS	<p>Cause of concern</p> <p>Some victims may not be receiving support services, and some support services don't work as well as they could. This is because the police don't always refer victims when they should, support services don't have ready access to police information, and witness care arrangements are sometimes provided separately.</p> <p>Recommendation</p> <p>Within six months, chief constables should work with police and crime commissioners and their mayoral equivalents, and other relevant organisations, to review whether victim support services can be provided in a better way.</p>	<p>Update 27th Oct -</p> <p>Work ongoing in relation to the referral of all victims to the Victim Care Service and ensuring that referrals are both timely and accurate and have the appropriate consent. At this time the triage rate of referrals to actual service provided is extremely low (approx. 4000 referrals secures only 145 offers of service) and this is swamping the system. As such work needs to be progressed to ensure officers secure consent from the victim prior to making the referral and also that they explain the service to the victim to facilitate a later self-referral if required. This links to the 'opt-out' model currently in place on Athena which is unlikely to change. To confirm however, vulnerable victims are prioritised by the service. Being picked up by the Supporting Victims Sub Group.</p>

		New	The poor relation: The police and CPS response to crimes against older people	Gemma Stannard	SBOS	Area for improvement Within six months, chief constables should find good ways to assess the current demands on the police made by older people. These assessments should include a prediction of future changes in demand, account for the work of other organisations, and be incorporated into FMSs	October 2019 Update: The analytical dept. has already planned a strategic profile o be undertaken over the next 6 months to look at older people and this has been agreed by Chief Officers. This work has now been allocated to a Strategic analyst who has started scoping the work and the Terms of Reference will be shared in the next few weeks. Deadline for the profile is end Nov/Dec. As a minimum the profile will look at aspects such as: a. Current demand - victims and offenders b. Predicted future demand (ageing population / changing nature of threats – i.e. Fraud) c. Impact on partners (and their impact on our demand) d. Changes in demographic pattern over time (e.g. have crime trends changed for this age category) SBOS performance team are also undertaking a deep dive analysis of satisfaction data which is hoped will provide an indication of where the whole support system is working well or where there are improvements to be had, including looking at referrals to victim support.
9466	16/10/2019	New	Stalking and harassment: An inspection of Sussex Police Commissioned by the police and crime commissioner, and an update on national recommendations in HMICFRS's 2017 report	D/Ch/Supt Eamonn Bridger	CSIM	Cause of concern: We are concerned that police forces are dealing with breaches of orders in isolation, and are not recognising or properly addressing the wider patterns of victimisation. As a result, forces might not be adequately assessing the risks to some victims, and might not be appropriately investigating and prosecuting cases. Recommendations: Within six months chief constables should ensure that forces record stalking or harassment crimes if appropriate when victims report breaches of orders. Within six months chief constables should ensure that officers are aware of the importance of treating breaches of orders, where appropriate, as part of a wider pattern of offending, and ensure that force policy and guidance helps officers to do this.	October update Progress against this action will be monitored through the Force vulnerability board with a task and finish group to be commissioned in the County Policing Command
9266	31/01/2019	Being progressed	Policing and mental health: picking up the pieces	D/Supt David Giles	CSIM	By January 2019 the NPCC lead for mental health and the College of Policing should draft and agree a new national definition of mental ill health. This should be included within the new national strategy on policing and mental health that they are developing together. All forces should then adopt this definition as soon as reasonably practicable	October Update The Force is in the process of updating all relevant documents to be consistent with the definition which is an ongoing piece of work May 2019 update A new definition of a mental health incident has been created and agreed nationally: NPCC Definition of a Mental Health Incident – “Any police incident thought to relate to someone’s mental health where their vulnerability is at the centre of the incident or where the police have had to do something additionally or differently because of it.” This has been disseminated for adoption to the CCR and also to area Chief Inspectors for onward dissemination. We are awaiting further national guidance prior to rolling out a formal comms message.
9309	31/12/2019	Being progressed	Policing and mental health: picking up the pieces	Gemma Stannard	SBOS	All forces should carry out a snapshot exercise to assess their mental health related demand. All 43 forces are committed to responding effectively and sensitively to people with mental health problems. The new national strategy on policing and mental health will be more effective if forces understand better the nature and scale of mental health demand in their areas. In this report we refer to a snapshot day that the Welsh forces carried out to develop their understanding of how much of their demand was mental health related. A snapshot exercise like this is very useful and it would be beneficial for all forces to do the same. We would then have a national picture of how much time and money forces are spending on their response to mental health demand. It is crucial that forces understand the full picture of demand and act where they can to reduce risk By December 2019 forces should develop a better understanding of their mental health data and the nature and scale of their demand. All forces should carry out a 24 hour snapshot exercise using the new national definition of mental ill health. This would help them see where their mental health demand is concentrated and identify any gaps in their data. The NPCC mental health lead should set out how the data was collected during the Welsh forces snapshot exercise. This exercise will help forces understand the strain on the service by assessing the combination of demand and workload. This will then help forces when establishing and reporting mental health demand in their force management statements	October 2019 update The snapshot exercise has now been postponed nationally until 12th November. SBOS are primed to assist with data collection and will make necessary plans once we have a steer on specific requirements. Unfortunately the PIER group were unable to secure ESRC funding for their whole system research project so this isn't being progressed, however we have asked that they keep us in mind for future initiatives. The force is awaiting further direction from the College of Policing Aug 2019 A snapshot exercise will take place for all forces on 8th October and collated centrally. We await further guidance following completion of the analytical work
9396	30/08/2019	Being progressed Request to be closed	Policing and mental health: picking up the pieces	Rachel Evans	HR	All forces should review their mental health training programmes. The quality and quantity of mental health training varies considerably across forces. Several forces have developed multi agency training that police officers and staff have found very useful. Forces need to make sure they are allowed enough time for quality training that allows officers to respond with greater understanding of the complexity of mental health crisis. By August 2019 all forces should review their mental health training programmes, using the College of Policing learning standards, to establish whether they are giving their officers the right tools to understand and respond to people with mental health problems. If forces find any deficiencies in their training programmes they should take steps to address them as soon as reasonably practicable. Where forces invite outside organisations to train staff they must make sure its content and quality are checked against College of Policing APP	October Update The College of Policing requirements is a 2 day requirement. The above approach allows more bite size delivery of this programme through Team Days and the LMS. Proposal is with Suffolk 2025 to replicate Norfolk model into Suffolk but Governance structure akin to Norfolk is required by Local Policing Command. This is being progressed through Suffolk 2025 under creating capacity agenda. May 2019 Update Norfolk and Suffolk Workplace health, safety and wellbeing have been successful in applying for Mental Health First Aid (MHFA) funding to train Suffolk PST staff in MHFA. This scheme is supported by the Department of Health and aims to normalise society attitudes and behaviours around mental health. This package replicates much of the CoP package, with remaining elements being suitable for digital content as part of the LMS.

9353	30/08/2019	Being progressed Request to be closed	Policing and mental health: picking up the pieces	Gemma Stannard	SBOS	<p>All forces should evaluate their mental health triage services. Mental health triage now operates in 42 of 43 forces. Triage should be a service that acts as a gateway to further mental health care. There is still a perception that this is a service that is filling gaps that local partners no longer can or will. A more effective understanding of the service and the environment it operates in would show where the demand is coming from and whether there are good enough outcomes and care options for patients. Patient feedback about individual experience of triage would help forces understand whether their partnership approach is working and to shape future services</p> <p>By August 2019 all force should review their existing partnership mental health triage services to assess their effectiveness and the environment they are operating in. This will help them make decisions about sustainable future services with partners to make sure mental health care needs are being met. If forces find any deficiencies in their triage services, they should take steps to address them as soon as reasonably practicable</p> <p>The college of policing has agreed to devise some practice guidelines to help forces benchmark their triage activity. We will inspect on progress in this area as part of our integrated PEEL assessments inspection</p>	<p>October 2019 Update Nothing further planned following previous evaluation work undertaken around both forces MH service provision.</p> <p>May 2019 Update A full evaluation of the mental health triage car and the mental health nurses embedded in CCR have both been evaluated separately by internal resources and as an additional evaluation by the Better Policing Collaborative. This also included an assessment of "what works" in embedding custody triage services. Recommendations from this report will be incorporated in existing force action plans. The College of Policing guidelines were not available at this time and have not been used to benchmark activity</p> <p>Previous Update Recommendation noted by FLO and FLL. Force is currently reviewing the recommendations from the mental health thematic report and will provide updates on progress in the New Year</p>
9196	31/10/2018	Being progressed	Understanding difference: the police's initial response to hate crime	Supt Kerry Cutler	CPC	<p>Recommendation</p> <p>In our view, forces don't gather and use intelligence about hate crime consistently enough. This means forces don't have enough information to understand fully how different groups are victimised and make sure that officers make effective decisions about how to respond.</p> <p>We recommend that chief constables make sure officers know it is important to find and record more intelligence about hate crime and use it to inform the police response</p>	<p>October update 2019 Weekly hate crime recorded by the analytical department and shared with hate crime leads. Analytical document received on quarterly basis and shared with partners which shows levels of reporting and hotspot areas. These are discussed at monthly tasking meetings. Closer scrutiny between hate crime incidents and prevent referrals likely in the future. Hate Crime data also shared with ERCTU to support the quarterly CTLP. Meetings have taken place and keywords agreed. Learning to be shared via seven minute briefing document and some SNT, new recruit and CID training inputs have been developed further and ready to launch in October 2019</p> <p>May 2019 Update Across the 9 Suffolk Policing Area Localities Community Engagement Officers (CEO) have been created under the Suffolk 2025 model to increase accessibility, engagement and communication in person and online with communities. In addition whilst the numbers of PCSOs have been significantly reduced those retained will provide a Link Officer Role to work with partners focussing on problem solving and intervention. They will also support policing engagement with vulnerable communities. Prevent CT Advisors have been created to increase knowledge and referrals / intelligence and the next phase will be to create Hate Crime champions / advisors across the force.</p> <ul style="list-style-type: none"> • Hate Crime Network covering a range of community groups now in place supported by Suffolk County Council and Police. • Diverse communities post created as part of Project 2025 - work closely with a range of community groups, give presentations and attend a range of drop in sessions, i.e. Refugee Drop in centre at Ipswich.
9153	31/10/2018	Being progressed	Understanding difference: the police's initial response to hate crime	Gemma Stannard	SBOS	<p>Cause of concern</p> <p>We found that forces don't consistently use the Home Office cyber-enabled flag. This means forces and the government may not have good enough information to understand how much different groups are targeted online, which means they can't make sure effective decisions are made about how to respond.</p> <p>Recommendation</p> <p>We recommend that, within three months, chief constables make sure that the Home Office cyber-enabled flag is consistently applied, and that forces have adequate systems in place to make sure that this is done</p>	<p>October 2019 update We understand that from the last ADR review process there was a recommendation to scrap ADR 118 (Online Crime) because of the quality of data. This was to be tabled at a recent PDRG but we are awaiting feedback from this and for the ADR 2020 guidance. Work is ongoing in force around regular communications from the head of CSIM and head of Performance around importance of data quality and consistent use of flags with first comms message to be sent out to all staff in Oct.</p> <p>May 2019 update This is a difficult area to measure because the only way of assessing accuracy is to case read crimes which meet certain free text criteria. Of note, since the recommendation was made, we have reduced the number of cyber-related keywords to just the one which will capture cyber-dependent and cyber-enabled. This will hopefully encourage better application (by reducing confusion) which probably addresses the 'systems' aspect.</p>

9110	31/01/2019	Being progressed	Understanding difference: the police's initial response to hate crime	Supt Kerry Cutler	CPC	<p>Cause of concern We are concerned that the recurring risks to some hate crime victims aren't being managed well enough or consistently enough, and that the most vulnerable victims would be safer if the police routinely worked with partner organisations to manage risks to victims.</p> <p>Recommendation We recommend that, within six months, chief constables work with partner organisations to adopt a system of risk management for vulnerable victims of hate crime. The NPCC lead for hate crime and the College of Policing should give chief constables advice about how best to do this. They should also consider whether the principles of the multi-agency risk assessment conferences (MARAC) process are a good way to manage the risks to hate crime victims.</p>	<p>October update 2019 Written advice from college of policing recommends not to create a bespoke hate crime risk assessment CoP are developing a wider vulnerability risk assessment. In the interim advice is to thrive and use internal vulnerability assessment. Non police reporting mechanism developed through Ipswich CAB, promoted within network but figures show not being utilised. Stop Hate UK invited to present to Suffolk in April, feedback collated which has identified some next steps that will be progressed. Networks thoughts gathered. Victim Care identified a potential non police reporting service. Next steps to be informed by SSCG in Autumn 2019. Dialogue created with True Vision to ensure better understanding of referrals. Hate crime sessions attended, supported and supplemented presentations. Leaflet created and media package, looking at best practice to ensure victim has appropriate methods to report and seek help. Hate Crime Conference planned for October 2019 will reach audience in excess of 100.</p> <p>May 2019 Update Following the initial 2018 HMICFRS thematic inspection early work was commenced in partnership with Suffolk County Council to develop a county wide approach to tackling hate crime. Since January 2018 an officer within the Community Safety Team at Suffolk County Council has been identified to lead the work, and as part of the Constabulary 2025 plans a Superintendent was appointed as the force lead to drive forward change in respect of Hate Crime. The Superintendent also has the Strategic lead for Prevent, Vulnerable and Emerging Communities and ASB. There has been no updates nationally re a single Hate Crime Risk Assessment, engagement with Regional Forces has taken place and all are looking at various RA tools. In the interim the NPT is looking at using the force ASB Risk Assessment tool whilst seeking best practice from other forces. There is a joint continuous improvement plan and developments in key partnership areas to</p>
9067	31/01/2019	Being progressed	Understanding difference: the police's initial response to hate crime	Supt Kerry Cutler	CPC	<p>Cause of concern We are concerned that the risks to some hate crime victims aren't being managed well enough or consistently enough, and some hate crime victims are less safe as a result.</p> <p>Recommendation We recommend that, within six months, chief constables incorporate risk management into a risk assessment process for vulnerable victims of hate crime. The NPCC lead for hate crime and the College of Policing should give chief constables advice about how best to do this.</p>	<p>October update 2019 Written advice from college of policing recommends not to create a bespoke hate crime risk assessment CoP are developing a wider vulnerability risk assessment in the interim advice is to thrive and use internal vulnerability assessment. Constable's County regarding victim care update scheduled for Autumn 2019. Covered in SNT training. Will also be covered at the HC operational awareness conference during HCAW</p> <p>March 2019 Update In order to respond to victim's we need to ensure that we make the process of reporting crimes and incidents is as easy as possible, whether that's through the police or other reporting mechanisms. The ambition for Suffolk is to have third party reporting through a wide range of partners, enabling victims to have the ability to report and receive support at the same time. Work needs to be done to encourage reporting from groups who may under-report, such as disabled people, Muslim women and new refugee communities. We have introduced an internal scrutiny processes for Suffolk Police to improve the quality of investigations and ensure a better approach to dealing with the criminal proceedings for hate crime offenders and support to victims. Norfolk and Suffolk Victim Care (previously known as Victim Support) have been commissioned by the Police Crime Commissioner to offer emotional and practical support to victims of Hate Crime. The service is free and confidential; referrals can be made by the Police, partner agencies and self-referral. They play an active part in the network. We will also look to work effectively with perpetrators, working with youth offending and through the principles of restorative justice where appropriate. We have established with SCC a Hate Crime Network to listen to concerns and views from different groups as well as look at ways we can increase reporting and victim support.</p>
9024	31/01/2019	Being progressed	Understanding difference: the police's initial response to hate crime	Supt Kerry Cutler	CPC	<p>Cause of concern We are concerned that some hate crime victims may be vulnerable to being targeted repeatedly and, at the moment, the risks to them aren't being assessed well enough.</p> <p>Recommendation We recommend that, within six months, chief constables adopt a system of risk assessment for vulnerable victims of hate crime. The NPCC lead for hate crime and the College of Policing should give chief constables advice about how best to do this.</p>	<p>October 2019 update Written advice from college of policing recommends that not to create a bespoke hate crime risk assessment CoP are developing a wider vulnerability risk assessment in the interim advice is to thrive and use internal vulnerability assessment.</p> <p>March 2019 Update There has been no updates nationally re a single Hate Crime Risk Assessment, engagement with Regional Forces has taken place and all are looking at various RA tools. In the interim the NPT is looking at using the force ASB Risk Assessment tool whilst seeking best practice from other forces. There is a joint continuous improvement plan and developments in key partnership areas to ensure the work around hate crime is more joined up, informed by data and victim led.</p>
8981	31/10/2018	Being progressed Request to close	Understanding difference: the police's initial response to hate crime	Gemma Stannard	SBOS	<p>Cause of concern We are concerned that flagging hate crime incorrectly has serious implications for forces in terms of their ability to understand hate crime and how it affects victims and their communities, and then respond appropriately. Incorrect flagging also undermines the integrity of published national data and analysis.</p> <p>Recommendation We recommend that, within three months, chief constables make sure hate crimes are correctly flagged, and that forces have good enough processes in place to make sure this is done.</p>	<p>October 2019 update Thanks to concerted work a definite improvement has been seen in this, in particular where disability hate crimes are concerned. The improvement is largely down to an improvement to keyword wording and this only being applied where a disability is the reason for the offence taking place rather than simply being a characteristic of the victim. We are currently reconciling our hate crime ADR but previous reconciliations have shown robust numbers.</p> <p>May 2019 Update Quarterly Hate Crime performance reports are produced as well as monitoring weekly reporting trends (daily at the moment because of Brexit). We have also introduced better recording on Athena (the keywords are more clearly defined), all of which will contribute to improving the organisations understanding and recording of Hate Crime and covers the 'process'.</p>

8533	31/07/2018	Being progressed	PEEL: Police legitimacy 2017	Supt Kim Warner	CPC	<p>HMICFRS is concerned that forces are not able to demonstrate that the use of stop and search powers is consistently reasonable and fair. In particular, there is over-representation of BAME people, and black people in particular, in stop and search data which many forces are unable to explain. To address this cause of concern HMICFRS recommends that:</p> <p>1. By July 2018, all police forces across England and Wales should be regularly and frequently monitoring a comprehensive set of data and information on use of stop and search powers to understand: the reasons for any disproportionate representation of different ethnic groups in the use of stop and search; the extent to which find rates differ between people from different ethnicities, and across different types of searches (including separate identification of find rates for drug possession and supply-type offences); and the prevalence of possession-only drug searches, and the extent to which these align with local or force level priorities.</p> <p>2. Where forces identify disparities through monitoring, they should demonstrate to the public that they have: carried out research and analysis in an attempt to understand the reasons for the disparity, and taken action to reduce the disparity, where necessary;</p> <p>3. We expect forces to publish this analysis and any actions taken at least on an annual basis, from July 2018.</p> <p>4. By July 2018, and ongoing following that date, forces should ensure that all officers who use stop and search powers have been provided with, and understand, training on unconscious bias and College of Policing APP on stop and search.</p>	<p>Oct 2019 Update - The force has analysed its use of stop search & published data regarding the same for several years. Currently data regarding use of stop search is analysed via two main mechanisms - 1) The 6 monthly APP paper presented to the OPCC and 2) The quarterly internal stop search scrutiny meeting chaired by ACC for County Policing. An analyst attends each of these meetings and presents the forces current data picture. This includes analysis of disproportionality (BAME & age), geographical breakdown, find rates and arrest rates. Additional bespoke queries regarding data are set by the ACC and Supt lead for SS. This has included understanding the BAME make-up of county lines gangs & how stop search has been used when targeting the same gangs to see whether disproportionality exists, & using street population data and other population databases (other than census data) to have a more current understanding of current population make-up, and whether this affects disproportionality. Further data is also considered at the coercive powers scrutiny meeting which to date has focussed on stop search leading to strip search. All data provided is made available to the public via the Constabularies web-site. Any actions or activities that are set at either meeting are recorded in the minutes with updates provided at the following meeting. These actions are to be made publicly available. It should be noted that the Constabularies internally developed stop search APP is shortly to be replaced with a new multi-purpose APP (OPTIK) which will offer an equally efficient means to extract and analyse data sets. Both Norfolk and Suffolk have been parties to the development of the new APP to ensure key data is captured.</p>
8396	28/09/2018	Being progressed	PEEL: Police efficiency 2017	James Nobbs	Joint ICT	<p>Forces need to focus on developing digitally-enabled services. This means using technology to change the way forces operate as a whole rather than an approach which simply replicates paper-based systems online.</p> <p>By September 2018, chief constables should produce an ambitious plan to improve digitally-enabled services within their force. The Home Office, National Police Chiefs Council and Association of Police and Crime Commissioners should support the development of these plans by establishing a national framework which allows for the provision of digitally-enabled services across force boundaries.</p>	<p>October 2019 Update Norfolk and Suffolk have made some significant decisions which will change the way we do our business. Three business cases have been approved which will transform a number of areas end to end. These are: • Mobility phase two – To deliver an agile capability with non-uniform policing areas (CSIM and JMIT). This is seen as the first stage of a wider mobility strategy within these teams/commands. First stage is to mobilise the second phase will be to transform the end to end processes. • OPTIK (Integrated system) – Following a thorough and evidence led consultation period a contract has been awarded to HCL. The project has now entered the implementation phase with a live trial currently planned for the turn of the calendar year. • Digital Asset Management System (DAMS) – implementation of a single repository for digital assets enabling a transformed end to end Criminal Justice process. Since the business case has been approved the 7CC's has agreed this solution should be deployed the region therefore implementation has been delayed whilst the 7F programme co-ordinate. Additional workstreams which are currently in progress: • The implementation of the National Enablers Programme (NEP) is well underway with the technical pilot started in both Norfolk and Suffolk. The business change pilots are currently scheduled to take place from November with a full evaluation due six months after. • Digital Public Contact project has begun with the initial deliverable being a full business case outlining our strategy. The aim of this project is to modernise our digital contact channels for our public with the aim of making the processes more efficient for both the forces and the public.</p>
8223	31/12/2017	Being progressed Request to close	Stolen freedom: the policing response to modern slavery and human trafficking	D/Supt David Giles	CSIM	<p>Immediately, forces should take steps to ensure they are fully compliant with the NRM process as it evolves and are implementing the requirement placed upon them under the Modern Slavery Act 2015 to notify the Home Office of any individual suspected to be an adult victim of modern slavery or human trafficking.</p>	<p>October 2019 update Request that this be closed or status changed to awaiting review as no further update from force required</p> <p>May 2019 Update No change. We remain compliant with the NRM process being managed by Crime Intelligence Bureau with oversight by a DI and actions via the Modern Slavery Champions. Still awaiting central guidance from Home Office in order to close this recommendation.</p>
7965		Being progressed	Living in fear the police and CPS response to harassment and stalking	D/Ch/Supt Jules Wwendth	CSIM	<p>Chief constables should work with criminal justice partners to identify what programmes are available to manage offenders convicted of harassment and stalking offences in their respective force areas. In the absence of such programmes, they should review whether interventions could and should be established.</p>	<p>October 2019 Update Discussed at LCJB. No specific programmes exist in either force but opportunities to consider when dealing with DA cases where appropriate. At this time no additional funding to support any new programmes or interventions so evidence of demand / need should be communicated with OPCC's to ensure this is considered for any future commissioning.</p> <p>May 2019 Update Venta programme for perpetrators, that could accommodate offenders of this type if suitable. This rehabilitation programme is now in its second cohort</p> <p>Previous update ICENI programme is commissioned but yet to be fully implemented.</p>

7634	31/12/2015	Awaiting review Reinspection	Crime-recording: making the victim count	Ch/Supt Jules Wwendth	JJS	<p>Within three months, all forces should ensure that:</p> <ul style="list-style-type: none"> * in cases of out-of-court disposals where there is a victim, they consult the victim before making the decision to issue or effect the disposal, and make a record that they have done so; and * on every occasion when the making of an out-of-court disposal is under consideration, the previous offending history of the offender is checked to ensure the offender is eligible for the disposal in question, and make a record that this has been done. 	<p>October 2019 update On 28th May 2019 Norfolk and Suffolk released a new CR app which ensures that where there is a victim of crime they are consulted every time and their view and wishes are part of the disposal as they are able to view and select on the PCC remedies. This is recorded on the App which the victim signs. The App also ensures that the defendants previous convictions are looked at and should they have any (and dependant on the crime etc) a Sgt or Insp will be required to give authorisation to the CR and a rationale as to why this decision has been made. The App has been developed taking into account the HMIC recommendations and working to the national guidance and Victims Code. It ensures that our victims of OoCD (who receive a CR) have a voice and their views and wishes are heard. It also ensures that the CR is an appropriate disposal for defendants who have previous offending history, and protects front line officers with their decision making as more complex cases will require authorisation to complete.</p> <p>May 2019 update A community resolution App has been designed which will be disseminated to all</p>
7163	31/12/2015	Awaiting review Reinspection	Crime-recording: making the victim count	Vaughan Rudd	SBOS	<p>Within six months, forces should establish and begin operation of sound arrangements for the conferment upon force crime registrars of sufficient independence and authority, so as to ensure that high standards of adherence to the HOCA and NCRS are attained and maintained. In particular, such arrangements should provide that force crime registrars:</p> <ul style="list-style-type: none"> * report directly to the deputy chief constable; * have direct access to the chief constable; and * are required periodically to report to the chief constable on crime-recording in the force. 	<p>October 2019 Update The FCR is the final arbiter in respect of crime recording and outcome. The FCR has direct oversight of classification and crime cancellation and provides authority, on behalf of DCC, to nominate the Dedicated Decision Makers within the force. The FCR has direct, unrestricted access to DCC. This has resulted, over a period of several years, in frequent direct 1-2-1, or small target group, meetings relating to particular CDI issues relevant at the time. The FCR reports monthly into CDI Group, chaired by DCC, where monthly audit and any outstanding/emerging CDI issues are discussed – including the findings of HMIC reports from other force reviews. Discussion has taken place and presentations have been given to CC upon occasions in respect of performance and recording issues, similar presentation has been delivered to PCC. The monthly compliance audit presented to CDI Group (mentioned above), is also provided to CC and office of PCC. This includes a summary of current recording trends and emerging issues.</p>
7113	31/12/2015	Awaiting review Reinspection	Crime-recording: making the victim count	Vaughan Rudd	SBOS	<p>Within 6 months, all forces should ensure that they have in place effective supervisory oversight of the making of crime recording decisions to ensure compliance with the HOCA, whether those decisions are made by personnel in force control rooms and call handling centres, or by members of specialist teams or officers or staff with routine contact with the public</p>	<p>October 2019 Update All referrals from other agencies are recorded on the Athena investigation system. Domestic Abuse and MASH teams have been provided with NCRS training and individual supervisors/specialists have received 1-2-1 input from FCR. Regular training is provided to CCR staff in respect of NCRS and experienced police officers from ICMH triage CCR CADs upon initial report. Reports directed to the ICMH are created on a CAD and are then reviewed for recording purposes. A robust audit/QA process has been in place for several years that reviews a large percentage of high risk CADs and PVPs on a daily basis.</p>
5809	31/12/2015	Awaiting review Reinspection	Crime data integrity force reports	Vaughan Rudd	SBOS	<p>The force should review where and with whom responsibility for day to day oversight of the application of, and compliance with, HOCA and the NCRS is held; and ensure that this is reflected in relevant policy and guidance and communicated to staff.</p>	<p>October 2019 Update Within Athena all reports of crime and certain non-crime incidents are reviewed daily within the IMU for QA purposes. In addition Hate and Domestic crime and non-crime are reviewed by specialist support staff and assessed for victim vulnerability. Both crime recording and crime investigation policies have been reviewed and updated in respect of current practices. A FCR web page provides guidance and reference documents to current policies and procedures.</p>
5785	31/12/2015	Awaiting review Reinspection	Crime data integrity force reports	Vaughan Rudd	SBOS	<p>The force should review the roles, responsibilities and number of designated decision makers in the force so as to secure a consistent application of the NCRS in respect of no crime decisions and in doing so ensure the force should make sure designated decision makers are independent of investigators</p>	<p>October 2019 Update DDMs have been restricted to specific authorised posts and individuals within the IMU and FCR section. New DDMs are trained and confirmed (under authority of DCC) by FCR in consultation with IMU Manager. Currently DDMs in Suffolk consist of four supervisors within IMU, two FCR staff and one D/Insp. who has specific responsibility for TICs. There is a reciprocal arrangement with Norfolk where DDMs have the same authorisation requirements.</p>
5727	31/12/2015	Awaiting review Reinspection	Crime data integrity force reports	Vaughan Rudd	SBOS	<p>The force should review its policy and practice for dealing with reports of making off without payment, ensuring that it is compliant with the HOCA and the NCRS and that staff responsible for making crime recording decisions on these offences are aware of the requirements to work within these policy guidelines</p>	<p>October 2019 Update A joint Make-off policy is in place within both Norfolk and Suffolk. This was reviewed by HOCA before being implemented. It details that crime will be recorded in accordance with victim belief and sets out strict criteria when crimes may be cancelled. Make-off cancellations are periodically audited.</p>
5721	31/12/2015	Awaiting review Reinspection	Crime data integrity force reports	Vaughan Rudd	SBOS	<p>The force should review its assessment of the risks associated with crime data integrity and the apparent under recording of crime, taking the necessary steps to improve the accuracy of crime recording. Risks should be included in and monitored through, the force risk register</p>	<p>October 2019 Update The risk posed by CDI is fully appreciated within the force. Crime Data Quality is included within the Force risk register. It is also included within the crime dept. risk register and also SBOS register all of which are subject to regular review.</p>

5655	31/12/2015	Awaiting review Reinspection	Crime data integrity force reports	Vaughan Rudd	SBOS	The force should introduce a structured regular audit plan and ensure the force crime registrar (FCR) has sufficient resources and skills to carry out a proportionate and effective audit programme that balances the cost of the checking process with the need to improve the accuracy of crime recording. This should include the capacity to respond to emerging issues and to revisit and test the effectiveness of changes made to respond to identified shortcomings	October 2019 Update The FCR crime audit section was substantially enhanced after the previous HMIC review, with additional competent staff to enable a daily audit/QA process to be developed. This included reviewing all sexual offences and the vast majority of other risk-based crime CADs on a daily basis and providing a monthly report identifying current issues and emerging trends. Errors were referred back to relevant staff and supervisors for correction, where appropriate, and guidance documents/further training was identified. The report also gave a snap-shot indicator of current NCRS compliance. Additional audits are carried out on Area by Inspectors, plus a QA process within CCR is incorporated within supervisors' review. Recent rationalisation of FCR staffing levels does mean that audit capacity and audit process is currently being reviewed to provide a more streamlined and risk-targeted process, whilst retaining the training aspect of sending referrals back for correction.
5651	31/12/2015	Awaiting review Reinspection	Crime data integrity force reports	Ch/Insp Simon Mills	CSIM	The force should introduce a structured and proportionate quality assurance process by supervisors within the force control room. This should be undertaken on a consistent basis across all teams, include a check of compliance with NCRS and, where appropriate, feed into the development of professional practice and continuous improvement within the force control room	October 2019 Update Inspectors continue to review CAD's under Op Beacon. A new Supervisors Audit Dashboard is due to come on line in January 2020 which will give senior management the ability to monitor staff at individual, team and department level to identify inconsistencies and training requirements. Within this includes the need to ensure staff are challenging compliance with NCRS. In addition to this a recent direction has been sent out that officers need to negate crimes at their own CAD's and not to ask Dispatchers, to prevent ambiguity. May 2019 update Under Op Beacon each Inspector carries out 10 reviews a month on randomly selected CAD's to sure that they have had a THRIVE appropriately applied and have been closed correctly and adhering to NCRS. Supervisors carry out call handling and dispatch audits of each member of staff per month to ensure that CAD's have been created, dealt with and disposed off correctly.
5578	31/12/2015	Awaiting review Reinspection	Crime data integrity force reports	Rachel Evans	HR	The force should establish and begin operation of an adequate system of training in crime recording for all police officers and police staff who are responsible for making crime recording decisions and ensure those who require such training receive it as soon as reasonably practicable	Oct 2019 DI Burgess has been appointed to assist the delivery of crime investigation standards akin to the Norfolk delivery on team days. L&D investigation standards training continues. May 2019 update The crime standards input on Team Days aims to cover the case of a crime from initial reporting to case file submission. In doing so it will cover any lessons learned from audit/inspection in relation to crime recording. Police Staff now have access to the NIE exam. We have advertised PIP1 courses for staff through the Detective and Investigator Pathway Group. This replicates interview (including statements) training akin to what we teach new police officers.
5516	31/12/2015	Awaiting review Reinspection	Crime data integrity force reports	Vaughan Rudd	SBOS	The force should ensure that reports recorded separately on other force systems (e.g. those used by the public protection teams) are recorded as crimes. Special attention should be directed towards the CATS database and those reports which involve vulnerable adults and children. The force should put in place proportionate and effective audit arrangements through the FCR to assure itself that reports held on these systems are properly recorded as crimes	October 2019 Update All referrals from other agencies relating to vulnerable persons and children are now recorded on the Athena system (other than highly sensitive HBA which remains on CATS). The monthly audit process aspired to review all PVP referrals that are not actually recorded as crimes (i.e. PVP non-crimes). This has involved the review of some 500+ records on a monthly basis. The failure rate has drastically reduced over time. Current audit capabilities mean this number will be reduced in future but will remain a significant part of the monthly QA process. The FCR audits CATS on a six-monthly basis to ensure NCRS compliance.
5504	31/12/2015	Awaiting review Reinspection	Crime data integrity force reports	Vaughan Rudd	SBOS	The force should ensure that its crime recording policy is compliant with HOCR and NCRS. In particular the force should ensure its guidance on dealing with reports of rape clearly specifies the point at which and conditions in which a report of rape should be recorded as a crime. In addition there should be clear communication to officers and staff; To inform them of the crime recording policy and the expectation that they adhere to it To stop any working practices which may amount to a policy of investigate to record; and To reinforce the unequivocal message that ethical crime recording and compliance with the NCRS is required irrespective of the effect this might have on force performance	October 2019 Update The force has put particular effort into ensuring rape and serious sexual offences are correctly identified and recorded. Every sexual CAD, over the past five years has been reviewed on a monthly basis, plus a free text keyword search is still conducted on a monthly basis. Any errors are referred back to the officer and supervisor as a learning exercise and a monthly report was provided to D/Supts. of any rape recording issues. The compliance level features heavily within the monthly CDI meetings. A rape recording protocol was developed, strongly supported by DCC and senior management, with errors being addressed with individuals concerned. CCR Inspectors were also tasked with identifying rape anomalies as part of their PDR objectives. There has been forcewide training input, including Detective training days.
5416	31/12/2015	Awaiting review Reinspection	Crime data integrity force reports	Supt. Katie Elliott	PSD	The force should communicate the availability of the confidential reporting line to staff again, emphasising that it is indeed confidential and can be used for all matters of concern, including those relating to crime data integrity	October 2019 Update The messages regarding contact with Professional Standards, including Abuse of Authority, are with the Corporate Communications department for dissemination Consider whether this can now be closed

5373	31/12/2015	Awaiting review Reinspection	Crime data integrity force reports	Vaughan Rudd	SBOS	The force should address the inaccuracy of its no criming decisions. It should provide guidance to all officers and staff who are engaged in requesting or making no crime decisions which clearly describes the standard of additional verifiable information required in order to authorise a no crime in accordance with the NCRS. Arrangements should be put in place to ensure effective compliance with the standard	October 2019 Update DDMs have been severely restricted and full training given to those authorised. FCR alone cancels rape AVI and all other rape cancellations are notified for overview. All rapes and all sexual offences cancelled for whatever reason have been subject of audit by FCR on monthly basis, together with all serious crime cancelled by AVI. A number of Make-offs have also been reviewed over a period of time. A robust process for cancellation is in place.
4314	31/12/2015	Awaiting review Reinspection	Crime recording: making the victim count	Vaughan Rudd	SBOS	Immediately, forces should ensure that , in crime recording: The presumption that the victim should always be believed is institutionalised All reports of crime are recorded as crimes at the earliest possible opportunity Decisions to record crime are not subject to undue operational or performance pressures; and Practices such as investigate to record (where the recording of a crime is delayed until after an investigation of the complaint) are discontinued	October 2019 Update A full training programme was developed and awareness training still continues. The message regarding victim-based crime recording and believing the victim has been effectively promulgated throughout the force. An entry on all front-line staff PDRs relates to having up to date and sufficient knowledge of NCRS.
4227	31/12/2015	Awaiting review Reinspection	Crime recording: making the victim count	Vaughan Rudd	SBOS	Immediately all forces should ensure their auditing procedures in respect of reports of serious sexual offences including rapes are sound	October 2019 Update Sexual CADs were audited every month and all PVP non-crimes were also reviewed. Any failures were returned for correction as part of the learning exercise. From April (2019) the audit of rape will remain but sexual offences audit will be reduced to only address incidents that do not result in a crime or result in an inappropriate crime. The referral aspect will remain.
6123	08/12/2018	Being progressed	PEEL: police legitimacy 2016	D/Supt Katie Elliott	PSD	To address this cause of concern, HMIC recommends that: * Within six months, all forces not already complying with current national vetting policy should have started to implement a sufficient plan to do so. * Within two years, all members of the police workforce should have received at least the lowest level of vetting clearance for their roles.	October 2019 Update Objective Budgeting Board decision supported the extension of the temporary funded posts. This allows for more timely processing of new applications and some renewal vetting. The force is prioritising the oldest renewal vetting and those of officers and staff requiring a higher level of vetting clearance in order to manage the risk of high numbers of outstanding renewals. This area will be reviewed as part of the IPA 1 inspection so the recommendation will need revisiting once the report has been published.
5117	31/12/2015	Being progressed	The welfare of vulnerable people in police custody	Lou Provart	JJS	Police forces should establish a race equality governance framework linked to the forces risk register. This framework should include: * collection of core data sets by ethnicity; * development of a common understanding of the current situation through analysis of the data and engagement with Independent Advisory Groups and local communities; * plans to make improvements to practice where this is identified as being necessary; and * establishing appropriate leadership and governance structures to oversee and make sure the work is carried out	October 2019 update The ISSSP has now met over 3 quarterly periods and has found no trends which would suggest disproportionality in use of Sec 54 PACE powers for strip search against BAME detainees. This has informed the joint force coercive powers board and a report will be produced for wider public publication by the end of the year (2019), to demonstrate the findings of the independent scrutiny panel in this regard. May 2019 update The recommendation is noted and work is on-going to improve the recording of self-defined ethnicity data capture on Athena in Custody, which remains a non-mandatory field. Full compliance with officer defined profiles so meaningful data mining is still achievable. A strong focus on coercive powers in custody (Sec 54 PACE strip search powers), is heightening the focus for (self-defined) ethnicity recording, and a new Independent Strip Search Scrutiny Panel (ISSSP) oversees a dip sampling process of these authorities across Norfolk and Suffolk, and one of the key aims is to apply a lens of inspection around the disproportionality of use of the power against BAME detainees. This work then feeds into a coercive powers monitoring group, which is also provided with strong analytical product
4270	31/12/2015	Being progressed	Building the picture: an inspection of police information management	Mark Williams	JJS	Immediately, chief constables should make sure that their force information records are reviewed at the end of the review period set for each information grouping, and records created when decisions are made to retain information beyond the applicable period of retention.	October 2019 update The clearcore element of the project (match and merge data quality tool)has been implemented there are still developments required to Genie and Clearcore to allow the work to fully progress. At this time there is no funding to allow further development. May 2019 update There is a Significant backlog in the reviewing of information. A project Board has been established (Genie/Clearcore) to deliver a single search and review tool to manage the legacy data, which is now in test for the final stages to allow the legacy to be matched, merged and MoPI grouped . The current program of work will allow the Constabularies to meet these requirements over a period of time. The Constabulary has a fully documented policies and procedures.
2270	31/12/2015	Being progressed	Building the picture: an inspection of police information management	Mark Williams	JJS	By November 2015, chief constables should ensure that their local information management processes adequately identify and prioritise the records of those who pose the greatest risk, in order that they are properly monitored, and appropriate, timely action is taken.	October 2019 update Genie now has MoPI groups within the these need to be updated and managed with the Clearcore application there is still further development required and a significant workload. Athena as above. May 2019 update Implementation of Athena provides automated application of MoPI groups but these deviate from APP. A manual update of the MoPI group can be undertaken and work is currently progressing to align these with APP. A single search engine incorporating legacy and live systems GENIE is currently being developed and will be taken into account before a decision is made on risk.

2227	31/12/2015	Being progressed	Building the picture: an inspection of police information management	Mark Williams	JJS	By November 2015, chief constables should ensure that adequate local information management processes are in place to consider all available information in an efficient and systematic way so that the continuing levels of risk that individuals pose to communities are properly assessed and, where necessary, information is recategorised and linked.	<p>October 2019 Update Genie now has MoPI groups within the these need to be updated and managed with the Clearcore application there is still further development required and a significant workload. Athena as above.</p> <p>May 2019 update Implementation of Athena provides automated application of MoPI groups but these deviate from APP. A manual update of the MoPI group can be undertaken and work is currently progressing to align these with APP. A single search engine incorporating legacy and live systems GENIE is currently being developed and will be taken into account before a decision is made on risk.</p>
808	31/12/2015	Being progressed	Building the picture: an inspection of police information management	Mark Williams	JJS	By 30 November 2015, chief constables should ensure that a review is undertaken of the way in which their forces? information management policies and practice comply with the APP on information management so that they give effect to the national approach and minimise any divergence from that APP.	<p>October 2019 Update The Athena MoPI working group have now identified all the required changes to comply with the MoPI APP and are due to present a paper to the AMO in October, this will then need to be developed within Athena. Legacy systems with the use of Genie / Clearcore to manage the RR&D of the information, still requires development to have full functionality.</p> <p>May 2019 update Information management policies adopt the APP on MoPI. Timeliness affected - limited functionality on systems. Athena is now being looked at to align with MoPI APP and all deviations will be documented.</p>

#	Due Date	Status	Report title	Allocated to	Command Area	Description	Updates
10245		Open	PEEL: Police effectiveness, efficiency and legitimacy 2018/19 – Suffolk Constabulary - AFI 18	Supt Katie Elliott	PSD	The force should ensure its counter corruption unit has the capability and capacity to be effective in its proactive approach to counter corruption – and has full information technology (IT) monitoring to effectively protect the information contained within its systems.	
10244		Open	PEEL: Police effectiveness, efficiency and legitimacy 2018/19 – Suffolk Constabulary - AFI 18	DCC/ACC to allocate owner		The force should undertake appropriate activities to understand fully its workforce's capacity and capability in order to identify any gaps in meeting future requirements, put plans in place to address these, and carry these out.	
10243		Open	PEEL: Police effectiveness, efficiency and legitimacy 2018/19 – Suffolk Constabulary - AFI 18	DCC/ACC to allocate owner		The force should develop clearer longer-term plans which are shared with the workforce and take into account projected future demand, resourcing requirements and changing public expectations.	
10242		Open	PEEL: Police effectiveness, efficiency and legitimacy 2018/19 – Suffolk Constabulary - AFI 18	Det/Ch/Supt Eamonn Bridger	CSIM	The force should review its processes for documenting threat, harm and risk on incident records to ensure that it is able to reassess these for incidents involving vulnerable people where police have been unable to attend, or attendance is delayed, to ensure that any changes to risk are identified and appropriate action is taken in a timely manner.	
10241		Open	PEEL: Police effectiveness, efficiency and legitimacy 2018/19 – Suffolk Constabulary - AFI 18	Det/Ch/Supt Eamonn Bridger	CSIM	The force needs to take steps to better understand the data relating to its crime outcomes and puts actions in place to ensure that it is effectively pursuing justice on behalf of victims	
10240		Open	PEEL: Police effectiveness, efficiency and legitimacy 2018/19 – Suffolk Constabulary - AFI 18	Det/Ch/Supt Eamonn Bridger	CSIM	The force should ensure that regular and active supervision is put in place consistently and recorded appropriately to monitor the quality and progress of investigations, ensure that crimes are allocated appropriately throughout the course of an investigation and that workloads are manageable.	
10239		Open	PEEL: Police effectiveness, efficiency and legitimacy 2018/19 – Suffolk Constabulary - AFI 18	Rachel Evans	L&D	The force should review its approach to the provision of training and development for undertaking and supervising investigations within its neighbourhood and response policing teams	