SUMMARY OF RECOMMENDATIONS

Audit Report & Recommendations	Priority 1 or 2	Timescale for completion of Recs.	Manager Responsible	Date of JIAC Mtg Recs. Presented To
Collaboration – East Midlands Police Legal Services (EMPLS) – Nov 2016 **Rec. 4.3** – EMPLS should review the current KPI's that are in place and should prepare updated KPI's that can be presented to the Management Board for scrutiny and approval. Some considerations for performance indicators include: • Amount of cases being handled; • Type of case being handled; • Response times to request for legal advice; • Value for money being delivered; • Comparisons of performance across periods, such as per quarter and year on year; and • A review of the hours spent on cases and the alternative costs if this was completed by external solicitors. **Managers Response** – EMPLS will discuss the current KPI's with the Forces DCC's and look to put in place more relevant indicators of performance with input from Management Board members. **Managers Update As At 02.06.17** – Update provided by Chief Finance Officer, Derbyshire Police – The Management Board approved a refreshed set of KPI's and received information on compliance with those indicators. However, going forward, the Department is procuring a new case management system which includes, within its specification, the ability to produce detailed management information, primarily focussed around the key measures of costs, volumes and timeliness. The system is required to be capable of producing user-configurable bespoke reports as well as standard management information. On installation, budget provision has been made for optimum configuration to ensure key information can be produced. **Managers Update As At 05.10.17** – Update provided by Chief Finance Officer, Derbyshire Police – We have now appointed a supplier to provide a new case management system for EMPLS which has the capability to provide a wide range of management data to support the settling of KPIs and to enable greater performance oversight. A project plan is being worked through with a view to setting an installation date early in the New Year. **Managers Update As At 18.01.18** – Update provided by Chief Finance Officer, Derbyshire Police. The procurement process resulted in our contracting with a company called Civica to provide a case management system. The system is in use around the country and our project team have been out to visit sites where it has been in use. The system will enable comprehensive MI reporting. Currently, we are going through implementation, working on data migration and system configuration. A training programme for all staff is being set up, so that everyone should be trained prior to go live in April. This recommendation is complete.	2	**Original Timescale** 31.03.17 **Revised Timescale** 31.01.18 **COMPLETE**	Head of EMPLS	27.07.17 31.10.17 24.01.18 19.04.18

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Collaboration – East Midlands Operational Support Services (EMOpSS) – May 2017 **Rec 4.5** – EMOpSS should continue to develop a performance framework. This should consider the outputs and quality of its deployments across the region to ensure effective performance monitoring can take place. **Managers Response** – EMOpSS are continuing to develop this framework under the new leadership team. There is a clear focus on outcomes and in particular links to local issues within each Force area. **Managers Update As At 14.09.17** – Update provided by Ch. Supt. Smith – The team are working on providing a regional update performance document with bespoke force information. There are some challenges in collating data over a four force area with varying IT systems and ways of presenting the information. The regional performance document has been produced and its content agreed at the SMB (14/06/17), these will be shared with the Chief Officer teams on a quarterly basis. We are continuing to develop a performance framework to ensure that our outputs and outcomes are recorded in a timely manner, these will be included in the monthly performance report and help to drive increased performance across the department. We are still experiencing issues surrounding data capture due to the difference in the four forces IT systems and the different methods of displaying that data over the region. **Managers Update As At 16.10.17** – Update provided by Ch. Supt. Smith – We now produce a Regional quarterly performance document that is agreed and submitted to PCC's. With regards to our monthly performance meeting, this is consistently improving but is not yet a finished product. When I took over the role I felt that a lot of information around the work that EMOpSS does was missing from this document and it is obviously important that all our key pieces of work are measured and the outcomes available for people to see. This is made more of a challenge by collating data from four forces who all record the data in a different way and present it differently. In addition the analyst who supports EMOpSS has had a long period of sickness, I have had to seek support from other units. I think it is only right that the committee understand the full situation on this point I am unable to provide a timeline for this proposed work. I can say that as a team we are working very hard to get this to a high standard and where it helps drive our business. Each Chief Inspector is now involved in progress their areas of business. There is the argument of course that this will be continually fluid. If the committee are happy to sign this off and allow me to continue progressing then that may be a way round it. I do of course report quarterly into the SMB where my lead PCC Stephen Mold sits. **Managers Update As At 19.12.17** – All PCC's now receive a copy of the performance report. This recommendation is complete.	2	**Original Timescale** Ongoing **Revised Timescale** Ongoing with regular updates being provided to PCC's. **COMPLETE**	Ch. Supt. Smith	27.07.17 31.10.17 24.01.18 19.04.18

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Victim Services – June 2017 **Rec 4.3** – The OPCC should look to develop a performance framework that collates performance from all elements of Victim Services including: Contracted providers performance, In-house Victim Lincs performance and All other providers performance. **Managers Response** – Following the outcome of the Victim Strategy this will guide the future approach to the service and performance monitoring will be reviewed in line with this. **Managers Update As At 25.09.17** – The aim of the newly established Victims Commissioning Group is to develop a performance framework of all commissioned victim services. A performance framework for Victim Lincs is currently in development and is to be completed in October 2017. Victim Supports quarterly performance reports are reviewed at quarterly meetings with the OPCC. Based on the benefits of these meetings it is thought to extend these meetings to all commissioned service providers. **Managers Update As At 11.01.18** – The Lincolnshire team have been interacting with the Ministry of Justice team working on a national performance framework to try and get proper alignment and they are on a longer timeframe. The Commissioning preparation for Lincolnshire is on track and the local framework will be a key part of that preparation regardless of the MOJ timeline. **Managers Update As At 04.04.18** – The MoJ has recently produced a new national performance framework for victims' services. This is specifically linked to the grant agreements between the MoJ and PCCs, but also provides an opportunity to move towards a common, outcomes based performance framework for all victims' services commissioned locally and regionally. The suite of performance indicators currently used locally has been reviewed; this demonstrated that there is a broad range of data collected. The MoJ performance framework will be taken to the next Victims Commissioning Group meeting in May alongside a full breakdown of the local suite of indicators for discussion and agreement of a consolidated set of outcome focussed indicators (the Victim Services Framework).	2	**Original Timescale** 30.09.17 **Revised Timescale** 31.10.17 **Revised Timescale** Ongoing **Revised Timescale** Ongoing	OPCC Chief Executive	31.10.17 24.01.18 19.04.18
Budget Control and Medium Term Financial Planning – October 2017 There are no priority 1 and 2 recommendations on this report. This has been added for information only.	N/A	N/A	N/A	24.01.18 19.04.18

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ICT Business Continuity Review – October 2017 **Rec 4.1** – The Business Impact Analysis should be re-performed and updated and once this has been performed, the results should be shared with the key stakeholders in the Force and approval sought for the implementation of the results into the ICT Business Continuity Plan. **Managers Response** – Agreed. **Managers Update As At 05.04.18** – The previous Business Impact Analysis (BIA) has been reviewed internally by the IT department and is deemed fit for purpose. There are some minor considerations that need to be discussed with business leads, this is due to a limited number of systems that have been decommissioned or replaced since the BIA was last performed. A further review will take place in 6 months to ensure that the results of any changes discussed with the business leads are fully captured and documented.	2	**Original Timescale** 6 Months – April 2018 **Revised to** 31.10.18	ICT Director and CPT ICT Contract Manager	24.01.18 19.04.18
Road Safety Partnership – November 2017 **Rec 4.2** – The OPCC should seek assurance that Partnership risks are being appropriately managed. This should include having Risk Management on the agenda at each Board meeting and updates provided on any changes to the risks within the Partnership's register. **Management Response** – Agreed. The OPCC will liaise with the Partnership to ensure best practice approach is adopted and the terms of reference and partnership standard are up to date and then reviewed regularly with a view to having this in place by start of new financial year. **Managers Update As At 04.04.18** – This recommendation is now complete.	2	**Original Timescale** 31.03.18 **COMPLETE**	Chief Executive OPCC	24.01.18 19.04.18
Road Safety Partnership – November 2017 **Rec 4.3** – The OPCC should request that the Partnership provide clear financial information. This should include the actual income and expenditure incurred to date and comparison against a profiled budget. Moreover, it should also include a yearend forecast so potential under and/or over spends are clearly reported. **Management Response** – Agreed. This needs to be rectified so the OPCC fully understands the financial position of the partnership and should receive assurance of the finances are being appropriately managed. The OPCC will liaise with the Partnership to ensure appropriate financial reports are prepared and delivered. The OPCC will liaise with the Partnership straight away with the aim to having a clear and set process in place for financial reporting by the year end. **Managers Update As At 04.04.18** – This recommendation remains outstanding.	1	**Original Timescale** 31.03.18 **Revised to** 30.06.18	Chief Executive OPCC	24.01.18 19.04.18

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Road Safety Partnership – November 2017 **Rec 4.4** – The OPCC should liaise with the LRSP Strategic Board to ensure that effective short to medium term plans are put in place to ensure the Partnership can be appropriately monitored and to clearly show how they intend to deliver the long term strategy. **Management Response** – Agreed that there should be short to medium term plans to ensure the Partnership has focus and it is able to review its objectives against these regularly. The OPCC will liaise with the Partnership to ensure from 2018/19 onwards there are appropriate business plans in place. **Managers Update As At 04.04.18** – This recommendation remains outstanding	2	**Original Timescale** 31.03.18 **Revised to** 30.06.18	Chief Executive OPCC	24.01.18 19.04.18
Apprenticeship Levy – December 2017 **Rec 4.1** – The Chief Officer Group should ensure that plans are in place to finalise its strategic position on the Apprenticeship Levy by March 2018. **Management Response** – Agreed. **Managers Update As At 21.03.18** – Meeting planned for 27 March 2018 to finalise plans for the use of the Apprentice Levy. **Managers Update As At 04.04.18** – This recommendation was discussed at the meeting on 27 March 2018 with a range of decisions to be made at the Chief Officer Group meeting w/c 9 April 2018.	2	**Original Timescale** 31.03.18 **Revised to** 30.04.18	ACO	19.04.18
Apprenticeship Levy – December 2017 **Rec 4.2** – The Chief Officer Group should ensure that when it finalises its strategic direction on the Apprenticeship Levy, it sets out how the funds will be utilised. **Management Response** – Agreed. **Managers Update As At 21.03.18** – Meeting planned for 27 March 2018 to finalise plans for the use of the Apprentice Levy. **Managers Update As At 04.04.18** – This recommendation was discussed at the meeting on 27 March 2018 with a range of decisions to be made at the Chief Officer Group meeting w/c 9 April 2018.	2	**Original Timescale** 31.03.18 **Revised to** 30.04.18	ACO	19.04.18

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Apprenticeship Levy – December 2017 **Rec 4.3** – The Chief Officer Group should ensure that as part of agreeing its strategic direction on the Apprenticeship Levy, it sets out how this will support the Policing Education & Qualifications Framework. **Management Response** – Agreed. **Managers Update As At 0404.18** – This recommendation is now complete	2	**Original Timescale** 31.03.18 **COMPLETE**	ACO	19.04.18
Apprenticeship Levy – December 2017 **Rec. 4.4** – Staff members with access to the Apprenticeship Levy account should have unique username and password credentials. There should be system reminders in place which require staff to change their password on a periodic basis. **Management Response** – Agreed. **Managers Update As At 21.03.18** – Now have access to change the passwords. There are also further security measures introduced by HMRC – when an individual accesses the on-line account and automated code is dialled through to the Exchequer Services Manager phone – this code must be used to gain access to the site. Therefore no-one can access the site content without the Exchequer Services Manager knowing. This recommendation is complete.	2	**Original Timescale** 31.01.18 **COMPLETE**	CFCO	19.04.18
Apprenticeship Levy – December 2017 **Rec. 4.5** – The Apprenticeship Levy should be included as a regular agenda item at Chief Officer Group meetings. **Management Response** – Agreed. **Managers Update As At 21.03.18** – From April 2018 this will be added to the standing items at the monthly extended COG. This recommendation is now complete.	2	**Original Timescale** Ongoing **COMPLETE**	ACO	19.04.18

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T-Police – December 2017 **Rec 4.1** – The T-Police Board should ensure that regular meetings are held in accordance with their ToR. Furthermore, the Board should consider agreeing a more realistic schedule of meetings which is aligned with the requirements of effectively delivering the T-Police system. **Management Response** – The terms of reference will be reviewed and will take into account this recommendation. **Managers Update As At 21.03.18** – This recommendation was discussed at the t-police Board on 16th January 2018. It was agreed the terms of reference needed revising as it was agreed they were out of date. This was an action for the Commercial Partnership Manager. Not yet revised – aim to achieve and circulate for agreement before next t-police Board.	2	**Original Timescale** 31.01.18 **Revised Timescale** 30.5.18	CPT Manager & G4S Service Delivery Director	19.04.18
T-Police – December 2017 **Rec 4.2** – A further review of the completion status of Partially Completed and Not Completed deliverables should be undertaken. The results should be compiled in a report and presented to the T-Police Board for discussion. An action plan should be established determining what action will be taken to complete implementation or close the deliverable to prevent further resources being allocated to their completion. **Management Response** – It is already planned for the Partially Completed and Not Completed deliverables to be presented at the next T-Police Board in January 2018 for decisions to be made as to what needs progressing (or not) and a timescale for these to be achieved. **Managers Update As At 21.03.18** – The current position was presented at the t-police Board on 16th January 2018 and discussion followed. It was agreed that the CPT Manager and G4S Service Delivery Director would finalise the outcomes with the evidence to show those completed and a timescale for those yet to be achieved. To be ratified at next t-police Board.	2	**Original Timescale** 31.01.18 **Revised Timescale** 30.05.18	CPT Manager & G4S Service Delivery Director	19.04.18

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T-Police – December 2017 **Rec 4.3** – The T-Police Board should review the deliverable completion status with a focus on deliverables that are open to interpretation on whether they have been completed. **Management Response** – It is already planned for the Partially Completed and Not Completed deliverables to be presented at the next T-Police Board in January 2018 for decisions to be made as to what needs progressing (or not) and a timescale for these to be achieved. **Managers Update As At 21.03.18** – As per recommendation 4.2 – The current position was presented at the t-police Board on 16th January 2018 and discussion followed. It was agreed that the CPT Manager and G4S Service Delivery Director would finalise the outcomes with the evidence to show those completed a timescale for those yet to be achieved. To be ratified at next t-police Board.	2	**Original Timescale** 31.01.18 **Revised Timescale** 30.05.18	CPT Manager & G4S Service Delivery Director	19.04.18
T-Police – December 2017 **Rec 4.4** – The risk register should be included as an agenda item at each T-Police Board meeting. Where risk profiles change, the risk register should be updated to reflect this. **Management Response** – Risk register will be reviewed and updated for discussion at TPolice in January 2018. **Managers Update As At 21.03.18** – The risk register, or lack of a current one, was discussed at the t-police Board on 16th January 2018 to confirm if the project was still required to be considered as a project. It was agreed there was a requirement for the Board in the short term so the risk register will be updated for the next Board.	2	**Original Timescale** 31.01.18 **Revised Timescale** 30.05.18	CPT Manager & G4S Service Delivery Director	19.04.18