

OFFICE OF POLICE AND CRIME COMMISSIONER & OFFICE OF THE CHIEF CONSTABLE
JARAP – ROLLING ACTION SHEET

| Meeting Date | Minute No. | Paper | Action | Person Responsible | Target Date | Update |
|--------------|------------|-------|--|--------------------|----------------|--|
| 08/03/16 | 09/16 | D | Chair to review meeting dates for 2017 | The Chair | May 2016 | 18.05.16 - Ongoing 28.02.17 – Draft dates circulated. Discussion regarding the May meeting required. 17.3.17 – JARAP Action to remain open 20.06.17 – Meetings agreed ACTION CLOSED |
| 05/07/16 | 40/16 | C | Meeting offline with Mr Dawkins regarding ICT audit | Chair/ Mr Eaton | September 2016 | 09.12.16 - Mr Dawkins asked Mrs King if the offline meeting regarding the ICT audit had taken place. The Chair confirmed that the meeting had not taken place and requested that this action is kept open for further update. 28.02.17 –This is a Force audit and the Tri-Force ACO IT is Phil Eaton for members to contact and discuss any issues where required. 17.3.17 – JARAP Action to remain open 20.06.17 – Phil Eaton and Barry Millett contact details to be exchanged 17.8.17 – Mr Eaton is leaving the Tri-Force in September, and discussions are in train on Tri-force ICT work. Propose to keep this action open until a replacement has been appointed and arrange for the chair to meet with them. |
| 05/07/16 | 42/16 | D | Ensure the new PCC Risk is updated monthly rather than quarterly | Mrs King | September 2016 | 8.02.17 – OPCC Risks have been reviewed as frequently as possible – but still in line with the Policy – this was monthly but has been |

| | | | | | | |
|----------|-------|---|---|---------------------------|-------------------|---|
| | | | | | | <p>quarterly more recently. Once OPCC staffing capacity is increased, Risks will be reviewed monthly where required.</p> <p>17.3.17 – JARAP action to remain open</p> <p>17.8.17 – This is no longer a new Risk and OPCC Risks are reviewed a light touch (and red risks) monthly and all other risks bi-monthly and quarterly. OPCC risks will continue to be reviewed and a big review once new CEO is in post. The Risk Report will pick this up at each meeting.</p> <p>PROPOSE CLOSE</p> |
| 05/07/16 | 46/16 | | Progress the process to recruit a JARAP member outside the JARAP meeting | Chair/ Mrs King | September 2016 | <p>09.12.16 - Mrs King notified the Panel that the recruitment of a JARAP member could now go ahead and that she had a draft recruitment pack for sharing with Panel members. Mr Pulford asked for a timeline and Mrs King said she would like to place the advert after Christmas.</p> <p>28.02.17 – CFO and Resources Manager have linked in with Luke Pulford and the process is underway.</p> <p>17.3.17 – JARAP action to remain open</p> <p>20.06.17 – ACTION CLOSED</p> <p><i>(footnote: Chair and one member have been appointed. Recruitment continues for new vacancy. On agenda for the September JARAP meeting.)</i></p> |
| 09/12/16 | 17/16 | A | The Panel asked for an update on the East Midlands Police Legal Services Management Board who had not met since March 2015. The Chair requested an update by the end of January 2017 as to whether progress | Mr Dawkins/Mrs King | January 2017 | <p>17.3.17 – This action had been omitted from the rolling action list so highlighted for inclusion at the meeting.</p> <p>19.3.17 – CFO to contact Derbyshire CEO and CFO for an update as they are the lead for this collaborative audit. Leics CFO</p> |

| | | | | | | |
|----------|-------|---|--|--------------|------------|--|
| | | | had been achieved in relation to this priority 1 recommendation. | | | <p>emailed Derbyshire CEO and CFO for an update on 19.3.17</p> <p>05.04.17 – Derbyshire CFO (the lead for this audit) has advised that the Management of EMPLS has been added to the Deputies Board which will take place on a bi-annual basis with the next meeting taking place on 27 September. Derbyshire FD and CFO further advise that Mr Sutherland (the Force Solicitor) has provided the DCCs with a full update and work is already underway.</p> <p>20.06.17 – Legal Services update to be circulated with the minutes</p> <p>17.8.17 – Update shared with members by HK email 17.8.17.</p> <p>PROPOSED CLOSED</p> |
| 09/12/16 | 76/16 | C | <p>STR1940 – Failure to meet 101 call handling target:</p> <p>The Chair asked what the average time was to answer a 101 call, if calls were not being answered within 30 seconds. Mrs Saunders said she would find out and provide a response.</p> | Mrs Saunders | March 2017 | <p>28.02.17 – Update provided by Jason Ross, Contact Management Chief Inspector (risk owner):- It is difficult to identify an average time as it can change depending on the time/day, general volume of calls and staffing numbers. Whilst there is no national target, there is a force set target of answering calls within 30 seconds. However, this is being reviewed as this was set some time ago and since then the process in recording information over the phone during initial calls has increased, increasing the average length of incoming calls. Therefore the target is being reviewed.</p> <p>17.3.17 – Discussed at JARAP – action to remain open. Member invited to attend PDG to gain assurance on how this area of performance is being monitored.</p> <p>22.05.17 – The risk owner has provided the CMD 17/18 delivery plan which includes the</p> |

| | | | | | | |
|----------|-------|---|--|--------------|------------|--|
| | | | | | | <p>following:- There is a historic target in relation to 101 performance to answer 85% in 30 seconds, YTD performance stands at 61%. The primary objective in order to improve performance as outlined in previous sections is to embed the new shift pattern to better align demand and resources combined with the correct establishment supported by over-recruitment to manage attrition.</p> <p>18.08.17 – The risk owner updates as follows: - Over the last 3 months we have seen a month on month improvement in relation to call taking, both 101 and 999. This has been backed up by BT who say they have seen a significant improvement in our 9's performance also. In terms of recruitment and HR sickness is down and numbers of staff are up. We have agreed a recruitment process with HR and EMCHRS for 4 intakes a year for 2018.</p> |
| 09/12/16 | 76/16 | C | <p>STR1940 – Failure to meet 101 call handling target: Change shift pattern review from existing control to an additional control with beginning and end target dates Mr Prince asked when the shift pattern review will begin and end</p> | Mrs Saunders | March 2017 | <p>28.02.17 – Shift pattern review has been moved from existing control to additional control.</p> <p>28.02.17 – The shift pattern has commenced and is expected to be complete by June 2017.</p> <p>17.3.17 – discussed at meeting – two actions to be merged and action to remain open.</p> <p>20.3.17 – Actions combined into this one. This action to remain open.</p> <p>22.05.17 – The shift pattern begins on the 1st June with over 90% of staff. There are a number who we are still consulting with through the Force shift pattern review panel to agree a new pattern for those individuals.</p> |

| | | | | | | |
|----------|-------|---|---|----------------------------|----------------|---|
| | | | | | | 18.08.17 - The force has left some people on their old pattern with a 6 month review so not everyone on it at this time. |
| 09/12/16 | 80/16 | F | Tri-Force Governance and Control Aspects – share Grant Thornton report with JARAP members | Mrs King / Mr Dawkins | June 2017 | 28.02.17 – There is a meeting of the Tri-Force PCCs and CCs on the 6/3/17 – a final Grant Thornton report has just been issued. However, this has not yet been released further than the Tri Force Board at this stage. Consideration will be given to sharing this report when it has been released and following an agreed direction of travel on the Tri-Force. 20.06.17 – Report circulated with the minutes PROPOSED CLOSED |
| 17/3/17 | 4/17 | | Information Security – Update by Paul Hooseman on the results and progress of new team following the OBB review. Manager to attend the JARAP and present in September 2017. | Ms Wilcox and Mr Bannister | September 2017 | 22.05.17 – Due September 2017. 18.08.17 – Paul Hooseman will be attending the September meeting. PROPOSED CLOSED |
| 17/3/17 | 5/17 | B | Mr Leavesley to provide a high level update to the Panel members on the KIM milestones. | Mr Leavesley | June 2017 | 22.05.17 – This will be included within the Audit Recommendations Tracking Paper brought forward to future meetings. 17.8.17 – Update to be circulated with the agenda papers 03.09.17 – Tabled at item H on the Agenda PROPOSED CLOSED |
| 17/3/17 | 7/17 | B | More detail to be added to the February update for D22, recommendation 4.3 then this recommendation can be closed. | Mr Bannister | June 2017 | 22.05.17 – This will be included within the Audit Recommendations Tracking Paper brought forward to future meetings. 18.08.17 – This was added to the Tracking Paper provided at the May meeting. PROPOSED CLOSED |
| 17/3/17 | 8/17 | C | Mr Welch to review and amend the audit timescales as highlighted in the minutes in the 2017/18 Plan. | Mr Welch | May 2017 | 20.06.17 – ACTION CLOSED |

| | | | | | | |
|---------|-------|--------|---|--------------|----------------|---|
| 17/3/17 | 8/17 | C | Mr Welch to share the Terms of Reference of the Counter Fraud audit with Mr Bannister when it is drafted. | Mr Welch | September 2017 | |
| 17/3/17 | 12/17 | Verbal | Mr Bannister to consider whether Victim Code Compliance Group should be added to the list of meetings and if so to do so and recirculate the list on meetings to members. | Mr Bannister | June 2017 | 31.5.17 – This meeting is one of many that take place in the force. Members will be apprised of any relevant issues arising. 20.06.17 – Force to provide Victim Code Compliance date to JARAP Members. 18.08.17 – Dates to be provided for the September meeting. |
| 17/3/17 | 16/17 | Verbal | Mr Prince to provide an update on his considerations from the H&S Committee to Mrs King | Mr Prince | June 2017 | 5.4.17 – Mr Prince emailed HK. HK has shared this with the PCC and the DCC. The PCC and CC will consider and take this forward as appropriate through their existing governance arrangements which will assess and track these. PROPOSED CLOSED |
| 20/6/17 | 22/17 | A | Mr Welch to clarify the position to ensure that access is not available to officers until vetting has been completed. | Mr Welch | September 2017 | 17.8.17 – Update provided and emailed to members by HK. PROPOSED CLOSED |
| 20/6/17 | 23/17 | B | Mrs Saunders to review the wording of the updates. | Mrs Saunders | September 2017 | 18.08.17 – Business owners are asked to provide an informative update so as to aid JARAP in making an informed decision on progress with the recommendations. Business owners are also asked to indicate where they believe the recommendation has been completed and provide evidence to support their determination. PROPOSED CLOSED |
| 20/6/17 | 23/17 | B | Mr Bannister to ensure the recommendations are updated to reflect timescales for the report to the September Panel meeting. | Mr Bannister | September 2017 | 18.08.17 – All updates provided in the Mazars Internal Audit Recommendations and Tracking progress update report are provided by the respective and agreed business |

| | | | | | | |
|---------|-------|---|--|--------------|----------------|--|
| | | | | | | owners. Where timescales have been exceeded a revised date will be inserted so that JARAP are made aware where an adjustment is necessary to the target date/timescale. The narrative will also provide the rationale for the revised target date. This will again be emphasised to the business owners. PROPOSED CLOSED |
| 20/6/17 | 23/17 | B | Mrs Saunders to revise the RAG rating on D8 to Amber. | Mrs Saunders | September 2017 | 18.08.17 – SEIZED AND FOUND PROPERTY SAFE MANAGEMENT AUDIT June 2016 <u>Fundamental Recommendation 4.1 Safe Key Storage - Now revised back to 'Amber'.</u> PROPOSED CLOSED |
| 20/6/17 | 23/17 | B | Mrs Saunders to update the narrative on D3 for the JARAP meeting in September. | Mrs Saunders | September 2017 | 18.08.17 – Actioned as part of the progress update request to business owners. PROPOSED CLOSED |
| 20/6/17 | 23/17 | B | Mrs Saunders to provide a more detailed update on D5 for the September meeting. | Mrs Saunders | September 2017 | 18.08.17 – ICT AUDIT April 2016 <u>Housekeeping Recommendation 4.4 Information Asset Owners</u> Requested and will be included in the September update. PROPOSED CLOSED |
| 20/6/17 | 23/17 | B | Roger Bannister to produce a small overview regarding the patching arrangements. | Mr Bannister | September 2017 | 18.08.17 – This is a September agenda item, an overview will be provided at the meeting. PROPOSED CLOSED |
| 20/6/17 | 23/17 | B | Roger Bannister to provide an update paper on the Property Project to the September meeting. | Mr Bannister | September 2017 | 18.08.17 – A paper will be provided for the September meeting. PROPOSED CLOSED |
| 20/6/17 | 23/17 | B | Mrs Saunders to add more narrative to this recommendation which can then be closed. (D11) | Mrs Saunders | September 2017 | 18.08.17 - Not clear what recommendations this is referring to exactly, please clarify using the recommendation title and reference in order to identify it correctly. All business owners are asked to provide sufficient narrative and evidence to aid JARAP in |

| | | | | | | |
|---------|-------|---|--|--------------|----------------|---|
| | | | | | | agreeing closure. This will be emphasised again for the September JARAP. (footnote: Minutes refer to D11 but Mrs Saunders has addressed for all recommendations as detailed above.) PROPOSED CLOSED |
| 20/6/17 | 23/17 | B | Mrs Saunders to add more narrative to these recommendations to enable these to be closed at the September meeting. (D12,13,14 and 15) | Mrs Saunders | September 2017 | 18.08.17 - Not clear which recommendations this is referring to exactly, please clarify using the recommendation title and reference in order to identify them correctly. All business owners are asked to provide sufficient narrative and evidence to aid JARAP in agreeing 'closure' of a recommendation. This will be emphasised again for the September JARAP. (Footnote: Minutes refer to D12,13,14 and 15 but Mrs Saunders has addressed for all recommendations as detailed above) PROPOSED CLOSED |
| 20/6/17 | 23/17 | B | Ethics Committee Report on Dip Sampling of Complaints and the Strategic Assurance Board report on Complaints by the Force to the PCC to be shared with the JARAP members or information. | Mrs King | September 2017 | 01.09.17 – Report circulated to members with the minutes on the 29/6/17. PROPOSED CLOSED |
| 20/6/17 | 23/17 | B | Mrs Saunders to ensure the recommendations report is updated for future meetings to reflect initial updated target implementation dates. | Mrs Saunders | September 2017 | 18.08.17 – Initial recommendation 'Target dates' are always shown in the report; where a revised date is suggested by the business owner this is also shown and an explanation in the narrative as to why the target date has been revised. PROPOSED CLOSED |
| 20/6/17 | 23/17 | B | Mr Dawkins to propose this recommendation is closed for the September meeting. | Mr Dawkins | September 2017 | 01.09.17 – Workshop has taken place as detailed at the June meeting. PROPOSED CLOSED |

| | | | | | | |
|---------|-------|---|---|--------------|----------------|--|
| 20/6/17 | 25/17 | C | Mr Bannister to provide a report on the Vetting Action Plan to the September meeting. | Mr Bannister | September 2017 | <p>17.08.17 – A report will be circulated with the papers for the September meeting.</p> <p><i>(footnote: These papers have been printed on pink paper so are for JARAP members only and will not be produced or placed publicly on the website).</i></p> <p>PROPOSED CLOSED</p> |
| 20/6/17 | 25/17 | C | Mrs King to share the Police and Crime Panel papers on the DPCC confirmation hearing and 6 month review with JARAP members for information. | Mrs King | September 2017 | <p>17.8.17 – Forwarded with the minutes to members on the 29.6.17</p> <p>PROPOSED CLOSED</p> |
| 20/6/17 | 28/17 | F | Members to ensure Audit Effectiveness Draft Report Comments are forwarded to Mrs King as soon as possible to enable a Management response to be provided to the auditors and for a Final report to be issued. | All Members | September 2017 | <p>01.09.17 – Members Comments provided – on agenda</p> |
| 20/6/17 | 29/17 | G | Members to provide feedback on the report and the draft paragraphs for inclusion in the report to the Chair and Mrs King by the 31 July 2017. | All Members | September 2017 | <p>17.8.17 – No comments received. Report amended and classed as final and Chair to meet with PCC and CC.</p> <p>PROPOSED CLOSED</p> |
| 20/6/17 | 32/17 | | Mr Bannister to produce a report for the September meeting | Mr Bannister | September 2017 | <p>18.08.17 – A report will be circulated with the papers for the September meeting. Report tabled under Threat Level.</p> <p>PROPOSED CLOSED</p> |
| 20/6/17 | 32/17 | | Mr Pulford to share the media articles with Mr Bannister and agree how to take forward. | Mr Pulford | September 2017 | |

| | | | | | | |
|---------|-------|--|--|--------------------|----------------|--|
| 20/6/17 | 32/17 | | It was agreed that the Chair and Mrs King would review the proposed agendas for the September and December meetings to ensure that statutory requirements, planned and member requested reports could be considered effectively. | The Chair/Mrs King | September 2017 | 17.8.17 - Proposed agendas circulated to the chair and members. PROPOSED CLOSED |
|---------|-------|--|--|--------------------|----------------|--|