

**INQUIRY INTO FOLLOW UP OF AUDITOR-GENERAL'S
PERFORMANCE AUDIT REPORTS OCTOBER 2009 TO
SEPTEMBER 2010**

Organisation: Minister for Police and Emergency Services
Name: The Hon Michael Gallacher MLC
Position: Minister
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Theme:

Summary



The Hon Michael Gallacher MLC

Leader of the Government in the Legislative Council
Minister for Police and Emergency Services
Minister for the Hunter

M110780

Mr Jonathan O'Dea MP
Chair
Public Accounts Committee
Parliament of NSW
Macquarie Street
SYDNEY NSW 2000

Dear Mr O'Dea,

I write in response to your request for an update on the implementation of the recommendations from the Auditor-General's Performance Report on *'Managing forensic analysis – fingerprints and DNA'*.

Please find enclosed a submission outlining the NSW Police Force's progress on implementation of the Auditor-General's audit report recommendations.

Should the Committee have any questions regarding the submission, please contact Christabel Sheehan, Ministry for Police and Emergency Services on 9228 4963 or by email Christabel.Sheehan@mpes.nsw.gov.au.

Yours sincerely,

Hon. Michael Gallacher MLC
Minister for Police and Emergency Services

PERFORMANCE AUDIT – Managing Forensic Analysis Fingerprints and DNA

IMPLEMENTATION OF RECOMMENDATIONS

RECOMMENDATION	ACCEPTED OR REJECTED	ACTIONS TO BE TAKEN	DUE DATE	STATUS (completed, on track, delayed) and COMMENT	RESPONSIBILITY (Section of agency responsible for implementation)
<p>1</p> <p><i>To ensure capacity matches demand it is recommended that the NSW Police Force and NSW Health sign a Service Level Agreement for DNA analysis by June 2010 that includes:</i></p> <p><i>a) a user pays framework to be piloted over 12 months and reviewed in June 2011</i></p> <p><i>b) detailed service standards including performance measures and turnaround times</i></p>	<p>Accepted</p>	<p>NSW Police Force and NSW Health to negotiate a revised governance framework to oversee the proposed Service Level Agreement for DNA analysis services.</p>		<p>A Service Level Agreement was signed by the NSW Police Force and NSW Health on 19 July 2011.</p> <p>The SLA commits both agencies to working collaboratively to implement continuous improvement initiatives to deliver quality forensic services.</p> <p>This Agreement will be reviewed following the recent implementation of a new service delivery framework by the NSWPF and DAL.</p>	<p>NSWPF – Forensic Services Group</p>
<p>2</p> <p><i>To better manage demand it is recommended that the NSW Police Force by June 2010:</i></p> <p><i>a) find out what's the best evidence in a case and analyse that first</i></p>	<p>Accepted</p>	<p>a) Develop a model whereby forensic personnel have direct involvement in forensic evidence submissions to assist in :</p> <ul style="list-style-type: none"> • Identifying best evidence; and • Prioritising and limiting submissions through a staging process. <p>Pilot a triage project across several commands ahead of a</p>	<p>June 2010</p>	<p>a) Since December 2010, a Forensic Services Group DNA Evidence Review Team has been established at DAL to provide forensic oversight to manage demand.</p> <p>Experienced forensic investigators review cases submitted by Police to ensure that only the best evidence is submitted for testing to and unnecessary testing does not occur.</p> <p>The NSWPF is currently working with NSW Health on a service model that enables</p>	<p>NSWPF – Forensic Services Group</p>

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<p><i>b) set a limit on the number of fingerprint images sent for analysis for each volume crime case and monitor compliance</i></p> <p><i>c) improve compliance with DNA submission limits</i></p>		<p>staged roll out of volume crime sub-sampling to occur across NSW.</p> <p>b) Review of current practice to inform development of a policy on volume crime fingerprint images</p> <p>c) Monitor compliance with limits on DNA items sent for analysis.</p>		<p>forensic personnel to provide robot ready samples for analysis.</p> <p>b) The NSWPF has implemented standard operating procedures to limit the number of fingerprint images submitted to the National Automated Fingerprints Identification System (NAFIS).</p> <p>An online Exhibits Forensic Information Miscellaneous Property System (EFIMS) has been rolled out across NSW for exhibit handling. The forensic component is currently being developed, with rollout anticipated by December 2011.</p> <p>This system has been designed with business rules to assist investigators prioritise analysis jobs.</p> <p>c) EFIMS will provide a platform for the recording and tracking of all items for analysis. Once operational, it will produce reports on performance including timeframes and compliance.</p>	

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<p>3</p> <p>To prevent crime, it is recommended that the NSW Police Force by December 2011 assess DNA evidence from the most recent cases first in less serious property crimes (known as volume crimes)</p>	<p>Accepted</p>	<p>Discussions with DAL on the implications of a new policy to process the most recent cases first.</p> <p>Implementation of 'FastTrack' fingerprint initiative to search the National Automated Fingerprint Identification System (NAFIS) with fingerprints collected at volume crime scenes in the most recent cases first.</p>		<p>In 2011, DAL implemented a policy to process the most recent, simple volume cases first.</p> <p>In April 2011, the 'FastTrack' initiative was rolled out as routine practice in the Sydney metropolitan area and is currently being extended to country areas.</p>	<p>NSWPF – Forensic Services Group</p>
<p>4</p> <p>To get better value for money, it is recommended that the NSW Police Force by June 2010:</p> <p>a) review the cost effectiveness of its DNA outsourcing arrangements</p> <p>b) assess and monitor the unit cost of fingerprint analysis</p>	<p>Accepted with qualification</p>	<p>a) No action proposed. The contract is scheduled for completion on 31 December 2010.</p> <p>b) Engage consultants to assess fingerprint cost analysis.</p>		<p>a) Outsourcing arrangements were in place for a limited time pending operation of robotics equipment at DAL.</p> <p>DNA outsourcing arrangements have ceased</p> <p>b) An external service provider was engaged to assess the fingerprint identification process and unit cost.</p> <p>No further action is necessary given the advancement of initiatives to better manage demand as referred to in 2,3 and 6.</p>	<p>NSWPF – Forensic Services Group</p>

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<p>5</p> <p>To speed up processing, it is recommended that the NSW Police Force by June 2010:</p> <p>a) remove items when DNA analysis is no longer needed (for example, where the offender has been convicted)</p> <p>b) review the criteria used to determine whether DNA analysis is still required.</p>	Accepted	Incorporate a function into the design of the EFIMS to withdraw analysis services at any part of the exhibit lifecycle.		<p>a) The NSWPF has undertaken a series of audits to remove requests for analysis that are no longer required.</p> <p>b) Business rules have been created within the EFIMS to automatically flag items for destruction in specified circumstances.</p>	NSWPF – Forensic Services Group
<p>6</p> <p>To better manage cases, it is recommended that the NSW Police Force by December 2010:</p> <p>a) measure, report and set targets for the time taken to analyse fingerprint evidence</p> <p>b) review the sub-sampling project to assess its effect on both the cost and timeliness of DNA analysis.</p>	Accepted	<p>a) Commence a project to define service delivery targets for customers.</p> <p>b) Report on effectiveness of the sub-sampling project to be prepared.</p>		<p>a) Formal performance targets will be established following the implementation and testing of EFIMS in the forensic environment</p> <p>b) A summary report was completed on sub sampling and a new Forensic Evidence Management Model will be implemented state-wide. No actual items will be submitted to DAL but will instead be sub-sampled and submitted to DAL in a simplified robot ready state for analysis.</p>	NSWPF – Forensic Services Group

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7 <i>To improve monitoring of performance, it is recommended that the NSW Police Force report the time taken to analyse fingerprint and DNA evidence for different crime types in its annual reports commencing with its 2010-11 report</i>	Accepted	Reporting targets are to be included in the development of the EFIMS for inclusion in future annual reports.		This capability will be included in the forensic component of the EFIMS which is currently in development.	NSWPF – Forensic Services Group