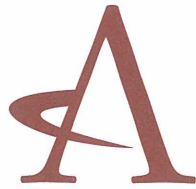


**INQUIRY INTO FOLLOW UP OF AUDITOR-GENERAL'S
PERFORMANCE AUDIT REPORTS OCTOBER 2009 TO
SEPTEMBER 2010**

Organisation: NSW Audit Office
Name: Mr Peter Achterstraat
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Date Received: 23/09/2011

Theme:

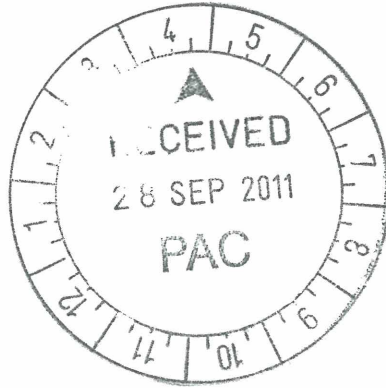
Summary



THE AUDIT OFFICE
OF NEW SOUTH WALES

CONTACT NAME
TELEPHONE
OUR REFERENCE
YOUR REFERENCE

Mr J O'Dea
Chair
Public Accounts Committee
Parliament House,
Macquarie Street
SYDNEY NSW 2000



23 September 2011

Dear Mr O'Dea

**Examination of Auditor-General's Performance Audit Report
Managing Forensic Analysis Fingerprints and DNA
NSW Police Force and NSW Department of Health**

We have reviewed the submissions provided by the NSW Department of Health and the Minister for Police and Emergency Services concerning the recommendations in the above performance audit report.

Following tabling of the report, we were pleased that the NSW Department of Health accepted our recommendations. In regard to the NSW Police Force, it broadly accepted our recommendations - with one recommendation being accepted with qualification.

The NSW Department of Health's submission indicates that it has completed implementing the recommendations.

The Minister for Police and Emergency Services' submission indicates that the NSW Police Force has substantially completed implementing the recommendations.

Please find attached our comments on the progress reported by each agency in relation to the recommendations in our original report. We have not substantiated the submissions.

I am happy to provide any further assistance the Committee may need in completing its examination.

Yours sincerely

Peter Achterstraat
Auditor-General

Attachment

Performance Audit - Report 195 Managing Forensic Analysis Fingerprints and DNA-February 2010

Comment on response from NSW Department of Health to PAC regarding progress on recommendations

Recommendation	Reported Actions	Comment
<p>1. 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:.</p>	<p>Completed A service level has been signed off by both agencies for a 3 year period commencing from 19 July 2011, with the option to amend the agreement on a yearly basis. A governance framework for management of the SLA has also been developed, endorsed and accepted by both agencies.</p>	<p>Response is satisfactory.</p>
<p>a. a user pays framework to be piloted over 12 months and reviewed in June 2011 (page 23)</p>	<p>Completed An indicative cost per item based on available funding and capacity was developed. This model was based on the organisational and funding structure at DAL as at December 2010. A new organisational model is currently being configured with capacity and output to change as the services structure changes over the next 12 months. New indicative costings and KPIs will be provided once the new arrangements are in place.</p>	<p>Response is satisfactory.</p>
<p>b. detailed service standards including performance measures (page 24) and turnaround times (page 23).</p>	<p>Completed Through streamlining of operations turn around times at DAL for high volume crime are now an average of 10 days from receipt of case to provision of results to NSW Police Force. DAL is working closely with NSWPF to construct a new service delivery model intended to improve performance measures and turn around times.</p>	<p>Response is satisfactory.</p>

Performance Audit - Report 195 Managing Forensic Analysis Fingerprints and DNA-February 2010

Comment on response from Minister for Police and Emergency Services to PAC regarding progress on recommendations

Recommendation	Reported Actions	Comment
<p>1. 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:</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>Response is satisfactory.</p>
<p>a. a user pays framework to be piloted over 12 months and reviewed in June 2011 (page 23)</p>	<p>This Agreement will be reviewed following the recent implementation of a new service delivery framework by the NSWPF and DAL.</p>	<p>Response does not indicate whether a user pays framework was piloted.</p>
<p>b. detailed service standards including performance measures (page 24) and turnaround times (page 23).</p>		<p>Response is satisfactory.</p>
<p>2. To better manage demand it is recommended that the NSW Police Force by June 2010:</p>		
<p>a. find out what's the best evidence in a case and analyse that first (fingerprints - page 15, DNA - page 24)</p>	<p>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 and unnecessary testing does not occur.</p> <p>The NSWPF is currently working with NSW Health on a service model that enables forensic personnel to provide robot ready samples for analysis.</p>	<p>Response is satisfactory.</p>
<p>b. set a limit on the number of fingerprint images sent for analysis for each volume crime case and monitor compliance (page 14)</p>	<p>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>Response is satisfactory.</p>
<p>c. improve compliance with DNA submission limits (page 17).</p>	<p>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>	<p>Response is satisfactory.</p>
<p>3. 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) (page 24).</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 a routine practice in the Sydney metropolitan area and is currently being extended to country areas.</p>	<p>Response is satisfactory.</p>

Performance Audit - Report 195 Managing Forensic Analysis Fingerprints and DNA-February 2010

Comment on response from Minister for Police and Emergency Services to PAC regarding progress on recommendations

Recommendation	Reported Actions	Comment
4. To get better value for money, it is recommended that the NSW Police Force by June 2010:		
a. review the cost effectiveness of its DNA outsourcing arrangements (page 20)	Outsourcing arrangements were in place for a limited time pending operation of robotics equipment at DAL. DNA outsourcing arrangements have ceased.	Response is satisfactory.
b. assess and monitor the unit cost of fingerprint analysis (page 16)	An external service provider was engaged to assess the fingerprint identification process and unit cost. No further action is necessary given the advancement of initiatives to better manage demand as referred to in 2, 3 and 6.	Response is satisfactory.
5. To speed up processing, it is recommended that the NSW Police Force by June 2010:		
a. remove items when DNA analysis is no longer needed (for example, where the offender has been convicted) (page 17)	The NSWPF has undertaken a series of audits to remove requests for analysis that are no longer required.	Response is satisfactory.
b. review the criteria used to determine whether DNA analysis is still required (page 17).	Business rules have been created within the EFIMS to automatically flag items for destruction in specified circumstances.	Response is satisfactory.
6. To better manage cases, it is recommended that the NSW Police Force by December 2010:		
a. measure, report and set targets for the time taken to analyse fingerprint evidence (page 15)	Formal performance targets will be established following the implementation and testing of EFIMS in the forensic environment.	Response is satisfactory.
b. review the sub-sampling project to assess its effect on both the cost and timeliness of DNA analysis (page 25).	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.	Response is satisfactory.
7. 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 (page 23).	This capability will be included in the forensic component of the EFIMS which is currently in development.	Response is satisfactory.