



NSW Police Force
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OFFICE OF THE COMMISSIONER

0/2008/116396

Mr Paul McLeay MP
Chair, Public Accounts Committee
Parliament House
Macquarie Street
SYDNEY NSW 2000

Dear Mr McLeay,

Re: Auditor General's Report on Dealing with Household Burglaries

I am writing in response to your letter of 25 June 2008 seeking information from the NSW Police Force on the Auditor General's Report '*Dealing with Household Burglaries*', which was tabled on 27 June 2007.

I have attached to this letter a schedule which details:

- the recommendations made by the Auditor General,
- the original NSW Police Force response to the Auditor General, and
- the current status of the implementation of each recommendation.

I trust that this information is of assistance. If further information is required please contact Mr Feargus O'Connor, Manager, Executive Advisory Unit, on (02) 8263 6364.

Yours sincerely,

Dave Owens APM
Acting Commissioner of Police

30 JUL 2008

NSW Audit Office - Performance Audit - Dealing with household burglaries (June 2007) - IMPLEMENTATION STATUS JULY 2008

R1 Strategy 1: Better coordinate resources dedicated to crime prevention

No.	Recommendation	Accepted / Rejected /		Comment	Timeframe	Status	Action taken / Risks & Mitigation / Intended Action
1	Review what information on household burglary should be collected and record whether or not the property has been burgled before (page 18)	Accepted		NSW Police Force already has the capacity through COPS and the Enterprise Data Warehouse (EDW) to identify repeat victims and premises types. The Fundamental Response to Crime (FR2C) will be updated with respect to the information collected from victims and will include a protocol to check repeat victimisation when incidents are reported to police. This will enable a differential response to repeat victims.	Jul-08 Previously Nov-07	UNDERWAY	The Fundamental Response to Crime (FR2C) document is to be replaced by the 'State Plan and Non State Plan Crime Reduction Guidelines'. Contained within this document are instructions for commands to identify repeat victims and develop strategies to address repeat victimisation. A draft Crime Reduction Guidelines document is currently under consideration. Proposed COPS enhancements that will address this issue are still pending (refer to Recommendation 4).
2	Review intelligence on household burglaries separately from commercial break and enters (page 16)	Accepted		While NSW Police Force currently records commercial and household break and enter incidents under the incident category of BREAK AND ENTER, COPS and the Enterprise Data Warehouse (EDW) have the capacity to distinguish between the two according to PREMISES TYPE.	Jun-08 Previously Sep 2007	COMPLETE	Specific queries and reports in the Enterprise Data Warehouse (EDW) to facilitate analysis of household burglaries separately from commercial break and enters were put into production in June 2008.
3	Introduce quality assurance standards for checking victims' reports in terms of the sample size used in reviews (page 18)	Accepted		NSW Police Force believes that the risk assessment undertaken by local area commands should influence the percentage of break and enter incidents 'dip sampled' for quality assurance purposes, however it will develop a minimum standard for quality assurance of break and enter incidents. This standard will be incorporated into organisational performance review processes. All incidents in COPS undergo quality control through the Event verification process. While the Fundamental Response to Crime (FR2C) requires that all break and enter incidents are sent to Work Priority, which is a quality assurance process, it is acknowledged that not all commands comply with this requirement for all incidents. The Fundamental Response to Crime (FR2C) will be reviewed with respect to the requirement to send all break and enter incidents to Work Priority. This review will complement enhancements to COPS Work Priority, which are planned for implementation in 2007.	Oct-08 Previously Dec-07	UNDERWAY	A minimum standard for quality assurance of break and enter incidents has been developed (minimum of 10 Break & Enter Incidents per month). This standard will be incorporated into the new intranet based Command Management Framework (CMF) system through the COPS Management portfolio. The state-wide implementation of the new CMF system is scheduled for October 2008.
4	As part of future system upgrades, record victims' reports in a way that can be collated (page 16)	Accepted with qualification		Options for inclusion of data currently recorded in the 15 point checklist as searchable fields in COPS will be explored as a matter of priority. These enhancements are anticipated to be high cost, however and will be considered with other COPS enhancements when available funds for system enhancements are allocated.	Dec-08	PENDING	Costings for work required currently being obtained.
5	Clarify when canvassing should occur, who should canvass and how it should be recorded (page 20).	Accepted		The Fundamental Response to Crime (FR2C) will be updated to clarify when canvassing should occur, by whom, and how it should be recorded. It is necessary to acknowledge however, that for a variety of reasons it will not be possible / practical for officers to comply with NSW Police Force canvassing guidelines for all reported incidents.	Jul-08 Previously Nov-07	UNDERWAY	As stated earlier the Fundamental Response to Crime is to be replaced with Crime Reduction Guidelines the draft of which is currently under consideration. These guidelines will address this recommendation.

NSW Audit Office - Performance Audit - Dealing with household burglaries (June 2007) - IMPLEMENTATION STATUS JULY 2008

R4 Strategy 1: Better coordinate resources dedicated to crime prevention

No.	Recommendation	Accepted / Rejected	Comment	Timeframe	Status	Action taken / Risks & Mitigation / Intended Action
6	With the victim's consent, attend all crime scenes where collectable forensic evidence is reported to exist (page 22)	Accepted with qualification	The Fundamental Response to Crime (FR2C) requires that 100 percent assessment of break and enter crime scenes. This assessment process allows for limited forensic resources to be deployed effectively and efficiently to crime scenes where the potential for recovering forensic evidence exists. In conjunction with the Forensic Services Group, each local area command is required to determine a business plan target in relation to the forensic attendance rate at break and enter incidents.	Jul-08	COMPLETE	FSG SOPs currently reflect the acceptable practices for assessment and, if required, attendance by FSG personnel. A standard statistical report to capture information regarding assessment and attendance/non-attendance (eg owner cleaned up, damage repaired) by Scenes of Crime Officers is being piloted across the Sydney metropolitan area. Figures are currently being collected and are considered indicative only at this stage. An IT solution to capture such information on a statewide basis is currently being examined as part of the COPS enhancements required for recommendation 8.
7	Review response times for the collection of forensic evidence and set time standards for collection in 2008-09 (page 22)	Accepted with qualification	Each business plan target acknowledges the variety of local factors that make it impractical for forensic officers to attend all crime scenes. The current practice within NSW Police Force is, however, for forensic officers to attend as many break and enter crime scenes as possible to maximise potential solvability. It should also be noted that any increase in crime scene attendance will have a flow on effect for forensic examination / identification processes undertaken by the Forensic Services Group and the Department of Analytical Laboratories. NSW Police Force is, as part of its State Plan initiatives, exploring opportunities to <i>improve processing time of forensic evidence.</i>	Dec-08 Previously Jul-08	PENDING	Development of response time data for collection of forensic evidence is dependant upon COPS enhancements required for Recommendation 8. Pending finalisation of these enhancements, work will commence on collection and analysis of the nominated data. It is unlikely that NSWPF standards will be incorporated into the FSG Business Plan until the 2009-10 financial year.
8	Examine the time taken for forensic analysis and determine the impact on investigations (page 25)	Accepted	Response times data for the attendance of forensic officers at crime scenes is viewed as useful management information by NSW Police Force. Enhancements to COPS will be explored as a matter of priority to allow this information to be captured and reported, however the estimated costs associated with such enhancements will need to be weighed against other priorities and the availability of funds. If this data becomes available, it will be reviewed and considered for inclusion in local area command and Forensic Services Group business plans.	Sep-08 Previously Jul-08	UNDERWAY	NSWPF is currently developing a Forensic Information Management System (FIMS) to track the work flow of exhibits from collection and tagging through to finalisation. FIMS will link to other corporate and external systems to provide a closed loop system of managing forensic exhibits. FIMS is expected to be completed in the 08/09 financial year. As a short term measure, Forensic Services Group is working with the Performance Improvement & Planning Command and Business & Technology Services to identify COPS enhancements required to extract the data required to assess the time taken for forensic analysis. Funding for COPS enhancements has been sourced and work has commenced.

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R1 Strategy 1: Better coordinate resources dedicated to crime prevention

No.	Recommendation	Accepted / Rejected /		Comment	Timeframe	Status	Action taken / Risks & Mitigation / Intended Action
		Accepted /	Rejected /				
9	Develop guidelines to help commanders judge whether a specialist break and enter team is needed based on risk (page 27)	Not accepted		The Fundamental Response to Crime (FR2C) recommends that Local Area Commanders consider establishing a dedicated Break and Enter Team and that the decision be based on the incidence and severity of breaking offences. NSW Police Force believes that each command should determine the priority for allocation of authorised positions within their area on an ongoing basis and that organisational guidelines are not required. An initiative proposed by NSW Police Force to progress State Plan priorities includes maximising newly established LAC crime teams to investigate case linkages and repeat offenders.	NOT ACCEPTED		NOT ACCEPTED
10	Review the legal action rate and identify factors affecting results (page 29).	Accepted		A working group will be established to identify opportunities to improve legal action rates. In addition, NSW Police Force intends to enhance command focus on legal action rates (clear-up) as part of its State Plan initiatives to reduce crime.	Jul-08 Previously Nov-07	COMPLETE	A dedicated working party was not established, however initiatives to improve legal action rates formed part of discussions held with operational commands concerning the development of the draft Crime Reduction Guidelines. Opportunities for improved legal action rates have also been incorporated into R1 & R3 State Plan Priority Delivery Plan documents.
11	Establish minimum standards for developing intelligence on household burglaries (page 33).	Accepted		The Fundamental Response to Crime (FR2C) will be updated to include minimum standards for developing intelligence on household burglaries. A range of intelligence tools are under development which will enhance analysis of household burglaries, as well as other crimes. The level of intelligence undertaken by commands for particular crime types will be influenced by the risk assessment undertaken by the command.	Feb-08	COMPLETE	Further development of products is dependant on access to accurate and timely data which is reliant on enhancements to COPS and EDW Forensic Data mart - See point 8. Work has been undertaken to establish best practice methodologies that should be used when analysing residential break and enters. An intelligence note has been drafted and has been posted on the Intelligence Knowledge Map on the NSWPF intranet.
12	Provide a standard information pack on household security to victims (page 35).	Accepted		A standardised NSW Police Force information pack for burglary victims will be developed.	Nov-07	COMPLETE	The NSW Police Force Crime Prevention Team has produced a 'HomeSafe Information Package' in conjunction with NRMA Insurance. This package has been designed to be provided by ALL police (in particular Crime Prevention Officers and Scenes of Crime Officers) to victims of break and enter. The package incorporates a range of strategies to protect the home owner from repeat burglaries. All CPOs will now use this package when dealing with repeat victims.
13	Offer security assessments to all victims of a household burglary living in high risk neighbourhoods and establish a timeframe for completing these assessments (page 35).	Not accepted		Due to a variety of factors impacting upon local area commands, it is not possible / practical for security assessments to be offered to all victims of household burglaries in high risk neighbourhoods. Subject to command resource availability however, security assessments will continue to be offered to victims of household burglaries by local areas command crime prevention officers.	NOT ACCEPTED		NOT ACCEPTED

NSW Audit Office - Performance Audit - Dealing with household burglaries (June 2007) - IMPLEMENTATION STATUS JULY 2008

R3 Strategy 1: Better coordinate resources dedicated to crime prevention

No.	Recommendation Accepted / Rejected	Comment	Timeframe	Status	Action taken / Risks & Mitigation / Intended Action
14	Accepted	The number and percentage of repeat domestic violence related assault victims is being used as a performance indicator for the State Plan. Using this template, the indicators of repeat household victims will be developed, monitored and reported on where appropriate.	Jul-08	COMPLETE	A template for repeat household victims of break & enter has been developed. This indicator is used in the Quarterly State Plan Performance Report provided to the Department of Premier & Cabinet (DPC).
15	Accepted	As part of the State Plan initiative to improve planning, coordination and evaluation of crime prevention activities, it is proposed that a rigorous evaluation framework for crime prevention projects be developed. This will incorporate victim based crime prevention strategies and programs designed to reduce household burglaries. In addition, criteria for funding submission for future crime prevention initiatives based on evidence of effective outcomes will also be developed. It is also proposed that a program be established to develop and test ongoing technological innovation and environmental design to reduce crime. Strategies to combat household burglary will also be communicated through new Community Safety Precinct Committees, which are being established throughout NSW. This will complement the activities of crime prevention officers at commands.	Jun-08	COMPLETE	A NSW Crime Prevention Framework document has been drafted by the Department of Premier & Cabinet (DPC) in association with the Attorney General's Department (AGD) and NSW Police Force. The CP Framework includes mechanisms for review of the appropriateness of victim based crime prevention strategies for high risk neighbourhoods. NSW Police Force has committed to communicating strategies to combat household burglary through Community Safety Precinct Committees, which are being established throughout NSW.
16	Accepted	See 15 above.	Jun-08	COMPLETE	See 15 above.
17	Accepted	The State Plan has established a target of a 15 per cent reduction in property crimes against households (which includes burglaries) over the next ten years. Currently each local area commands sets a business plan target for reducing all break and enter incidents (i.e. household and commercial burglaries.) These targets ensure commands are focused on the achievement of State Plan targets and priorities. Given the specific focus of the State Plan on personal and household crime, however, consideration will be given to reporting on household break and enter incidents from the 2008-09 financial year.	Jul-08	COMPLETE	The 2008-09 Local Area Command Business Plan template has been updated to include a target for household break & enter. Targets for LACs will be developed in line with State Plan targets. These targets will commence in July 2008.