



Archives & Exhibits Mazars Review 2021

Presentation Template



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A&E Departmental Risk Overview

MAZARS Internal Report - OPCC Seized Property February 2021.

Including seizure following an arrest and lost/found property.

Main areas of risk identified;

- Policies and procedures
 - Training of officers/Police staff
 - Unrecorded property
 - Property location issues
 - Drug storage issues
 - Temporary store access
 - Safe reconciliation
 - Formalisation of Property Review Group
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A&E Risk update – Policies/Procedures & Training of staff

- **Policies and procedures (Priority Mazars score 1- high)**
- Staff currently work to standard operating procedures in line with the forces policy and procedures.
- 28 day Red shelf removed to 14 days.
- Amber shelf policy under review to remove.
- Collection SOP changed to more regular visits from A&E couriers.
- **Training of officers/Police staff (Priority Mazars score 1 – High)**
- Police officers receive basic training on NICHE. These are where regular errors occur.
- Training school have provided college of policing training schedule and is under review by A&E leads to identify common areas of mistakes.
- The intranet site is currently under review/construction to be more training interactive.

In summary, The policies currently in place are followed by A&E staff. This ensures that consistency throughout the exhibit handling procedure is adhered to. There is no urgent requirement to train internal staff on this issue and that the errors are often rectified by quality assuring submissions. This is highlighted within primary input by operational staff not aligning the digital footprint with the tangible item. Due to limited timeframes and training school's already planned schedules new ideas are being researched to improve the intranet site for a more informative/interactive platform. (Score 2 – medium)

A&E Risk update - Unrecorded Property & location issues.

- **Unrecorded property (Priority Mazars score 1 – High)**
- The A&E staff complete QA checks on submitted items and correct the administration.
- Errors recorded on submissions are corrected with advice emails to submitting officer.
- Force lead takes active role in liaison/educating officers on poor examples.
- **Property location issues (Priority Mazars score 1 – High)**
- Generally these items are administered incorrectly by initial input (officers choosing wrong digital location on Niche)
- Missing or misplaced items are now placed into officer's possession if located with an accommodating email notification.
- Items not located are chased with email notifier requesting update and form submission. No response within 7 days, then items placed into officers possession.

In summary, we are now exploring where missing items are logged and have identified the amber shelf facility sets out a risk in terms of officer's requesting items to be returned to owner but do not send in requisite paperwork completing the audit process. We are now looking at either removing this operation or severely restricting the process by monitoring missing admin processes. This responsibility falls within NPI's to manage and we recognise that we can assist in reducing this problem by working with them and introducing a more robust management structure. This will also lower the risk element. **(Score 2 Medium)**



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A&E Risk update – Drug Storage & Temporary store access

- **Drug storage issues (Priority Mazars score 2 – Medium)**
- New C17 form (Simplified) online and in use. General improvements recognised.
- New disposal policy written and ratified to enable the management of A&E officers to dispose without officers authority, ie Cautions/ FPN/NFA etc
- **Temporary store access (Priority Mazars score 2 – Medium)**
- Recommendation to restrict access to third parties of outer main stores has been reviewed and rejected at this stage due to the necessity for staff personal to require access such as front counter staff.
- All Overnight stores have swipe card access and this monitors digitally who enters the stores on specific dates and times. Scope to remove estates/EMSOU and any other departments from the stores to be discussed with relevant depts.

In summary, the first issue is resolved due to implementation. The second area (Temp store access) is not identified as a high risk area due to the systems we already have in place. I certainly score this area as **score 3 – low.**



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A&E Risk update - Safe Reconciliation & Property review group

- **Safe reconciliation (Priority Mazars score 1 – High)**
- This has been implemented now the department are doing daily reconciliations of the cash and drugs safes in the North and South.
- During the last ten months there have no no new cases of items going missing or lost from these locations.
- New rota for couriers implemented therefore safes are audited 2/3 times a week, rather than previously attendance of once a week.

- **Formalisation of Property Review Group (Priority score 3 - Low)**
- Op Eliminate are still in position and have a further 6 months extension.
- RRD new policy has now been written and the new property RRD Working group has now been set up through Rob Spry Head of A&E and also Pat Stocker head of Information Management.

In summary, these areas have seen implementation that has resulted in progress from a logistical and operation perspective. As a department we have seen a dramatic reduction in errors due to a more consistent and time management process. These measures have seen time savings elements with courier staff completing their collection runs early enabling them to undertake other areas of the business on their return to the warehouse. (Score 3 – low)



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