

Update against the recommendations made in the two HMIC Inspection Reports: 'National Crime Agency – A Progress Report' and 'Inspection of the UK's International Crime Bureau'.

Both reports recognised that the NCA has made continual progress since a previous inspection in 2014.

Progress Report

In March 2015, HMIC published its first inspection into the NCA's efficiency and effectiveness. It found four main areas in which the NCA needed to improve. As a result of the follow up inspection, HMIC agreed that the agency had completed two of the recommendations, and found that two remained outstanding:

- Recommendation 3: developing strategic action plans; and
- Recommendation 4: the process for oversight of these plans.

HMIC acknowledged the NCA's recognition that monitoring of the Strategic Governance Group's actions plans had been inadequate during the 2015/16 reporting period. HMIC also noted that the NCA was working to resolve the issues identified.

All Strategic Action Plans have now been placed onto a single consistent template to ensure that progress can be monitored and that the criteria set out in Recommendations 3 and 4 are met. The most recent review of SAPs focused on ensuring a more comprehensive and consistent use of the plans.

The revised SAPs are available to HMIC for review.

UK International Crime Bureau (UKICB) Report

The UKICB was inspected for the first time. HMIC found evidence of good and improving efficiency and effectiveness in the UKICB and that the UKICB attracted praise from both within the NCA and from forces. There were thirteen recommendations for improvement, covering areas such as staff training, working with Action Fraud on potential frauds reported through INTERPOL, data quality and developing processes for case management and risk management.

During the inspection, HMIC identified the lack of use of the Police National Database (PND) as an area of significant concern.

The NCA took immediate steps to enhance its checks process and improve use of PND. HMIC recognised the quick response, noting this within the final report. HMIC will review the processes towards the end of 2016 to assess how the improved use of PND supports decision making.

HMIC proposed four recommendations on improving the extradition process when dealing with requests from countries which are not part of the European Arrest Warrant

arrangement. HMIC recognised that this is not an issue that the NCA can take forward on its own and noted that the NCA, the National Police Chiefs' Council, Home Office, Ministry of Justice and Her Majesty's Prison Service should work collaboratively to establish a more efficient system for the transportation of extradited detainees.

Of the thirteen recommendations proposed in the report, eight were completed by their due dates; one recommendation is in hand and missed the target date of 31 July 2016:

Recommendation 1: By 31 July 2016, the Head of the UKICB, in consultation with the Head of Learning and Development, should conduct a training needs analysis and produce a training plan.

Action: A training needs analysis has been commissioned, but the report has been delayed due to a high number of new starters. It is expected to be completed by end of September 2016.