



**Police Service**  
of Northern Ireland

**Appendix 'B'**

**An Inspection on File Quality, Disclosure,  
and Case Progression and Trial Recovery  
from the COVID-19 pandemic.**

**Recommendations - ACTION PLAN**

Criminal Justice Branch

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we listen  
we act**

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**Operational recommendation 1**

Within six months of report publication, the Police Service of Northern Ireland should provide a programme for enhanced training and ongoing support for supervision as part of new QA measures to tackle quality and delay within the Police Service of Northern Ireland.

<b>Action</b>	<b>Outcome</b>
<ul style="list-style-type: none"><li>• Review existing end-to-end training provision to assess gaps and opportunities.</li><li>• Develop an organisational wide training plan focused on timeliness and quality.</li><li>• Review PSNI Gatekeeper function, dip-sampling programme, and criminal justice themed engagement with Policing Districts and Branches.</li><li>• Develop specific training provision in relation to disclosure.</li><li>• Develop an organisational performance management framework focused on file quality and timeliness.</li><li>• Engage with partners to reduce case file demand, review file build specifications and submission targets.</li></ul>	<ul style="list-style-type: none"><li>• A comprehensive end-to-end training provision focusing on quality and timeliness.</li><li>• A robust dip-sampling and quality assurance process to maintain standards.</li><li>• A clear performance framework linked to file quality and timeliness.</li><li>• Effective management of demand to create capacity for improved standards.</li><li>• Enhanced working relationships with key partners across the Criminal Justice System.</li></ul>
<b>Measured by</b> <ul style="list-style-type: none"><li>• Delivery of a clear training plan</li><li>• Training inputs across the organisation</li></ul>	<b>Update at: [March 2023]</b> <ul style="list-style-type: none"><li>• Review of end-to-end training provision has commenced. Training is currently being delivered to new front</li></ul>

<ul style="list-style-type: none"> <li>• No. of files dip-sampled</li> <li>• Delivery of a performance management framework with key measures and indicators focused on quality and timeliness.</li> <li>• Reduction in case file demand through the wider case management system.</li> </ul>	<p>line supervisors and crime training courses (PIP2 and PIP3 Detective programme).</p> <ul style="list-style-type: none"> <li>• A training schedule is currently being developed for the financial year 2023-24. This will ensure a rolling programme of training events throughout the organisation.</li> <li>• A review of the Gatekeeper function is underway. In the interim period, Gatekeepers have been aligned to geographic areas of responsibility to enhance ownership and engagement at a local level. Gatekeeper dip-sampling programme is being reviewed to focus on investigative files that have been identified as lower quality. A new Criminal Justice quarterly bulletin is being developed for senior leaders, raising recurring file quality and timeliness issues in respective areas and providing operational guidance to mitigate and address. A Criminal Justice Support plan has been created which can be implemented in any team across the organisation where repeat issues or other concerns are identified through dip-sampling or performance data. This plan includes bespoke training, embedding of Gatekeepers within teams.</li> </ul>
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|  | <ul style="list-style-type: none"><li>• Central Disclosure Unit (CDU) have delivered 30 separate training events to 562 officers over the last 12 months. A new disclosure e-learning package has been launched across the organisation in March 2023. Student Officer Training Programme and District training material has been reviewed by CDU and determined to be appropriate and reflective of identified learning points.</li></ul> |
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