



Royal Mail Internal Information

# 8.11 Casework Management and PSO Products and Services

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Ray Pratt  
Head of Investigations Policy & Standards  
Royal Mail Security  
Mobex  
Mobile

**GRO**

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## Key Accountabilities

Who is accountable?	What do I have to do?	When do I have to do this?	How do I do this?
All members of Royal Mail Security	Ensure you comply with these procedures	Ongoing	As detailed within these procedures

# Casework Management and PSO Products and Services

## 1. Purpose

1.1 The aim of this document is to provide Investigators within Royal Mail Security with clear understanding in relation to the Casework Management and the Prosecution Support Office (PSO) products and services.

## 2. Introductions

- 2.1 The role of the Casework Manager (CWM) is very much an advisory one in relation to investigation procedures and ensuring adherence to standards. There are two main areas into which the work of the CWM can be categorised, as follows;
- 2.1.1 The Quality Assessment process - Section 4
  - 2.1.2 Prosecution Decision Making Process - Section 5
- 2.2 In addition, these Procedures and Standards identify and detail the products and services offered by the PSO.

## 3. Allocation of SIMSWMS events and creation of investigations

- 3.1 All new Security Information Management System Workflow Management System (SIMSWMS) events are allocated to the appropriate Investigation Team Manager (ITM) for the postcode area in which the event/incident is believed to have occurred. Upon receipt of a new SIMSWMS event, the PSO team will assess the event against the Trigger Point document in order to decide how the event should be dealt with.
- 3.2 If there is insufficient information contained in the event details or the event does not meet any of the trigger points, the event is allocated to the appropriate ITM for 'information only'. If further action is to be taken and information exists to justify an investigation being created, the event must be transferred back to the relevant Casework Account in SIMSWMS, requesting the creation of an investigation and detailing the reason(s) why an investigation is to be conducted. Similarly, if it is believed that an event may be linked to an existing project, the event must also be returned to the appropriate Casework Account in SIMSWMS for linking by the PSO team.
- 3.3 If a new event meets the trigger points, the PSO team creates a project and an investigation, the latter of which is transferred to the relevant ITM for enquiries to be undertaken. The project is held in the relevant Casework Team account in SIMSWMS. The investigation is transferred to the ITM with guidance notes and a recommendation on timescales for completion in the form of an investigation category. All upgrades from events to investigations will only be carried out by the PSO team.
- 3.4 Upon completion of an investigation, the SIMSWMS investigation is transferred to the appropriate Casework Account in SIMSWMS where it is checked against the hard copy file prior to closure of both the investigation and its associated project by the PSO team. All projects and investigations are only to be closed by the PSO team.

## 4. The Quality Assessment process

- 4.1 Upon first submission of a suspect offender case file to the PSO, the case file will be reviewed and assessed by a CWM in order to ensure that both the Police and Criminal Evidence Act 1984 (PACE) and Royal Mail Security Procedures and Standards have been adhered to throughout the investigation and that the case is worthy of the attention and advice of the Royal Mail Group Ltd Criminal Law Team (CLT).
- 4.2 The CWM will assess both the investigation and the case file in terms of quality, technique, method/process and standards. Each of these is assessed using a generic assessment document which contains appropriate feedback on the case, which is sent to the line manager of the Investigator who conducted the case, in order that any issues or areas of concern arising from the investigation may be addressed.

## 5. Prosecution Decision-Making process

- 5.1 Having reviewed and assessed an investigation file, the CWM will decide whether or not the information contained within the file and the evidence obtained at that stage of the investigation are sufficient to consider pursuing a prosecution against the suspect. If it is considered that the prosecution of the suspect is clearly not in the public interest, or there is insufficient evidence to support any prosecution, the case file will be closed and filed by the PSO team, once agreement has been obtained from the Business Unit Decision Maker (BUDM).
- 5.2 If the case file is deemed to contain sufficient information and evidence, the CWM will enclose a memo in the file and (in England and Wales) forward it to CLT for their advice on the likelihood of a successful prosecution taking place or, if more appropriate, the administration of a Simple Caution. In the case of Scotland, the CWM will enclose a memo in the file advising that a file be prepared for presentation to the Procurator Fiscal (PF) who will decide whether or not to pursue a prosecution against the suspect. Similarly, in the case of Northern Ireland, the CWM will enclose a memo in the file advising that the evidence be prepared and presented to the Police Service of Northern Ireland (PSNI) for their consideration as to whether or not any action should be taken against the suspect, once agreement has been obtained from the BUDM.

## 6. PSO Products and Services

- 6.1 The core services and products provided by the PSO are listed in the contents above and a brief outline of each now follows.

## 7. Production of case file labels

- 7.1 Once a project and investigation have been created on SIMSWMS, the PSO team will produce a case file label, which details all of the necessary information required on the front of the case file. The label will be retained within the PSO until the hard copy case file is submitted by the Investigator in the case. The PSO maintain a database of all project labels that have been created and this database is central to the overall management of case files, including both offender files and non offender files. This includes the management of outstanding case files.

## 8. Distribution of Directed Surveillance applications

- 8.1 The PSO team are responsible for the collation and distribution of all initial Directed Surveillance applications. Having received the initial application the PSO team will distribute the application to one of the nominated Authorising Officers, to ensure a balanced workload for each officer.

## 9. Management of Prosecution Decisions

- 9.1 **England and Wales.** Once a CWM has read and assessed an investigation file, the CWM will make a decision as to whether or not there is sufficient information in the file for CLT to advise on the likelihood of a successful prosecution taking place. If it is believed that there is sufficient information contained within the file, the case will be allocated to a PSO Administrator who will send it to the CLT for advice, whilst also forwarding the appropriate copy reports to the designated BUDM.
- 9.1.1 Upon receipt of advice from CLT, the PSO Administrator will forward a copy of the advice to the BUDM and maintain contact with him/her in order to establish their decision on whether or not to prosecute/administer a Simple Caution. On receipt of the BUDM's decision, the PSO Administrator will copy the prosecution/Simple Caution decision to CLT and the Investigator. In the event that the BUDM disagrees with CLT advice, the PSO Administrator will forward any correspondence from the BUDM to both the Investigator and CLT for consideration as to the way forward.
- 9.1.2 Where the advice of CLT is not to prosecute nor administer a Simple Caution and the BUDM is in agreement, the PSO Administrator will advise the Investigator of the decision and the PSO Administrator will also send a letter to the suspect offender advising them that Royal Mail will not be taking any legal action against them. Any outcomes from resultant Conduct Code cases will be obtained by the PSO Administrator dealing with the case.
- 9.1.3 Upon receipt of advice from CLT where a recommendation and subsequent decision is made to prosecute in English and Welsh cases the PSO team will commence the prosecution by way of arranging a Court date, obtaining the Arrest-Summons reference number by sending the Non Police Agency (NPA) forms NPA01 and 02 to the police and serving summonses. The case file is retained at the PSO so that all information required for the PSO team to progress the prosecution through the Court system is on hand. If the Investigator specifically requests it, the case file will be returned to the Investigator, otherwise the file will normally be retained in the PSO at all times.
- 9.1.4 The PSO team will provide support in progressing cases and preparing them for Court as described in the subsequent products. However, it is the responsibility of the Investigator to provide any further evidence as may be requested in CLT's instructions. In the event that further evidence or information is required, the file will be returned to the Investigator for the additional documentation to be associated with the file, with a request that the file be returned to the PSO once this has been done.
- 9.2 **Scotland.** The Investigator must submit the hard copy case file to the PSO and send all relevant documents electronically to a CWM within

three working weeks. Any delay in submission should be explained in the report. Once the hard copy case file is received by the PSO, the CWM will check all of the documents for accuracy and highlight any errors or omissions in an e-mail to the Investigator. The Investigator should amend as requested and resubmit within one working week. Once the CWM has read and assessed an investigation file, the CWM will make a decision as to whether or not there is sufficient information in the file to consider bringing the matter to the attention of the PF for consideration of a prosecution taking place and prepare and enclose a memo in the case file accordingly. The PSO Administration staff will obtain the prosecution authority from the designated BUDM.

**9.2.1** The PSO Administrator inputs the information from the documents onto the Specialist Reporting Agency (SRA) Website and applies for a Criminal History System (CHS) number. Upon receipt of the CHS number from the Police, it is submitted to the PF in order that a PF number may be generated. Upon receipt of the PF number, the PSO Administrator electronically submits the statements of witnesses onto the SRA Website. The Investigator is then advised of both the CHS and PF numbers. The Investigator retains all productions until requested by the PF.

**9.2.2** Where the advice of the CWM is not to prosecute and the BUDM is in agreement, the PSO Administrator will advise the Investigator of the decision and the PSO Administrator will also send a letter to the suspect offender advising them that Royal Mail will not be taking any legal action against them. Any outcomes from resultant Conduct Code cases will be obtained by the PSO Administrator dealing with the case.

**9.3 Northern Ireland.** Once a CWM has read and assessed an investigation file, the CWM will make a decision as to whether or not there is sufficient information in the file to consider bringing the matter to the attention of the PSNI for consideration of a prosecution taking place. The PSO will also obtain the prosecution authority from the designated BUDM or appropriate business unit authority. If it is believed that there is sufficient information contained within the file and the evidence is such that there is the likelihood of a successful prosecution taking place, the CWM will enclose a memo in the file advising the Investigator to present the evidence to the PSNI.

**9.3.1** Having taken whatever action they deem appropriate, the Police may administer a Caution, charge the suspect or decide that no further action should be taken. If the suspect is charged, the Northern Ireland court process is pursued and the Royal Mail Investigators have no input into this unless the suspect pleads not guilty, in which case the Investigators may be required as witnesses.

**9.3.2** Where the advice of the CWM is not to prosecute nor administer a Simple Caution and the BUDM is in agreement, the PSO Administrator will advise the Investigator of the decision and the PSO Administrator will also send a letter to the suspect offender advising them that Royal Mail will not be taking any legal action against them. Any outcomes from resultant Conduct Code cases will be obtained by the PSO Administrator dealing with the case.

## 10. Issuing Simple Cautions

**10.1** Simple Cautions can be issued in respect of the following three groups of individuals:

- 10.1.1 Adults in England or Wales
- 10.1.2 Juveniles in England or Wales
- 10.1.3 Adults/juveniles in Northern Ireland

- 10.2 In a case where the CLT has advised a Simple Caution as the most appropriate course of action to take, an Investigator in both **England and Wales** can administer the caution if the person being cautioned is an adult. In the case of a juvenile in **England or Wales**, the Investigator must liaise with the local Police Force, as only a police officer can administer a Simple Caution to a juvenile. Similarly, only a police officer can administer a Simple Caution to either an adult or juvenile in **Northern Ireland** and this is done solely at the discretion of the police.
- 10.3 In groups 1 and 3 above the PSO Administrator will return the case file to the Investigator to administer/arrange administration of the Simple Caution. In the case of an adult in **England or Wales**, the PSO Administrator will e-mail a prepared Simple Caution form to the Investigator for it to be issued. Once the caution has been issued, it should be returned to the PSO to process the NPA reporting forms (completed by the Investigator - **England and Wales** only) and to capture the relevant information within Royal Mail. **Scotland** does not have a system of Formal/Simple Cautioning as such, although the Procurator Fiscal can issue warnings as opposed to prosecuting an offender. The PSO team have no input into this.

## 11. Obtaining and serving summonses in England and Wales

- 11.1 Upon notification of a prosecution taking place, the PSO team will make contact with the relevant Magistrates' Court to set a date for the suspect's first appearance at court. Summonses are also applied for. Upon receipt of the summonses the PSO will serve the summonses by way of posting them to the suspect offender using the Royal Mail Special Delivery service.
- 11.2 Investigators do not have to take part in the summonsing process unless the summonses cannot be served for any reason, e.g. suspect offender fails to collect the Special Delivery item from the delivery office after a P739 card has been left at the address. If the suspect has failed to collect the summonses from the delivery office after one week of posting, the PSO Administrator will contact

the Investigator and ask him/her to collect the Special Delivery item from the delivery office in order that he/she can then attempt to serve the summonses contained within it by hand. A further copy of the summonses will be sent to the Investigator. The Investigator must sign the second copy of the summonses and return it to the PSO once he/she has served the original summonses. The PSO will then forward the signed copy of the summonses on to the Magistrates' Court as confirmation of service and copy the same to CLT.

## 12. Obtaining previous convictions of suspect offenders in England and Wales.

- 12.1 Having advised a prosecution, CLT usually request that a background check is conducted into the criminal history of the suspect offender. The PSO team will conduct a background check once the summonses have



been served on the suspect. Forms NPA01 and 02 are sent to the Criminal Intelligence Team (CIT) at Battersea by the PSO team. The CIT returns a "Prosecutor Print" of the suspect's previous convictions to the PSO. The results are copied to CLT.

- 12.2 This check is in addition to the initial check that the Investigator conducts at the time he identifies the suspect and is carried out to ensure that any offences that the suspect may have committed between being identified as a suspect and being summonsed to attend court are highlighted.

### **13. Obtaining previous convictions of witnesses in England and Wales**

- 13.1 The PSO Administrators will conduct background checks for all witnesses in all prosecution cases where CLT has advised that the suspect has entered a 'not guilty' plea. The PSO Administrators will complete form GS202 in respect of every witness and send the form to the CIT for processing. This ensures that every witness is checked and that the checks are conducted in a timely manner. The results of the checks will be copied to CLT. Investigation Team members should continue to complete a Self Disclosure Form GS006b. The Intelligence Team only accept requests for background checks on witnesses from PSO Administrators.

### **14. Witness management in England and Wales**

- 14.1 The PSO team maintain a database detailing all witnesses in cases being prosecuted by CLT and liaise with them as necessary, for example, advising changes to trial dates, obtaining dates to avoid, or that they are no longer required as a witness. Sensitive witnesses will be handled in consultation with the Investigator. The PSO team will, on request, provide witnesses with advice on completing Expenses Claim forms and upon the conclusion of a prosecution, the PSO Team Manager processes any witness expense forms for payment, having usually received the forms from the Investigator. The Investigator is responsible for making arrangements with the witnesses to ensure that they attend court.

### **15. Warrant cases in England and Wales**

- 15.1 The PSO team take over the management of prosecution cases where bench warrants have been issued. This involves the PSO retaining the case file for reference purposes and the SIMSWMS investigation being transferred to Warrants account in SIMSWMS.
- 15.2 One month after the warrant was issued, a PSO Administrator will contact the Investigator by e-mail and request an update on the situation. The same process will be followed every three months after the warrant was issued. If, after twelve months, the suspect has still not been arrested, the case file will be placed into the 'Wanted Cabinet' until such time that the suspect offender is apprehended. This is to comply with the instructions from CLT.

### **16. Police liaison files - progressing arrest cases**

- 16.1 Upon request by the Investigator, the PSO team will take over the management of prosecution case files where an authority other than Royal Mail Group is conducting the prosecution. In circumstances whereby a suspect has been arrested and charged with an offence by the Police, the PSO team will request that the Investigator submit

the case file to the PSO. The case file will contain a full offender report and hold contact details of any police officers involved in the case and the prosecuting authority contact details. The PSO team will contact the courts on a regular basis, as and when necessary, to receive updates on the progression and ultimately the outcome of the prosecution.

## 17. Notification of prosecution outcomes

- 17.1** In **England and Wales** when the CLT are prosecuting they notify Investigators and the PSO of the outcome of prosecutions. The PSO will use the information to complete form NPA03 and notify the police of the outcome of a prosecution. The GS111 Case Closure form will be sent to the Investigator by the PSO for any outstanding issues to be reported and for all case closure aspects to be dealt with.
- 17.2** In all other cases where another prosecuting agency is conducting the prosecution, it is normally the PSO team's responsibility to obtain the outcome of the prosecution, as soon as the outcome is known. Other prosecuting agencies include the Crown Prosecution Service (CPS), the PF and the Public Prosecution Service (PPS). In the past, each of these agencies has proved to be notoriously difficult to obtain information from, although recently the process with the PF has improved with the introduction of an electronic reporting process. The PSO actively seek results for Scottish cases by contacting the PF by letter, however this does not include police led cases.

## 18. Case closure

- 18.1** When all aspects of an investigation have been concluded, regardless of whether or not a prosecution has taken place, the Investigator must complete form GS111 that is then authorised by the ITM. Form GS111 is not required for non Royal Mail led cases. By completing this form the Investigator is confirming that all aspects of the case have been finalised. The closure form should be completed by the Investigator at the same time as he/she updates and transfers the SIMSWMS Investigation to the relevant Casework Team account for closure. The PSO team will ensure that all relevant management information relating to the investigation is updated.

## 19. Processing NPA forms in England and Wales

- 19.1** Following every PACE interview where it is possible that a prosecution may be pursued by Royal Mail, it is the responsibility of the Investigator to complete form NPA01 and enclose it within the case file upon first submission of the file to the PSO. For clarity purposes, it is suggested that the NPA01 form is typed by the Investigator. It is the responsibility of the PSO team to complete forms NPA02 and 03 at the relevant stages in the prosecution. The PSO team will ensure all relevant information is captured within Royal Mail and that all necessary detail is included on the forms prior to sending them to the relevant Police Force for recording of offender details and prosecution outcomes on the Police National Computer (PNC).

## 20. Management of award and recognition process

- 20.1** The PSO Team Manager manages and processes requests made under the Royal Mail Award and Recognition scheme. Upon receipt of the

necessary authorised documentation, the award/recognition request will be recorded and processed by the PSO Team Manager. For awards to be made to members of the public/external sources, a cheque for payment of the award will be requested from the Finance section at Chesterfield. However, in the case of Royal Mail employees, the cheque for payment, or gift vouchers in lieu of a cheque, must be raised by the Human Resources team at Sheffield due to income-tax implications. Upon receipt of the cheque or gift vouchers, the PSO Team Manager will send the cheque or vouchers to the Investigator to arrange for presentation to the person who is to be awarded, as deemed appropriate.

## **21. Case file storage retrieval, archiving & disposal**

- 21.1** Upon completion of a case, the files are archived. The files are stored in the order in which they are to be destroyed. Records are kept which detail the files that have been archived, when they were archived and when they are due to be destroyed. Upon request, a case file can be retrieved at any time with ease using the recording system in place. The PSO team will arrange retrieval and despatch the file as requested. In order to have a file retrieved, the person requesting retrieval must send an e-mail to the PSO, detailing the project reference number of the file he/she wishes to be retrieved.
- 21.2** When a case file is time expired and due to be destroyed, the PSO Team will remove it from the archives and arrange its destruction by an approved external contractor. Prior to destruction, the case file contents will be checked to ensure that everything is destroyed in the correct manner.

## **22. Tape management – Audio Master and Video**

- 22.1** It is the responsibility of the Investigator to submit audio Master Tapes to the PSO for storage. Each Master Tape sent for storage must be accompanied by a completed form GS023. The PSO team will ensure that all information on the form is recorded correctly before the tape is securely stored. If, for any reason, a Master Tape needs to be retrieved from storage, a request must be made by e-mail to the PSO. Before returning the tape to the Investigator the PSO Team will ensure that the tape seal is intact and that the details agree with the original form GS023.
- 22.2** The PSO team will provide continuity statements as necessary. If, following retrieval, the tape is no longer required, it can be returned to the PSO for further storage using the same process used when the tape was initially submitted. The PSO will arrange destruction of the tape once the retention period has expired.
- 22.3** Similarly, upon request, the PSO will store and arrange destruction of any audio working tapes and videotapes used in the process of an investigation. Any audio working tapes or video tapes that remain in case files when the files are ready to be archived will be removed from the files and destroyed by the PSO. A contracted preferred supplier undertakes controlled and supervised destruction.

## **23. Audio Tape, Video Tape and DVD copying**

- 23.1** The PSO has the facility to copy audio tapes, video tapes and DVD's upon request. Copies can be made from tape to tape (audio and video),

tape to disc, disc to tape and disc to disc. Edited highlights can also be provided by the PSO. Copying from discs is dependent upon the original recording format of the DVR system. Anyone wishing to have a tape or disc copied must send it to the PSO, along with form GS307, using the Special Delivery service and specify how many copies of the tape or disc they require and to where the tapes must be returned. The PSO team will return the original tape or disc and copies at the earliest opportunity using the Special Delivery service. Continuity statements can be provided upon request relating to this service. Full details on this process can be found in Appendix 2 to P & S Doc 6.1 Securing Digital and VHS Tape CCTV Images for Evidential Purposes.

## 24. Requisitioning and distribution of stationery supplies

**24.1** The PSO retains a stock of specialist and general stationery supplies, which they will supply to Investigation Team members upon request. The following supplies are available:

- 24.1.1** Pocket notebooks.
- 24.1.2** Observation logbooks.
- 24.1.3** Case file jackets.
- 24.1.4** Urgent Today labels.
- 24.1.5** Appendix envelopes.
- 24.1.6** Audio cassette tapes.
- 24.1.7** Equipment logs.
- 24.1.8** Master Tape seals.
- 24.1.9** Exhibit bags (large and small).
- 24.1.10** Exhibit books.
- 24.1.11** Steel Marking Dies for coin.
- 24.1.12** Clear polythene bags for enclosing audio tapes in

case files.

**24.1.13** Covers of "amazon.co.uk, blockbuster.co.uk, LOVEFiLM.com and PLAY.com" postal packets.

**24.1.14** General stationery supplies.

**24.1.15** Photocopying paper (supplied direct to the requestor).

## 25. Recording and provision of management information

**25.1** The PSO team maintain a range of databases which are used for the purpose of recording information relating to all suspect offenders that have been interviewed and the action taken following the interview, including prosecution by all prosecuting authorities, administration of a Simple Caution or conduct only. Information from these databases is used to produce monthly management reports for the Royal Mail Security Management Team and other ad-hoc reports as and when required by other parties, for example, the Freedom Of Information Act Team.

## 26. Provision of typing services

**26.1** The preparation of taped transcripts has been outsourced to an external company, "The Essential Secretary". The use of this service is available when transcripts have been requested by CLT, or for 'no comment' interviews.

**26.2 Requests by CLT.** Following a request from the CLT for a tape transcript, the PSO will obtain from the Investigator a copy of the working tape/s and a completed form GS108 and send them to the

external supplier by Special Delivery. The completed tape transcript will be returned by e-mail to the PSO who will forward it to the Investigator by the next working day to check and amend as necessary.

- 26.3 Request by Investigators.** In exceptional circumstances there will be a facility for Investigators to request the preparation of taped transcripts, e.g. due to significant operational commitments or complex inquiries. Requests of this type must be made in the first instance to the relevant Head of Investigations. If it is agreed that a transcript should be prepared the Investigator must complete form GS108 and send it with copies of the working tape/s by Special Delivery to the PSO. The completed transcript will be returned to the PSO by e-mail and forwarded to the Investigator for checking and inclusion in the case file. It is stressed that, in order to keep costs to a minimum, requests from Investigators will only be considered where absolute justification is provided.

## 27. Administration of the SIMSWMS system

- 27.1 In addition to the activities described in the contents section of this document, the PSO team perform monthly audits on the SIMSWMS system to ensure that the information is current and accurate. The SIMSWMS system is checked against the Non Offender Reports (NOR) system and the labels database to identify any outstanding case files. All outstanding case files are reported to the relevant Heads of Investigation on a monthly basis as part of the monthly management information pack. **Investigators must not under any circumstances either create or complete their own projects and investigations.** These tasks are the sole responsibility of the PSO team. The PSO team can advise on the day to day operation of the SIMSWMS system.

## 28. Administration of the Work Time Management System (WTMS)

- 28.1 The PSO team collate all WTMS submissions from Investigators on a weekly basis and the submissions are added to the main WTMS database. The WTMS submissions must be e-mailed to the PSO using the **RMLS\_WTMS** address and they must be received in the PSO by the Tuesday of the week after the week to which they refer. The PSO team provide this information to CLT to identify the investigation costs for each investigation when the case goes to court, in order to apply for costs from the court along with any claims for compensation. The WTMS information is presented in chronological order with a breakdown of activities and costs, in order for the courts to understand how the overall costs figure has been calculated.

## 29. Management of the Non Offender Reports (NOR) system

- 29.1 The PSO team monitor and administer the Non Offender Reports (NOR) system and collate both the electronic NOR submissions and the hard copy NOR case files submitted by Investigators. Once both NOR submissions have been received in the PSO and the investigation has been transferred to the relative Casework Account for closure by the Investigator, the PSO team will close the case officially. NOR files where the electronic NOR or the hard copy file are missing will appear on the outstanding NOR file monthly report until all elements have been completed and submitted to the PSO. Where the SIMSWMS investigation has been returned to the relevant Casework Account

without the corresponding electronic and hard copy NOR the investigation will be returned to the Investigator for completion.

### 30. Colour printing

- 30.1 The PSO team will print colour photographs on behalf of Investigators that have been taken during an investigation. Investigators should email the photographs to the PSO team using their team address **SD\_Prosecution\_Office** and ensure that the project number and the words 'Colour Printing' appear in the subject field. The PSO team will return four copies of each photograph by return for insertion into the case file by the Investigator. This number of colour copies are required by CLT to support a prosecution.

### 31. Disposal of articles which have been forensically examined

- 31.1 Any articles that have been forensically examined using the ninhydrin process must be disposed of correctly and not disposed of with normal office waste. All such articles can be hazardous to health and must be disposed of correctly by an approved method. When the articles are to be disposed of following an investigation, Investigators must seal the articles in sealed plastic bags and forward them to the PSO team under double cover, with the inner cover clearly marked "**Chemically treated articles for disposal - Do not open**". The PSO team will arrange for an approved contractor to collect the submitted articles and dispose of them in line with current Health and Safety legislation.

### 32. Recovery of losses to Royal Mail from employee pension funds

- 32.1 The PSO team liaise with the Pension Fund Trustees in order to recover any financial losses to Royal Mail, identified during a criminal enquiry, from the employee's pension fund. The losses eligible for recovery from pension funds are direct losses to the business, for example compensation payments and consequential losses to the business. The cost of an investigation will be claimed directly from the suspect offender and not from their pension fund. The collective losses must be over the current £50 threshold to be eligible for recovery and the recovery is subject to there being sufficient funds in the employee's pension fund.

## Change Control

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## Glossary

Abbreviation or	Meaning
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Term	
PSO	Prosecution Support Office
CWM	Casework Manager
SIMSWMS	Security Information Management System Workflow Management System
ITM	Investigation Team Manager
PACE	Police and Criminal Evidence Act 1984
CLT	Criminal Law Team
BUDM	Business Unit Decision Maker
PF	Procurator Fiscal
PSNI	Police Service of Northern Ireland
NPA	Non-Police Agency
SRA	Specialist Reporting Agency
CHS	Criminal History System
CIT	Criminal Intelligence Team
CPS	Crown Prosecution Service
PPS	Public Prosecution Service
PNC	Police National Computer
WTMS	Work Time Management System
NOR	Non Offender Report

### Document Summary

If you have any queries please contact:

Peter S Smith  
Royal Mail Security  
6A Eccleston Street  
LONDON  
SW11 9LT

Mobile: GRO

E-mail "peter.s.smith"