



Updated UKAS Customer Guidance Communication for Volume Scene of Crime Accreditation - Law Enforcement - January 2020

Introduction

Further to our communication in January 2019, UKAS has now completed a number of Pre-Assessment and Initial Assessment visits and as a result would like to take this opportunity to clarify expectations with respect to the provision of documentation and witnessed assessment activities related to Volume Crime Scene Assessments.

Application Stage

UKAS will prioritise volume crime applications on a first-come first-served basis. UKAS would encourage customers to consider applying for one site only, at the initial application stage. This approach allows applicant organisations to take learning points from their first assessment and ensure effective implementation across all sites. In addition, it minimises the potential for additional costs to the organisation through cancellation fees if significant issues are identified at the first site.

Following a successful recommendation at the visit and subsequent clearance of findings, organisations can submit further applications for extensions to scope for additional sites, and / or an increase in scope whenever they are ready.

UKAS continues to identify additional Scene of Crime Technical Assessors and progress them through their training. Organisations are therefore requested to continue the support and understanding in allowing UKAS to use assessment visits as an opportunity to train and monitor staff. Thank you for your support with this so far.

Customers will need to submit their application using an Inspection Body accreditation form, **AC2**, and the necessary supporting documentation to UKAS, clearly indicating whether a pre-assessment visit is requested and any associated timelines.

Communication is encouraged between you and your Assessment Manager over intended timelines for applications, scope of application and location(s).

Pre-Assessment Supporting Documentation Requirements

- Quality Manual – either a separate ISO/IEC 17020 version or the organisation's current manual updated to include the additional ISO/IEC 17020 requirements. In addition, any supporting documentation which have been updated as a consequence of the organisation's gap analysis against requirements of ISO/IEC 17020.
- Quality Procedures
- Organisational Structure
- Audit Schedule
- Validation plan – to cover specific methods and the approach to scene investigation
- Service Level Agreements
- Technical Procedures (these can be draft at Pre-assessment stage) including all aspects from the receipt of the request to attend a scene to reporting;

These should include-

- Scene examination – strategy setting, risk assessment, access etc.
- Techniques - including enhancement and recovery for the activities for which accreditation is sought e.g. DNA, Fingerprint recovery, Footwear etc.



- Anti-contamination
 - Sampling
 - Record Keeping
 - Exhibit handling / transport / storage
 - Reporting
- Procedures for Training and Competence Management including monitoring of staff
 - Plans or thoughts around participation in PT / ILC
 - Plans for the Mock Scene set up by which UKAS will be able to witness the technical aspects of the ETS during the Initial Assessment.
 - Two examples of court packs/case files to be printed out to view on site during the PA visit. This saves time accessing photography and notes from various systems.
 - Inform UKAS of the approximate number of volume crime scenes attended during the previous 12 months.

Please note that no witnessing of techniques will take place at the Pre-Assessment. Following the Pre-Assessment, the UKAS team will produce a short report indicating any significant gaps in meeting the requirements for accreditation or areas that will need to be addressed prior to the Initial Assessment.

Initial Assessment Stage

- Prior to any Initial Assessment, the organisation must ensure that it has undertaken a gap analysis between the existing system and the requirements of ISO/IEC 17020, ILAC G19, RG201 and the FSR CoPC and addressed any identified gaps raised as a consequence. The organisation should also review the content of their Pre-Assessment report (where applicable) and determine when they would estimate that they would like to proceed to an Initial Assessment and confirm the final scope of accreditation being sought.
- The manner by which UKAS Technical Assessors will formally witness / assess CSIs will need to have been determined or formalised by the organisation (see section below).
- In order that a booking for Initial Assessment can be processed by UKAS and dates for the visit secured, the organisation must submit a finalised AC2 to UKAS detailing the precise scope of their application. Ideally, documentation listed below should accompany the finalised AC2 submission, however if this is not possible then the undertaking of the Initial Assessment will be subject to the following requirements:

Initial Assessment Supporting Documentation Requirements

The documentation detailed below is required at least two months in advance of the Initial Assessment and will need to cover the following areas: -

- Completed Validation
- Issued and implemented Technical Procedures including all aspects from the receipt of the request to attend a scene to reporting. These should include:
 - Scene examination – strategy setting, risk assessment, access etc.
 - Techniques - including enhancement and recovery for the activities for which accreditation is sought e.g. DNA, Fingerprint recovery, Footwear etc.
 - Anti-contamination
 - Sampling



- Record Keeping
- Exhibit handling / transport / storage
- Reporting
- Implemented Competencies and confirmation of witnessing procedures.
- Evidence of competency – an example of an individual's completed competency record
- Updated Quality Manual
- Updated Quality Procedures
- Organisational Structure
- Insurance documentation
- Service Level Agreements
- Risk Assessments
- Completed Audits and Audit schedule
- Completed ILC / PT
- Formal plan by which UKAS will be able to witness the technical aspects of the extension to scope (ETS) during the Initial Assessment

A visit plan will be supplied by UKAS 4-6 weeks ahead of the assessment detailing the activities to be witnessed.

At the Initial Assessment visit, UKAS will require 6-10 case files/court packs printed out and available to view covering all aspects requested on the AC2 scope. These should also include different scene types, a range of CSI's and reflect different reporting outcomes from SFR to reports/statements.

The final Initial Assessment documentation must be received two months before the assessment date, including final live documentation of implemented and audited procedures, otherwise UKAS reserves the right to cancel the visit due to lack of customer preparedness and charges will be borne by the customer in these cases in line with cancellation fees outlined in UKAS' Standard Terms of Business; the latest copy can be downloaded from our website (<https://www.ukas.com/standard-terms-of-business/>).

Please note that the expectations would be that procedures have been fully implemented such that by the time of the Initial Assessment staff are confident and competent in their use and that completed examples of their use are available to review.

It is envisaged that the Assessment Team that undertakes your visit will include your current Assessment Manager, however, this may not always be possible.

If you have any queries in relation to your assessments, please contact your UKAS Assessment Manager.

Guidance on Scene requirements for UKAS witnessing at Initial Assessments

UKAS has recognised that during an Initial Assessment the most effective way to guarantee witnessing the full scope of activities required was through the use of Mock Scenes. Therefore, this is the mechanism that will be used during the Initial Assessment and consequently no attendance at live scenes will be required at this point.



Requirements:

- The customer will be required to set up **two mock scenes** prior to UKAS attending site e.g. one car and one burglary as appropriate to represent scenes typically attended by the CSI unit.
- The scenes should be available at the same time, so one UKAS Technical Assessor can witness one CSI and the other UKAS Technical Assessor witness a different CSI. The scenes between them need to cover all techniques included in the scope.
- The scenes should be available to be witnessed in a morning (e.g. 9am to 12), reset at lunch break and a second CSI to undertake the same scene scenario in the afternoon (e.g. 1 to 4pm). This approach is to enable UKAS to evaluate consistency in approach.
- Four separate CSI's will therefore be required for witnessing. They should be allocated a time slot and arrive promptly ready to begin at the allocated start times.

In preparing mock scenes, it is important for the organisation to note the following:

- UKAS request that mock scenes are available on the second day of the three-day Initial Assessment.
- The mock scenes should be treated as if they were live scenes by the CSIs undertaking them. UKAS expectation is that day three will include reviewing the outputs of the scene (reports and exhibits) therefore staff and records will need to be available.
- The mock scenes should include the processes from the point of arrival at the scene to departure. This would therefore include (but not be limited to) strategy setting, liaison with any related parties, use of equipment, anti-contamination, risk assessments, note taking (including photography), recording and recovery of exhibits.
- The mock scenes should have clearly defined expectations and outcomes e.g. what evidence has been included and the expectations of what the CSIs should record and recover. It is advised that the scenarios and expectations are not overly complicated, to provide a realistic chance of completion of all activities in the allotted time frames.
- Ensure that mock scenes are secure and not accessible by staff ahead of the assessment.
- Ensure staff do not discuss the set-up of mock scenes or any outcomes with others undertaking the witnessed assessment.

Important request

Please send the scenarios outline to UKAS **two months** before the assessment, to allow for discussions with the Assessment Manager to ensure technical coverage is appropriate.

Please let your Assessment Manager know (prior to booking the Initial Assessment) where these will be taking place so hotel and travel bookings can be arranged accordingly.



The Witnessing will take place on day two of the Initial Assessment.

Inform UKAS of any site/ access / travel/ facilities arrangements for the mock scenes before the visit e.g. parking, canteen, toilet facilities etc.

Any queries in relation to content of the document please contact Alison Brodie alison.brodie@ukas.com. Any queries re your assessments please contact your UKAS Assessment Manager.