



Office of Police and Crime Commissioner
Office of Chief Constable

Data Quality of Crimes and Incidents

Annual Report 2021

7th June 2021



1. PURPOSE AND RECOMMENDATION

The purpose of this report is to provide information for monitoring purposes about the data accuracy and timeliness of crime recording in Gwent Police over the past 12 months.

There are no recommendations made requiring a decision.

2. INTRODUCTION & BACKGROUND

It is important to provide the highest possible service levels to victims of crime. This should start at the first point of contact and last throughout the criminal justice process. It includes recording the victim's report, undertaking proportionate investigations, ensuring that victim vulnerability is identified and taking appropriate safeguarding measures.

As part of this process, it is crucial that the force has high-quality crime recording. This allows it to identify and support victims at the earliest opportunity and establish where, when and how often crime is happening. Good crime recording makes sure the force:

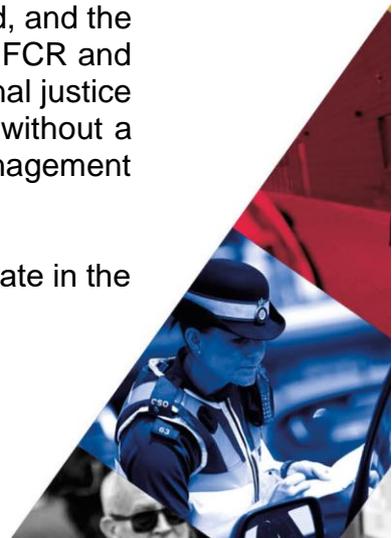
- offers victims of crime access to appropriate support services;
- gives the public accurate information about crime in their area;
- understands current and future demand; and
- is able to plan work in support of victims and meet investigation demand.

The rules about crime recording are set down by the Home Office National Crime Recording Standards (NCRS). Compliance with these standards is the responsibility of the Force Crime Registrar (FCR) assisted by her Crime and Data Audit Team.

The majority of crimes should be recorded by call handlers during initial contact with victims at the First Point of Contact centre, although officers also need to record crime whenever they identify it, for example during the course of investigations or during safeguarding meetings.

The force also needs to ensure that crime outcomes are accurately recorded, and the rules about outcomes are also determined by NCRS. Since April 2020 the FCR and her team have taken responsibility for applying crime outcomes with a criminal justice outcome (Crime Outcome (CO)1 – CO8, CO20-CO21 and CO22). Crimes without a criminal justice outcome (CO9-CO18) are applied by the force Crime Management Unit or within the First Point of Contact Centre.

The force was judged as 'requiring improvement' by Her Majesty's Inspectorate in the Crime Data Integrity Inspection of 2018.



3. ISSUES FOR CONSIDERATION

3.1 NCRS Compliance.

Gwent Police has recorded the following numbers of crimes over the past 5 years.;

2016-2017 - 41,046
2017-2018 - 48,717
2018-2019 - 58,530
2019- 2020 - 57,152
2020- 2021 - 48,633

The Data Audit team conducts regular audits of these crimes to provide an estimation of how well the force is complying with NCRS. Each audit comprises 100 occurrences across all crime types.

Audits were conducted to review the months of January, June, August, September and October 2020 and February 2021. The results were as follows;

- January 2020- 80%
- June 2020- 82%
- August 2020- 77%
- September 2020- 86%
- October 2020- 73%
- February 2021- 86%

It should be noted that the September audit was a larger audit, comprising 250 crimes, and the February 2021 audit was smaller, consisting of 50 crimes.

This compares with an average compliance rate of 84% in 2019, whilst the force aspires to a compliance rate of between 90-95%.

It should be noted that the force also undertakes daily audits of crimes and incidents in specific areas of risk. These include all Harassment/Malicious communications incidents, Sexual offences, Stalking, N100's (rape reports) and Anti-Social Behaviour Personal incidents. These occurrences are audited for quality and to ensure that all necessary crimes are recorded.

3.2 Timeliness

Where a crime needs to be recorded by the police, it needs to be done at the earliest opportunity, or in any case within 24 hours of reporting. The force employs a 'Timeliness team' of police officers to review every incident to ensure this occurs. The force was praised by the HMICFRS for its performance in this area in 2018, and performance remains good.

Timeliness Audits were conducted to review the months of January, June, August, September and October 2020. The results were as follows;

- January- 95%
- June- 93%
- August- 95%
- September- 90%
- October- 97%

3.3 Outcomes

In each of its audits since June 2020, the force also audited the accuracy of outcomes applied to each crime on closure. Performance was good, and the results were as follows;

- June- 94%
- August- 100%
- September- 91%
- October- 93%.

3.4 Performance Improvement.

The force took the following actions to help improve crime recording performance in the past year;

1. Aligned the Force Crime Registrar and associated teams to the Continuous Improvement Dept, leading to a closer working relationship with the Deputy Chief Constable,
2. Aligned the Force 'Crime Recording Timeliness Team' to the Data Audit department to ensure more consistent methods of working,
3. Altered the operating procedures of the Timeliness Team to review all incidents from the last 24 hours rather than review incidents as they are created. This



enables a more consistent and accurate judgement with regards to crime recording, and ensures a higher proportion of incidents are reviewed,

4. Founded a Crime Data Integrity Improvement Group,
5. Conducted a review into First Point of Contact crime recording,
6. Undertook a Victim Services Self-Assessment Inspection,
7. Maintained the quality assurance and feedback process across the organisation,
8. Provided crime recording refresher training to staff at FPOC,
9. Initiated development of a Business Intelligence tool to measure crime data integrity in real time.

3.5 Crime Data Integrity Improvement Group

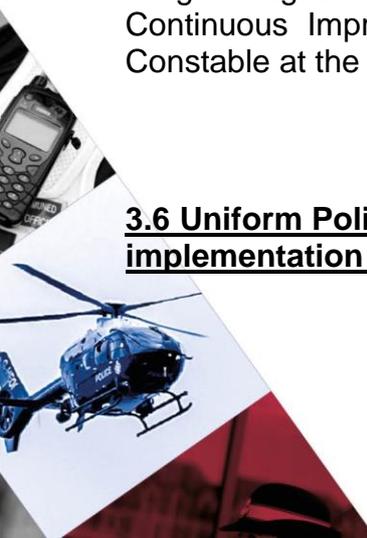
A force Crime Data Integrity improvement group was founded in August 2020. The group acts in an advisory capacity to develop and coordinate processes that ensure accurate crime recording, promote organisational learning and provide scrutiny and audit to support continuous improvement. Membership includes representatives from key business areas across the force.

The group has a performance improvement plan that provides a central repository to track all activity to improve force crime data integrity. This includes addressing the following areas:

- HMICFRS crime data integrity AFI's,
- Internal crime and data audit recommendations,
- Working group improvement activity,
- Recommendations made to the Uniform Policing Review First Point of Contact crime recording reimplementation programme.

Progress against the improvement plan is currently reported bi-monthly to the Head of Continuous Improvement and in future will be scrutinised by the Deputy Chief Constable at the quarterly Assurance Board.

3.6 Uniform Policing Review First Point of Contact crime recording re-implementation programme.



In September 2020 a project commenced to review crime recording processes at first point of contact under the governance of the Uniform Policing Review (UPR).

The findings of the review led to commencement of a 12-month programme to re-implement crime recording processes at FPOC. The aim of the programme is to increase the crime types recorded by force control room staff through a controlled and methodical process that ensures crime data integrity. Several evaluations are planned throughout the programme to assess crime recording accuracy and to inform progression to the next stage.

The first stage of the re-implementation programme began on 1st January 2021 with progress evaluated in March. The following key findings were identified in the evaluation:

- Improving compliance with National Crime Recording Standards,
- Improved clarity and confidence in crime recording at FPOC,
- Improved process and productivity in the Timeliness team,
- A need to enhance knowledge of NCRS across the force.

3.7 Victim Services Self-Assessment Inspection

In February 2021 a new method of internal review was developed and trialled by the force. The first of these reviews was a “Victim Services Self-Assessment” inspection which aimed to assess and report on the service provided to victims of crime, from the initial point of contact through to the outcome of the investigation. This incorporated an assessment of the extent to which the force records reported crime and the robustness of the force’s crime recording processes.

The overall service provided to victims of crime was self-assessed as ‘Good’. A number of recommendations were made to improve crime recording practices. These are being delivered through the Victims Board, chaired by the Head of Criminal Justice and Information Services. Recommendations include:

- Implementation of a quality assurance process that ensures accuracy of information recorded and crime recording decisions at first point of contact.



- Refreshing FPOC staff knowledge of the Domestic Abuse Question Set guidance and importance of its use.
- Implementing an annual force wide communications plan to reinforce the importance of crime recording in accordance with national guidance.
- Providing crime-recording training for all supervisors, officers and staff in a crime recording role, to include national crime recording standards, additional verifiable information requirements and crime outcomes.
- Issuing force wide guidance to clarify signatory requirements for all relevant outcomes.
- Introducing a process to quality assure community resolution outcomes.
- Completing a review of investigations where outcome 16 has been applied to better understand outcome application and use.

4. COLLABORATION

- Not applicable

5. NEXT STEPS

- Continuing to implement the Crime Data Integrity Action Plan through the Crime Data Integrity Improvement Group,
- Implement the recommendations of the Victims Services Self- Assessment,
- Increase the amount of crime recorded at First Point of Contact through the re-implementation programme.
- Continue with the force audit regime on a bi-monthly basis and seek to improve the lessons learned from the process.

6. FINANCIAL CONSIDERATIONS

None

7. PERSONNEL CONSIDERATIONS

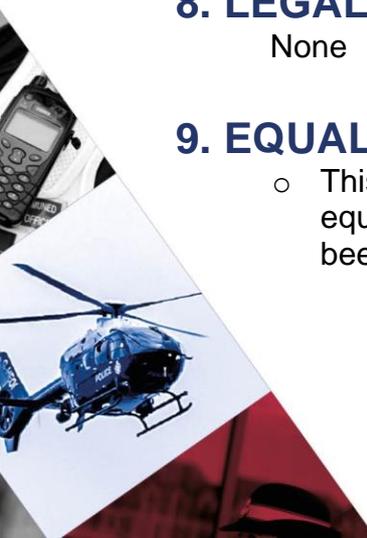
None

8. LEGAL CONSIDERATIONS

None

9. EQUALITIES & HUMAN RIGHTS CONSIDERATIONS

- This report has been considered against the general duty to promote equality, as stipulated under the Joint Strategic Equality Plan and has been assessed not to discriminate against any particular group.



- In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998.

10. RISK

- The Force NCRS compliance rates is included on the Force/ OPCC Joint Risk Register as a medium risk.

11. PUBLIC INTEREST

- In producing this report, has consideration been given to 'public confidence'? Yes
- Are the contents of this report, observations and appendices necessary and suitable for the public domain? Yes
- If you consider this report to be exempt from the public domain, please state the reasons: N/A
- Media, Stakeholder and Community Impacts:

12. REPORT AUTHOR

- Rhianne Wiltshire (Force Crime Registrar)

13. LEAD CHIEF OFFICER

- DCC Amanda Blakeman

14. ANNEXES

- Nil

15. CHIEF OFFICER APPROVAL

- I confirm this report has been discussed and approved at a formal Chief Officers' meeting.
- I confirm this report is suitable for the public domain for the public domain for the reasons stated in 11.3.

Signature:



Date: 13th May 2021



Police and Crime Commissioner for Gwent

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

Signature:

Date:

