



Data Quality of Crimes and Incidents

June 2022



1. PURPOSE AND RECOMMENDATION

The purpose of this report is to provide information on force crime recording performance for monitoring purposes and Office of Police and Crime Commissioner (OPCC) reporting.

2. INTRODUCTION & BACKGROUND

This report aims to brief the Office of Police and Crime Commissioner (OPCC) about the timeliness and accuracy of crime recording in Gwent Police.

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 not only includes recording the victim's report, responding and undertaking proportionate investigations, but also ensuring that any victim vulnerability is identified and that appropriate safeguarding measures are taken.

As part of this process, it is important that the force has high-quality crime data. This ensures victims are identified and supported at the earliest opportunity and establishes where, when, and how often crime is happening.

Good crime recording ensures that 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
- can plan effectively to ensure provision of a victim focussed service.

Compliance with national guidance and crime data integrity is the responsibility of the Force Crime Registrar (FCR) assisted by her Crime and Data Audit Team. The rules about crime recording are governed by Home Office National Crime Recording Standards (NCRS).

HMICFRS

Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) judged the force as 'requiring improvement' in the Crime Data Integrity Inspection in 2018. There were four areas for improvement (AFI's) identified in that inspection:



1. Make sure that call handlers always record on the incident full details of their conversation with the person reporting a crime, so that attending officers always have the full information to make their crime recording decisions;

2. Improve the supervision of crime-recording decisions on the front line and within its communications suite;

3. Improve its understanding and use of the N100 classification for those reports of rape which it doesn't immediately record as a crime; and

4. Improve how it collects diversity information from crime victims and how it uses this to inform its compliance with its equality duty.

HMICFRS is satisfied that the force has since achieved the required improvement in regard to AFI 1, however work is continuing within the control room to dip sample calls and ensure logs remain properly updated.

Improvement work is progressing against the remaining AFI's under the governance of the force Crime Data Integrity (CDI) Working Group. In relation to AFI 2, templates have been created in Niche for Supervisors/Sergeants to use to ensure they have reviewed the crime report fully. The force now also reviews crime recording decisions on a daily basis through its Daily Management Meetings (DMM). In relation AFI 3, a short video explaining N100 has been sent to all officers to view via a 'take over' of the force intranet. Force CDI champions have been allocated to ensure officers in their business area have viewed and understand it.

Crime and Data Audit Team

In addition to auditing recording crime performance, since April 2020 the FCR and her team also have assumed responsibility for applying crime outcomes. The rules around Outcomes are also determined by NCRS. They are added by the team at the point of closing a crime to ensure accurate records are maintained. Data Audit are responsible for applying crime outcomes with a criminal justice disposal (codes CO1 – CO10, CO20-CO21 and CO22). Crimes without this disposal code (CO11-CO18) are applied by the force Crime Management Unit.

3. ISSUES FOR CONSIDERATION

3.1 NCRS Compliance.

The force has recorded the following numbers of crime 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
- 2021 – 2022 - 54,649

The Data Audit team conduct regular crime audits to assess crime recording accuracy and compliance with NCRS. Bimonthly audits of a sample of 100 Niche occurrences are undertaken to establish adherence with crime recording rules.

Additionally, daily crime and incident audits review crimes and incidents in specific areas of risk. These include Harassment/Malicious communications incidents, Sexual offences and Stalking incidents and N100's (rape reports).

Audits completed during 2021 – 2022 recorded the following results:

- January/March 2021- 81% compliance with NCRS
- June- 79%
- August- 77%
- October 82%
- January 22 – 90%

This compares with an average NCRS compliance rate of 84% in 2019. The professional opinion of the Force Crime Registrar is that this level of compliance would lead to an HMICFRS inspection rating of 'Requires Improvement'. An NCRS compliance rate of 92 - 95% and above would be required to achieve a positive HMICFRS inspection outcome.

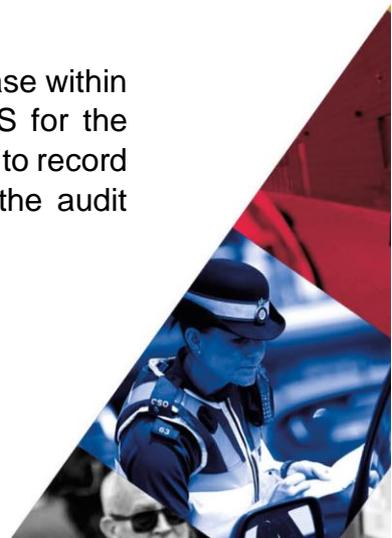
2022/2023 Audit schedule:

Date Audit conducted	Month of data reviewed	Audit report due
February 2022	January 2022	March 2022
June 2022	May 2022	July 2022
August 2022	July 2022	September 2022
October 2022	September 2022	November 2022
December 2022	November 2022	January 2023
February 2023	January 2023	March 2023
April 2023	March 2023	May 2023

* NCRS audits was not completed for the months of March and May due to high workload and transition onto our new Niche system.

3.2 Timeliness

Any crime reported must be recorded at the earliest opportunity, or in any case within 24 hours of reporting. The force was previously praised by the HMICFRS for the timeliness of recording crime in our previous inspection. The force continues to record crime efficiently and in accordance with NCRS guidance as detailed in the audit findings below;



- January/March- 88%
- June- 94%
- August- 95%
- October – 89%
- January 22 – 85%

There has been a slight decrease in our recording of crimes within 24 hours. Reasons for this include the demands of training new members of staff and the recording of crime through the DMM process which identifies crime over 24 hours old, but which would previously have gone unrecorded.

3.3 Outcomes

Outcomes were introduced by the Home Office to promote a truer picture of how crime is finalised. The outcome categories provide a framework which can assist in giving the victim a better understanding of the final outcome of their case, and also a better understanding amongst the general public about how crime is investigated.

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

- January/March 88%
- June 89%
- August 91%
- October – 83%
- January 2022 – 94%

3.4 Performance Improvement Actions.

The force has the taken the following actions to help improve performance;

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 audit,
3. Altered operating procedures to ensure all incidents from the last 24 hours are reviewed by a central team, 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. Implemented a quality assurance process that ensures accuracy of information recorded and crime recording decisions at first point of contact,

5. Refreshed First Point of Contact staff knowledge of the domestic abuse question set guidance and importance of its use,
6. Implemented an annual force wide communications plan to reinforce the importance of crime recording in accordance with national guidance,
7. Provided crime-recording training to all supervisors, officers and staff in a crime recording role via the Force Training Day. This included national crime recording standards, additional verifiable information requirements and crime outcomes,
8. Introduced a process to quality assure community resolution outcomes.
9. Provided training and guidance to the Crime Management Unit in relation to the application of crime outcomes,
10. Continued the quality assurance and feedback process across the organisation regarding crime recording quality.
11. Introduced a force Crime Recording DMM,
12. Developed a Crime Recording Business intelligence application to allow better performance monitoring,
13. Developed a system to identify high risk incidents that are at risk of not being crimed. This is monitored through Force DMM,

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, reinforcing that crime data integrity is everyone's business. It is chaired by the Head of the Continuous Improvement Department.

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



4. COLLABORATION

- Not applicable

5. NEXT STEPS

- Continuing to implement the Crime Data Integrity Action Plan through the Crime Data Integrity Improvement Group,
- Complete the review of central crime recording functions as part of the First Point of Contact (FPOC) review
- Implement the recommendations of the Victims Services Self- Assessment,
- Continue with the force audit regime on a bi-monthly basis and seek to improve the lessons learned from the process,
- Reinforce the crime recording advice and guidance provided at force training days through pro-active communications,
- Increase the number of CDI champions to offer advice and guidance to officers and staff within the Local Policing Area (LPA),
- Create a NCALT package for Crime Recording,
- Produce a booklet containing crime recording advice for Supervisors/ Sergeants.
- Maintain and increase the higher standard of Crime Recording and continue to improve our NCRS compliance rate.

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

- Due to results of audits and the below average NCRS compliance rates the matter 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 reasons stated in 11.3.



Signature:

Date: 10.05.2022

