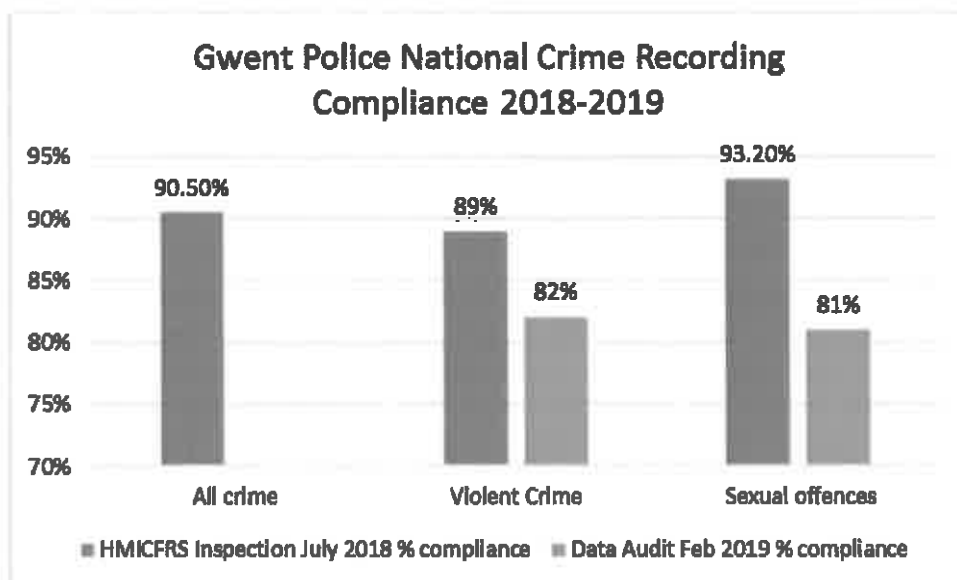


OFFICE OF POLICE & CRIME COMMISSIONER	
LEAD CHIEF OFFICER:	Assistant Chief Constable
TITLE:	Data Quality of Crimes and Incidents
DATE:	5th June 2019
TIMING:	Annual
PURPOSE:	For monitoring
1.	<u>RECOMMENDATION</u>
1.1	For monitoring by the Police and Crime Commissioner.
2.	<u>INTRODUCTION & BACKGROUND</u>
2.1	<p>Over the last year, the Data Audit team have continued to conduct audits to establish as a force our performance according to National Crime Recording Standards (NCRS) compliance rate.</p> <p>The audit consists of 100 occurrences of all crime types, and the figures are a true reflection of the occurrences we dip sample.</p> <p>Due to Her Majesty's Inspectorate Constabulary Fire and Rescue Service (HMICFRS) Crime Data Integrity (CDI) inspection last year, the Data Audit Department did not have the capacity to conduct monthly audits due to assisting the HMICFRS Inspectors with the inspection, along with other work requirements on the department (Cancellation and Re-classification of crimes).</p> <p>The establishment of the Data Audit team has now increased to 4 members of staff. This increase will provide more capacity to conduct more audits going forward.</p> <p>Although at this time the NCRS audits are not completed every month, the department conduct a dally audit of occurrences for sexual offences, Stalking and N100's (Reported incidents of rape).</p>
2.2	<p>During the last year the Data Audit department have:</p> <ul style="list-style-type: none"> • Maintained the focus on Ethical Crime Recording • Been Inspected by the HMICFRS for our Crime Data Integrity which graded Gwent Police as 'Requires improvement'. • Implemented all recommendations from HMICFRS on their Crime Data Integrity Inspection in 2014. • Fed back the learning from Audits to the Force • Continued NCRS/Home Office Counting Rules training to Student Officers, Police Officers, Crime Management Unit and Control Room

staff.

The department continues to support criming at First Point Of Contact (FPOC). To date, FPOC can record the majority of the crime types, these include theft, burglary, criminal damage, violence against the person and public order offences, and this will increase going forward. Sexual offences will be the final crime type that FPOC will record, as this section of the Home Office Counting Rules is complex and large.

The below chart is a comparison of our NCRS compliance figures from our HMICFRS CDI Inspection and the most recent audit conducted in February in relation to Violence and sexual offences only. The January NCRS (Sexual and Violence combined) audit had a compliance rate of 90%.



As stated, the NCRS audits that the Data Audit team conduct comprise of a dip sample of 100 occurrences. To find their compliance rate, HMICFRS data sample was larger with them auditing 1,467 records broken down as follows:

- 847 Violence offences,
- 253 sexual offences
- 367 all other crime types.

There is a sample size calculator on the Police OnLine Knowledge Area website (Known as POLKA) that assists Police Forces to establish their sample size of occurrences/incidents for internal audits to ascertain their compliance rate. The figure suggested for Gwent is an audit of 342 occurrences per month.

	<p>This sample size has not been achieved by the Data Audit team due to other demand within the department and the number of staff within the team (as noted above, the team of auditors has now been increased to 4).</p> <p>The HMICFRS CDI inspection was conducted over a number of months, from July through to September 2018. The team were required to assist with HMICFRS throughout the inspection and so consequently, the team conducted no NCRS audits. This means we do not have data for these months to compare to the previous year.</p>				
3.	<u>ISSUES FOR CONSIDERATION</u>				
3.1	<p>Since FPOC has started to record more crimes there has been an increase in the workload for the Data Audit department, consisting of:</p> <ul style="list-style-type: none"> • Increase in “Niche tasks” sent to Data Audit. <p>This has more than doubled from 271 in April 2017 to 762 in April 2018. This continues to rise in 2018-19 with an average of 908 Niche tasks received by the team each month.</p> <ul style="list-style-type: none"> • Reclassifications <p>These have steadily rose since March 2018, with the team needing to make an average of 308 reclassifications per month.</p> <p>This is due to FPOC recording more crime, which is a relatively new role for the staff and some errors are made that need to be reclassified.</p> <ul style="list-style-type: none"> • Data Audit creating crimes <p>This is as a corrective actions to tasks and audit. This has over doubled since March 2018 with 105 data audit created crimes to 278 in March 2019. January 2019 saw a peak with 304.</p>				
3.2	<p><u>Home Office Data Hub</u></p> <p>At present, the Home Office Data Hub is set up to receive Crime data and not Incidents. A report is produced manually by the Analyst Team and data is extracted from Qlikview</p> <p>There has been a rise in our annual recording of crimes. This is due to better recording practices such as recording crime at first point of contact, and more daily audits being conducted. Added to this crime recording training has been provided to Community Support Officers (CSO) to ensure they recognise crimes that may previously have been closed as Anti-Social Behaviour and a crime not recorded.</p> <p>The below table shows our crime figures for the previous 3 financial years</p> <table border="1" data-bbox="272 1955 1393 2007"> <thead> <tr> <th align="center"><u>Year</u></th> <th align="center"><u>Crime Total</u></th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	<u>Year</u>	<u>Crime Total</u>		
<u>Year</u>	<u>Crime Total</u>				

	2016-17	41,046
	2017-18	48,717
	2018-19	58,530
4.	<u>NEXT STEPS</u>	
4.1	<p><u>Training</u></p> <ul style="list-style-type: none"> • Crime recording training will continue for all staff. There is a training plan in place for First Point of Contact staff to increase the crime types that they can record as crimes on initial contact. <p>To support the identified issues with violence and serious sexual offences recording this training is being prioritised within the FPOC, with enhanced dip sampling and quality assurance. Data Audit will support this, as they will be conducted bi-monthly to ensure appropriate review.</p> <ul style="list-style-type: none"> • Further training is in the process of being planned with Crime Management Unit staff regarding data quality issues in relation to crime outcomes. 	
4.2	<p>The Timeliness Team will continue to review all Storm logs for the previous 24 hours, and occurrences that have been created straight onto Niche i.e. Public Protection Unit (PPU) occurrences. This practice has and will continue to help improve our NCRS compliance rate.</p>	
4.3	<p>To move to a position where audits are carried out on a monthly basis and feedback provided to staff and officers on errors that are identified.</p> <p>The team have previously invited officers into the department for feedback and development when it has been identified they failed to record crimes correctly. It is intended to continue with this practice.</p>	
4.4	<p>Since receiving the HMICFRS report, the team have set about addressing the identified issues and areas for improvement and remain focused and committed to recording crime accurately and ethically. This will in turn give an improved service to victims and communities and ensure safeguarding is not missed as a result of accurate and ethical crime recording. This will overall assist with improving public confidence in Gwent Police.</p>	
4.5	<p>In order to satisfy HMICFRS at future inspections we will need to achieve 90%-94% compliance.</p> <p>Moving to a position of monthly audits and providing feedback to staff, maintaining crime recording training and introducing more crime types to be recorded at first point of contact will help move us to a position to be able to achieve this.</p>	
5.	<u>FINANCIAL CONSIDERATIONS</u>	
5.1	None	
6.	<u>PERSONNEL CONSIDERATIONS</u>	

6.1	To ensure we are compliant with our obligations under NCRS, officers and staff need to be aware of the requirements of the standards. This is done via the Data Audit team providing training and regular feedback.
6.2	The Data Audit team has increased to a team of 4 auditors to assist with the work required by the department.
7.	<u>LEGAL IMPLICATIONS</u>
7.1	None
8.	<u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u>
8.1	This project/proposal has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group.
8.2	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.
9.	<u>RISK</u>
9.1	In our HMICFRS CDI inspection, the force was graded as 'Requires Improvement'. Due to results of the audits and the below average NCRS compliance rates this matter is still on the risk register, and will continue to be until the NCRS compliance rate increases. This risk receives regular scrutiny by the Chief Officer Team.
10.	<u>PUBLIC INTEREST</u>
10.1	The public have the right to expect that Gwent Police will record all crime ethically and appropriately. This will help to drive public confidence.
10.2	This document is available to the public.
11.	<u>CONTACT OFFICER</u>
11.1	Rhianne Wiltshire – Force Crime Registrar
12.	<u>ANNEXES</u>
12.1	None

For OPCC use only

Office of the Chief Constable

I confirm that **Data Quality of Crimes & Incidents Annual** report has been discussed and approved at a formal Chief Officers' meeting.

It is now forwarded to the OPCC for monitoring purposes.

Signature:



Date: 07.05.19

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:

6/6/19