



**24 November 2021**

## 1. PURPOSE AND RECOMMENDATION

The purpose of this report is to provide information on force crime recording performance for monitoring purposes and 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

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. Improvement work is progressing against the remaining AFI's under the governance of the force Crime Data Integrity Working Group.

### Crime and Data Audit Team

In addition to auditing recording crime performance, since April 2020, the FCR and her team also have responsibility for applying crime outcomes. The rules around Outcomes are also determined by NCRS . These are added by the team at the point of closing a crime to ensure accurate records are maintained. crime.. Data Audit are responsible for applying crime outcomes with a criminal justice disposal (codes CO1 – CO8, CO20-CO21 and CO22). Crimes without this disposal code (CO9-CO18) are applied by the force Crime Management Unit or at the First Point of Contact Centre.

## **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 – to date 25,867

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

Additionally, in 2019, daily crime and incident audits were introduced to review crimes and incidents in specific areas of risk. These review Harassment/Malicious communications incidents, Sexual offences and Stalking incidents, N100's (rape reports) and Anti-Social Behaviour Personal incidents for crime recording accuracy.

Audits completed during 2021 recorded the following results:

January/March- 81%

June- 79%

August- 77%

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 90% and above would be required to achieve a positive HMICFRS inspection outcome.

Audit schedule:

Date Audit conducted	Month of data reviewed	Audit report due
July 2021	June 2021	August 2021
September 2021	August 2021	October 2021
November 2021	October 2021	December 2021
January 2022	December 2021	February 2022
March 2022	February 2022	April 2022

### **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 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%

### **3.3 Outcomes**

Outcomes were introduced by the Home Office to promote a truer picture of how crime is dealt with, and the efforts made by the police to achieve an outcome that is in the interest of the victim and the public. 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%

### **3.4 Performance Improvement Actions.**

The force has 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 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. 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 for all supervisors, officers and staff in a crime recording role, to include 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.

### **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.

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.

Progress against the improvement plan is currently reported bi-monthly to the Head of Continuous Improvement.

#### **Uniform Policing Review- First Point of Contact crime recording reimplementation 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). This was in response to the findings of several high-level reviews and intended to improve crime recording accuracy.

The findings of the review led to commencement of a 12-18 month programme to re-implement crime recording at first point of contact. The aim of the programme is to increase 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 every three months. The following key findings have been identified in the evaluations to date:

- Improving compliance with National Crime Recording Standards,



- Demand remains high in the crime and data audit team,
- Improved clarity and confidence in crime recording at first point of contact,
- Improved process and productivity in the timeliness team,
- Force wide knowledge of national crime recording standards is low.

A number of recommendations have been made following the evaluations. Progress against these are tracked and scrutinised under the governance of the force Crime Data Integrity Improvement Group chaired by the CDI strategic lead.

The reimplementation plan was scheduled to move to stage two in September 2021. However, the First Point of Contact Centre (FPOC) is currently experiencing significant increases in demand for both emergency and non-emergency contacts which in conjunction with increasingly complex and varied demand is resulting in pressure on resources. The current audit levels also suggest that FPOC has not transitioned past the implementation phases of stage one. As a result, Recommendation has been made to remain at stage one of the reimplementation programme with a further evaluation scheduled in December 2021.

### **Victim Services Self-Assessment Inspection**

In February 2021 a new method of internal review was developed and trialled by the force. The aim was 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 in accordance with national standards, and the standards applied to the investigation of reported crimes through a review of investigation case files., a wide-ranging internal Victim Services Self-Assessment inspection was developed and implemented by the force in February 2021.

The overarching review question was: “How good is the force’s service to victims of crime?” To answer this question, an assessment was undertaken to establish the extent to which the force:

- manages incoming calls, assesses risk and prioritises the police response well;
- deploys its resources to respond to victims and incidents in an appropriate manner;

- can trust it's crime recording processes;
- has effective arrangements for the screening and allocation of crimes for further investigation, including consideration of vulnerability and risk;
- carries out a proportionate, thorough and timely investigation into reported crimes, including the extent to which governance provides robust scrutiny; and
- makes sure that it follows national guidelines and rules for deciding the outcome of each report of crime.

The overall service provided to victims of crime was self-assessed as good. A number of recommendations were made to share notable practice and further improve victim service. Improvement against these recommendations is scrutinised under the governance of the force Quarterly Assurance Board chaired by the Deputy Chief Constable.

## 4. COLLABORATION

- Not applicable

## 5. NEXT STEPS

- Continuing to implement the Crime Data Integrity Action Plan through the Crime Data Integrity Improvement Group,
- Allocate appropriate resource to the force Timeliness Team,
- Implement the recommendations of the Victims Services Self- Assessment,
- Increase the amount of crime recorded at First Point of Contact through the reimplementation programme,
- Continue with the force audit regime on a bi-monthly basis and seek to improve the lessons learned from the process,
- Provide further crime recording advice and guidance at force training days which are scheduled to start December 2021,
- Implement CDI champions in the different LPA's to offer advice and guidance to officers and staff within the LPA,
- Create a NCALT package for Crime Recording,
- The Force Crime Registrar is producing a booklet containing crime recording advice for Supervisors/Sergeants.





## 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: (or insert not applicable)
- Media, Stakeholder and Community Impacts:

## 12. REPORT AUTHOR

- Rhianne Wiltshire (Force Crime Registrar)

## 13. LEAD CHIEF OFFICER

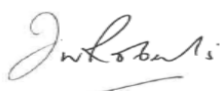
- ACC Ian Roberts

## 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 / is not suitable for the public domain for the reasons stated in 11.3. *(delete as appropriate)*



**Signature:**

**Date: 10.11.2021**

<p><b>Police and Crime Commissioner for Gwent</b></p> <p>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.</p> <p>The above request has my approval.</p> <p><b>Signature:</b></p> <p><b>Date:</b></p>
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