|  |
| --- |
| Data Quality of Crimes and Incidents |
|  |
| Annual COT report 2024 |
| 1. PURPOSE AND RECOMMENDATION   The purpose of this report is to provide information on force crime recording performance for monitoring purposes and OPCC reporting.   1. 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 & Incident Registrar (FCIR) assisted by her Crime Data Integrity Team. The rules about crime recording are governed by Home Office National Crime Recording Standards (NCRS).  HMICFRS  In 2018 HMICFRS’s Crime Data Integrity review found Gwent Police to be ‘requiring improvement’. The review found that 1 in 10 crimes reported to the Force were not being recorded properly. This meant that over 5,100 offences in total every year, including an estimated 1800 violent crimes, 90 sex offences and 1 in every 14 allegations of rape were not recorded properly. This was reported nationally.  . 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 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.  HMICFRS will return to force 2024/2025 to inspect our Crime Data which will include a review of our AFI’s.  Crime Data Integrity Team  The Crime Data Integrity Team commenced July 2023. The team is responsible for ensuring that all crimes are ethically recorded in accordance with the Home Office Counting Rules (**HOCR**) and the National Crime Recording Standard (**NCRS**). It takes a victim focused approach in line with the Victims' Charter.  The Unit consists of the former Data Audit Team, Timeliness Team and the Crime Management Unit which are managed by the Force Crime Registrar, all part of the Continuous Improvement Department structure with line management through the Chief Superintendent.   1. ISSUES FOR CONSIDERATION   **3.1 NCRS Compliance.**  The force has recorded the following numbers of crime over the past 5 years:   * 2019 - 2020 - 57,152 * 2020 - 2021 - 48,633 * 2021 - 2022 - 54,649 * 2022 - 2023 - 58,423 * 2023 - 2024 - 58,055   The Data Audit team conduct crime audits to assess crime recording accuracy and compliance with NCRS. Quarterly audits of a sample of 100 Niche occurrences are undertaken to establish adherence with crime recording rules.  **Quarterly NCRS audit data sample**   |  |  |  | | --- | --- | --- | | **Offence type** | **Home Office sample size – (quarterly)** | **Gwent’s sample** | | Sex offences including rapes | 141 | 10 quarterly | | Violence with injury | 334 | 30 quarterly | | Robbery | 40 | 10 quarterly | | Drugs | 202 | 10 quarterly | | Burglary | 275 | 10 quarterly | | Theft | 349 | 10 quarterly | | Criminal damage & Arson | 314 | 10 quarterly | | Miscellaneous crime types | 123 | 10 quarterly | | Crime Outcomes | 100 | 100 quarterly |   Additionally, daily audits are conducted to review crime and incidents audits in specific areas of risk.   |  |  |  | | --- | --- | --- | | All sexual offences | Approx 15/20 per day | Data Audit | | Burglary | Approx 15/20 per day | Data Audit | | GBH | Approx 15/20 per day | Data Audit | | Malicious Communications/conduct crimes | Approx 15/20 per day | Data Audit | | N100’s | All occurrences recorded daily | Data Audit | | ASB Personal | All Storm incidents | Timeliness Team | | ASB Nuisance | All Storm incidents | Timeliness Team | | ASB Environmental | All Storm incidents | Timeliness Team | | Force DMM | Every day | Data Audit/ Timeliness Team | | Occ’s created without Storm | Every day | CMU/Timeliness |   NCRS Audits completed during 2023 recorded the following results:   * March 2023 - 88% * July 2023 - 91% * October 2023 - 90% * **February 2024 – 97%**   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 95% and above would be required to achieve a positive HMICFRS inspection outcome.  **Since the report was submitted in April 24, the current NCRS audit has been completed and a compliance rate of 97% was achieved.**  2024/2025 Audit schedule:   |  |  |  | | --- | --- | --- | | **Date Audit conducted** | **Month of data reviewed** | **Audit report due/CDI working group meeting** | | December 2023 | October 2023 | January 2024 | | April 2024 | February 2024 | May 2024 | | July 2024 | May 2024 | August 2024 | | October 2024 | August 2024 | November 2024 | | January 2025 | November 2024 | February 2025 | | April 2025 | February 2025 | May 2025 | | July 2025 | May 2025 | August 2025 | | October 2025 | August 2025 | November 2025 | | January 2026 | November 2025 | February 2026 |   **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:   * March 2023 - 96% * July 2023 - 86% * October 2023 – 86%   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:   * March 2023 – 95% * July 2023 – 85% * October – 2023 – 86%   **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’ and the Crime Management Unit 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. Also, further training has begun for all CDI staff for crime recording. 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.   **Crime Data Integrity Working Group**  A force Crime Data Integrity working group was founded in August 2020. This is chaired by the Force Crime Registrar. 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. One of the main focuses of this group is to share audit findings with them and for each attendee to have the focus on improving the CDI compliance in their areas.  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.  **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 its 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.   1. COLLABORATION  * Not applicable  1. 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. * Continue with the force audit regime on a quarterly 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 LPA. * Maintain and increase the high standard of Crime Recording and continue to improve our NCRS compliance rate.  1. FINANCIAL CONSIDERATIONS   None   1. PERSONNEL CONSIDERATIONS   None   1. LEGAL CONSIDERATIONS   None   1. EQUALITIES & HUMAN RIGHTS CONSIDERATIONS    * This report 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.    * 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. 2. 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.  1. 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: N/A 2. REPORT AUTHOR    * Rhianne Wiltshire (Force Crime & Incident Registrar) 3. LEAD CHIEF OFFICER    * DCC Mark Hobrough 4. ANNEXES    * Nil 5. GOVERNANCE BOARD AND CHIEF OFFICER APPROVAL   This report has been presented to the following Chief Officer board:  **Operational Performance Board**  Meeting chaired by:  **ACC Nicky Brain**  Meeting date:  **30.04.2024**  Actions and amendments arising from meeting:  **N/A**  This report has been presented to the following oversight board:  **Scrutiny Executive Board**  Meeting chaired by:  **DCC Mark Hobrough**  Meeting date:  **07.05.2024**  Actions and amendments arising from meeting:  **Include note to highlight compliance rate increase to 97%.**  I confirm this report has been discussed and approved at a formal Chief Officers’ meeting.  Meeting chaired by:  **CC Pam Kelly**  Meeting date:  **15.05.2024**  I confirm this report is suitable for the public domain.    **Signature:** **Date: 15.05.2024** | | |
|  | | |