

Performance and Resources Scrutiny Programme 2020

Report to: The Office of the Police, Fire and Crime Commissioner for Essex

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1.0 **Purpose of Report**

To provide a quarterly update in relation to the progress of Crime Data Accuracy (CDA) of Essex Police.

2.0 **Recommendations**

For the board to consider and note the contents of this report.

3.0 **Executive Summary**

- Essex Police has continued to build and make further progress with regards to the accuracy of crime recording compliance during this period of reporting, with crime recording compliance rates remaining high throughout this quarter.
- The Strategic Force Crime and Incident Registrar and his team have continued to promote and reinforce the importance of accurate crime recording. They have done this through a blend of communication strategies, including personal visits throughout the force to frontline officers and police staff at various police stations throughout the county.

- Bespoke presentations have also been delivered to senior officers who operate within the Serious Crime Directorate and the Crime and Public Protection Command.
- Important and consistent messages were delivered to the respective forums with an emphasis being placed on the correlation between accurate crime recording, 'getting it right first time', and the importance of ensuring that victims continue to sit at the core of everything we do.
- The force currently conducts a number of their own internal audits, these are conducted by the CDA Audit Team, which is led by one of the two Deputy Force Crime Registrars. The audits are agreed at the CDA Board and overseen by Deputy Chief Constable Mills. The audits take account of where the greatest risk for the force may sit. The results allow the force to direct its focus and resources in the most efficient and effective manner.

During this period of reporting the Audit Team closely examined whether crimes were being finalised correctly, and whether the correct outcomes were being applied in accordance with the Home Office Counting Rules. The audit discovered that in most cases the correct outcomes had been used. However, in a number of cases, insufficient rationale was being recorded to justify why a particular outcome had been applied during the finalisation process.

The Audit Team also examined the responses made by victims during the risk assessment process which is completed when an officer attends the scene of a domestic abuse incident. The audit revealed that in some cases, officers were failing to recognise that additional crimes needed to be recorded.

Section four of this report sets out how the force is addressing the areas for improvement.

- The additional support that has been provided to the Crime and Public Protection Command (C&PP) by the CDA Team during the last quarter has clearly been of benefit, with a significant and consistent improvement being witnessed in their crime recording compliance rates.
- The Force continues to benefit from the support provided by the NCRS Support and Review Team (NSRT). Their experience and ability to effectively and quickly quality assure crime recording decisions remains essential in ensuring the standard of crime recording is maintained at the highest level. Significantly, their tenure has recently been approved until the 31st March 2021.
- From the 1st April 2020, the force will formally adopt the use of Outcome 22 as an option to finalise certain investigations. Outcome Type 22: ***Diversions, educational or intervention activity, resulting from the crime report, has been undertaken and it is not in the public interest to take any further action.***

Introduction / Background

This report provides an overview of the Essex Police CDA strategy and the progress that has been made against the CDA Improvement Plan. It also sets out how the force intends to sustain its high compliance rates and commitment to always put victims at the forefront of crime recording arrangements.

4.0 Current Work and Performance

4.1 Performance

4.1.1 Internal Audit NCRS Support and Review Team (NSRT)

The NSRT continue to provide frontline support and a quality assurance (QA) function to support the Force in improving CDA.

The results of the audits conducted by the NSRT are supplied to the Performance Analysis Unit (PAU). The PAU are then responsible for analysing the data. Their analysis helps inform the respective senior managers to identify those individuals and teams responsible for the greatest volume of errors during the crime recording process. It also allows respective managers to provide constructive feedback to individual officers and assist them to improve in this critical area of their business. The results are then included in the Force Balanced Scorecard.

Table 1 below shows the incidents reviewed by the NSRT and compliance for the last quarter

Month	Incidents Reviewed			Compliance Rate
	Pass	Fail	Total	
Dec	3064	673	3737	82%
Jan	3367	957	4624	79%
Feb	3432	997	4429	77%

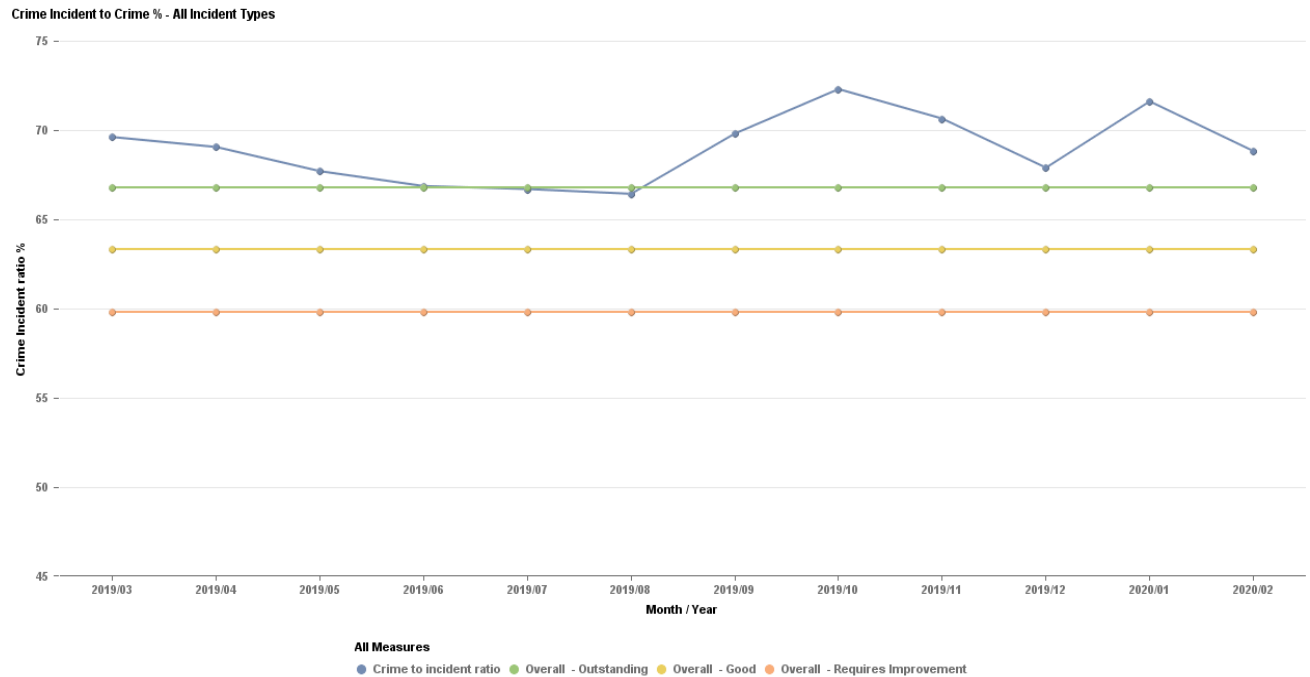
Table 1 – Overview of incident reviews undertaken by NSRT

Essex Police is continuing to track crime recording performance by closely monitoring and analysing the percentage of crime incidents, which subsequently result in the recording of a crime. This proxy measure tracks those reports received by the Force Control Room (FCR) and entered as a crime incident onto the Command and Control system (STORM), which following the resolution of the incident, result in the formal recording of a crime.

It is essential that Essex Police continues to track crime recording performance. Having a high incident to crime ratio provides us with a good indication that our crime recording

compliance is being maintained to a very high standard. Failures in accurate crime recording can increase the risk to victims and the community of the denial of justice and may ultimately imperil public safety.

Table 2 Percentage of Crime Incidents subsequently recorded as a crime



4.1.2 Accessibility and Visibility of CDA Team

During this quarter, the Strategic Force Crime & Incident Registrar and team have continued to deliver key messages and provide support and help to frontline officers and police staff who have responsibility for crime recording by visiting police stations and other commands throughout the county. This has included:

- Providing practical advice to the supervisors who work within the Resolution Centre (formally known as the Crime Bureau), through a series of ‘Drop In’ sessions with team leaders, call takers and desk-based investigators.
- On the 26th February 2020 the Strategic Force Crime and Incident Registrar and a Deputy Force Crime Registrar delivered a presentation at a meeting which was attended by the majority of Senior Investigating Officers who work within the Serious Crime Directorate.
- This was followed closely on the 5th March 2020 with a presentation to the Crime and Public Protection Command senior officers, which was attended by the head of the Crime and Public Protection Command and over forty senior members of his team.

- The presentations were designed to reinforce the importance of accurate crime recording and the need to place victims at the core of everything we do.

Key messages were delivered, with an emphasis being placed on:

- The importance of finalising crimes in accordance with the HOCRs and ensuring that an appropriate outcome had been assigned to the investigation;
- The level of supervision and the requirement for close scrutiny of the risk assessment process for the victims of Domestic Abuse;
- The supervision of reports of rapes that are made by persons acting on behalf of the victim. (Third Party Professional Reporting)

The continued visibility and access to the CDA Team has allowed the team to emphasise the importance of accurate crime recording. To reinforce the need to ensure that victims remain at the forefront of everything we do, and the importance of getting crime recording right at the first point of contact.

The Strategic Force Crime and Incident Registrar has also delivered a briefing PowerPoint to all Sergeants and Acting Sergeants throughout the force. With a request to brief and cascade the importance of ensuring that the responses made to be police officers at the scene of a Domestic Abuse Incident are carefully scrutinised and where appropriate crimes are recorded in accordance with HOCRs.

4.1.3 Support to Crime & Public Protection Command

During this quarter, the Strategic Force Crime & Incident Registrar and members of the CDA Audit Team have continued to provide additional support to the Crime and Public Protection Command (C&PP) to assist them with their crime recording processes.

Previously, this included the CDA Audit Team conducting concentrated audits which provided the auditor an opportunity to inform supervising officers within the C&PP Command where best to concentrate their efforts and provide support and learning to improve quality.

Built on the success of an improving picture within the (C&PP) the concentrated audit process has now been reduced to dip sampling some of the records that enter the C&PP domain. The results of the dip sampling process throughout this quarter has identified that the excellent crime recording compliance has been maintained.

A meeting between the Strategic Force Crime and Incident Registrar and the head of C&PP command has already taken place, with other meetings already diarised. This is to ensure that the momentum gained in this critical area of Crime Data Accuracy is maintained moving forward.

4.1.4 Support to the Resolution Centre

As previously described in the body of this report the CDA Team have provided practical advice and instruction to a number of the Resolution Centre staff.

The Resolution Centre sits between the Contact Management Command and frontline officers. It delivers a vital service to members of the public on a number of fronts. It has a variety of functions but is ostensibly designed to filter reports of low-level crime. Identify crimes and incidents of low magnitude which can be resolved without the allocation to front line officers. It also provides an end to end service to victims of crime and ensures they receive the most appropriate care and advice available to them.

The Resolution Centre plays a key role in the recording of crime. It is important that Resolution Personnel have a sound understanding of the crime recording rules, and the link between accurate crime recording and victim care.

Quite often, for the victim of a crime it will be the first time that they have had any contact with the police service. Some of the individuals who report crimes through the Resolution Centre are vulnerable and will undoubtedly require support and advice from the appropriate service.

Further arrangements have now been set in train to increase the accessibility and visibility of the CDA Team through a series of inputs at training days and drop in sessions.

4.1.5 Crime Outcomes

Crime Outcomes form an important part of ensuring that the victim's needs have been properly assessed, and where appropriate they have been provided with the necessary support and help. The outcome framework provides greater transparency on how **all** notifiable crimes recorded by the police are dealt with.

The application of outcomes falls under the umbrella of the Home Office Counting Rules (HOCRs). HOCRs dictate that all recorded crimes will be assigned an outcome.

An internal audit carried out by the CDA Audit Team looked to examine whether the appropriate outcomes were being applied correctly, and whether they had been finalised in accordance with national standards.

The audit examined 372 records, the wrong outcome had been applied in 48 of those by officers at the point of finalisation. The audit also revealed that in some cases that there was a lack of supervisory oversight being applied throughout the process and that:

- Sixty-seven percent of victims had been kept updated with regards to the finalisation process, and,
- In 88% of the cases a rationale had been recorded for the reason in applying the outcome;

The Strategic Force Crime & Incident Registrar is continuing to work closely with the respective LPA Commanders and Senior Officers throughout the force to ensure that supervising officers understand and appreciate the importance of ensuring that the appropriate outcome is applied to the recorded crime.

In addition, support continues to be provided by a number of outcomes CDA SPOCs who have been appointed by the respective LPA Commanders. They all play a crucial role in offering support to their respective colleagues with regards to the application of outcomes and the quality of the finalisation process.

4.1.6 Outcome 22

In April 2019, Essex Police took the decision to adopt (on a voluntary basis) a new outcome which was designed to recognise legitimate, formal early intervention, diversion and education schemes and programmes.

This is now recognised as Outcome Type 22: ***Diversionary, educational or intervention activity, resulting from the crime report, has been undertaken and it is not in the public interest to take any further action.***

Forces nationwide, in support of national strategy, community support and demand management, work more and more with partners to identify opportunities to take early action to reduce the likelihood of reoffending. Often, the most effective way of achieving this is **not by pursuing a prosecution**, or traditional out of court disposal for crimes the suspect has committed. The formal introduction of outcome 22, when appropriate, will now allow for this to happen.

From April 2020 forces have been mandated to adopt the use of this new outcome. This force will adopt Outcome 22 as a useful method of finalising some of their crimes. The force has already been closely monitoring the use of Outcome 22 since it was voluntarily introduced through its own internal audit processes. Generally, the outcome is being used correctly and in accordance with the HOCs.

4.1.7 Learning and Development Team

The dedicated CDA Training Team continues to play a pivotal role in the delivery of CDA training. The Strategic Force Crime and Incident Registrar has been working closely with the Learning and Development Operations Manager and the CDA Training Team to maximise and prioritise the input of CDA training throughout the force.

Despite the abstractions encountered within the team during the last quarter, the focus on delivering CDA training to Sergeants and Probationers training has remained a priority.

The CDA training team strength remains as being two trainers whilst the third trainer has returned to work and is completing recuperative duties within a staged to full hours.

This is being carried out in line with the attendance management procedure and it is anticipated that full duties will be resumed by the end of March 2020.

Training delivery continues to progress well with 77% of the sergeant audience group having now completed the training; 744 out of the 970 officers.

One hundred and seventy-four probationer constables have completed the IPLDP one day course.

Forty-four tutor constables have received CDA training with the remaining tutors being booked on to the courses by RMU.

Other commitments that continue to be met include:

- short inputs to the Initial Police Learning and Development Programme (IPLDP) courses and
- similar inputs on courses such as the Investigating Officers Course and Initial Crime Investigators Development Programme (ICIDP).

Everything continues to be delivered in line with the exception plan presented to the CDA Force Board and approved by DCC Mills.

5.0 Implications (Issues)

As described in the body of this report.

5.1 Links to Police and Crime Plan Priorities

Crime Data Accuracy links directly to the priorities set out in the Police and Crime Plan to ensure we accurately record crime, identify areas of under reporting, ensure victims have access to support services and build trust and confidence in our force.

5.2 Demand

Demand will continue to have an impact on the level and the accuracy of crime recording compliance. It is likely that demand will continue to increase as more victims' report crimes to police and the onus placed upon the police to record crimes in accordance with the Home Office Counting Rules. This force will continue to monitor the demand placed upon it and any impact that has with regards to crime recording compliance.

5.3 Risks/Mitigation

There is a risk recorded on the Essex Police Strategic Risk Register relating to Crime Data Accuracy. This risk was reviewed at the Crime Data Accuracy Board chaired by the Deputy Chief Constable on the 10th February 2020.

5.4 Equality and/or Human Rights Implications

None.

5.5 Health and Safety Implications

None

6.0 Consultation/Engagement

Crime Data Accuracy Board Members.

7.0 Actions for Improvement

The Strategic Force Crime and Incident Registrar and his team are continuing to focus and concentrate their efforts on maintaining an outstanding level of crime recording compliance throughout the force.

Victims remain at the forefront of everything we do. The force is continuing to ensure that front line officers and all staff involved in crime recording, fully understand the correlation between accurate crime recording and how failures to record properly can increase the risk to victims and the community and how the denial of justice and may ultimately imperil public safety.

The CDA Team will continue to maintain their visibility and accessibility to the rest of the force. They will also provide advice and support to all staff who are involved in and have responsibility for recording crime.

Based on the results of the Audit Team's internal audit processes, a concentrated focus will continue to be placed upon:

- Scrutinising the outcomes process conducted by sergeants, and providing further support officers who are involved in this process;
- Examining the quality of risk assessments conducted on victims who have been subjected to Domestic Abuse, to ensure they receive the appropriate support and help;
- Assessing the impact of the delivery of CDA training, caused by a reduced trainer capacity;
- Maintaining, and raising the profile of the CDA Team.

8.0 Future Work/Development and Expected Outcome

The force is continuing in its quest to maintain the high standards it has set with regards to accurate crime recording. It is vital that victims who have experienced harm should receive appropriate support and be directly involved in the design of

their services. To achieve this, officers must understand that everyone who reports a crime should be kept informed and updated about their case.

Against this backdrop the team will continue to apply proven audit methods in order to identify performance trends. They will also work alongside the CDA Training and Development Team to identify and deliver appropriate training to ensure officers are provided with the necessary support and advice to make sure that we get crime recording right at the first point of contact.

Working to the revised CDA Improvement Plan, the Strategic Force Crime & Incident Registrar and his team will continue to raise their profile and increase their visibility and accessibility to frontline officers and staff.