



To: Business Coordination Board

From: Chief Constable

Date: 22 June 2017

CRIME DATA INTEGRITY (CDI) UPDATE

1. Purpose

1.1 The purpose of this report is to update the Business Coordination Board (the “Board”) on the recent Crime Data Integrity inspection by Her Majesty’s Inspectorate of Constabulary (HMIC) and on Cambridgeshire Constabulary’s (the “Constabulary”) progress with work to continue to improve the service provided to the public by ensuring the correct and consistent application of the National Crime Recording Standards (NCRS).

2. Recommendation

2.1 The Board is recommended to note the contents of this report.

3. Background

3.1 The Home Office Counting Rules (HOCR) were established in their current form in 1998 and the National Crime Recording Standard (NCRS) was implemented in 2002. Together they provide a clear and simple framework and set of rules for the sound and consistent recording of crime by the police.

3.2 Police force crime data are reported to the Home Office and published by the Office for National Statistics, along with other independent data from the Crime Survey for England and Wales, to provide as clear as possible a picture of the levels of crime. For several years prior to the 2014 inspection, these national data sets have shown significant reductions in crime during a time when the rules and standards governing crime-recording practice had been tightened. Whilst this was very welcome, there

remained appreciable public concern that real crime levels were not truly represented in the statistics, particularly those recorded by police forces.

- 3.3 The national 2014 Crime Data Integrity inspection examined and assessed the integrity of crime data in each force, focussing on three broad themes: leadership and governance; systems and processes; the people and skills involved. Consideration was given to how each force applied the recording standards; how police culture and behaviours affected recording; how victims of crime were being served by police crime-recording practices; and how the police used out-of-court disposals such as cautions, cannabis warnings, community resolutions and penalty notices for disorder when dealing with offenders.
- 3.4 The commentary in the 2014 inspection report specifically noted the following. HMIC found that chief officers promoted compliance with Home Office Counting Rules (HOCR), encouraging a victim-centred approach. HMIC also reported that they found that frontline staff, including call-takers, understood the importance of meeting the needs of the victim when considering crime recording and investigation, and that they were polite, professional and helpful.

4. 2017 Crime Data Integrity Inspection

- 4.1 HMIC carried out their latest Crime Data Integrity inspection between November 2016 and January 2017. The report was published on 15 June 2017.
- 4.2 The inspection was designed to enable judgments to be made of force performance against three questions, with an overall judgment. The 2017 judgements are given in the table below.

Question	Judgment
How effective is the force at recording reported crime?	Requires Improvement
How efficiently do the systems and processes in the force support accurate crime recording?	Good
How well does the force demonstrate the leadership and culture necessary to meet the national standards for crime recording?	Outstanding
Overall Judgment	Requires Improvement

- 4.3 The report identified 6 areas for improvement for the force. These are:
- The Constabulary should ensure that the diary appointment system is only routinely used for reports of less serious crime and that serious matters such as rape and domestic abuse are not resolved using this process, unless in exceptional circumstances in line with the victim’s wishes, and ensuring safeguarding needs are met.
 - All reports of crimes deemed suitable for a diary appointment are recorded at the first point of contact.

- The Constabulary satisfies itself as to the effectiveness of its recently introduced arrangements to record all reports of crime at the first point that sufficient information exists to do so, and in any event within 24 hours of receipt of the report. In particular, it should satisfy itself as to the suitability and effectiveness of the supervisor in the force control room responsible for providing oversight of domestic abuse related crime recording decisions.
- The Constabulary should develop and operate procedures for the effective supervision of crime recording decisions throughout the whole Constabulary.
- Where necessary, officers and staff should use language line in order to provide the best possible service to victims who do not speak English as their first language.
- The Constabulary should improve how it collects diversity information from victims of crime and how it uses this to inform its compliance with its equality duty.

4.4 The Constabulary maintains a Crime Data Integrity action plan, which is delivered through the force's Crime Data Integrity Working Group. This action plan has been revised to address the new areas for improvement, with progress monitored on a monthly basis. This rigorous approach contributed to the judgment of outstanding for the leadership demonstrated by the force.

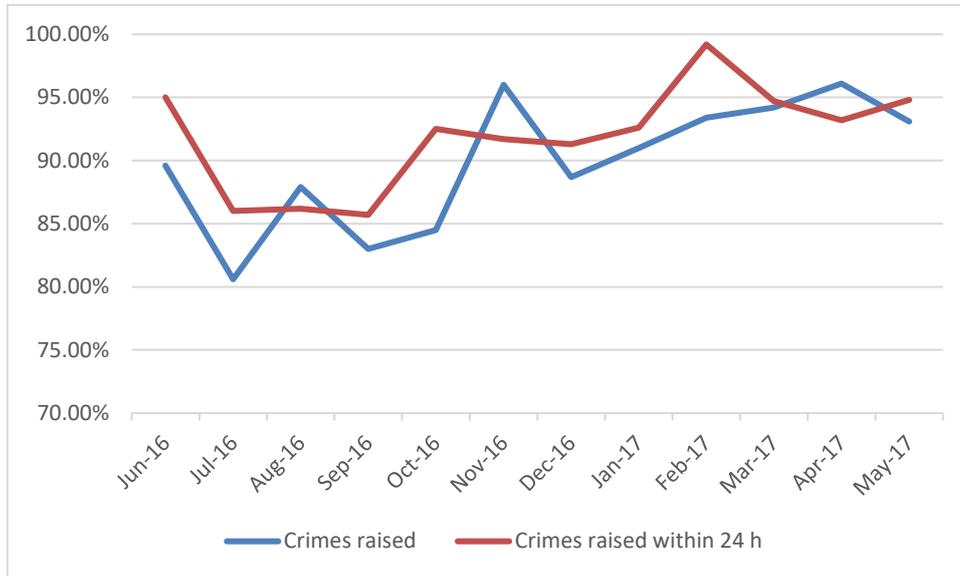
4.5 The inspection report focused on historic data from 2016. Since that date, the force has continued to see improvements in NCRS compliance.

5. Current Position

5.1 The force produces monthly compliance data as a result of auditing by Information Standards, which is reviewed by the Working Group. The table below shows the data from May 2017.

	Incidents reviewed	Crimes required	Crimes recorded	Crimes recorded pass rate	Within 24 hours	24 hour pass rate
Force	250	145	135	93.1%	128	94.8%

5.2 The graph below shows progress in the last 12 months, based on findings from the Information Standards internal audit of 250 incidents per month.



5.4 The Force Control Room operates a review team who are specifically tasked with reviewing high risk incidents to ensure that crimes have been raised appropriately and, where they have been missed, that service recovery actions are implemented.

6. Recommendation

6.1 The Board is recommended to note the contents of this report.

BIBLIOGRAPHY

<p>Source Documents</p>	<p>Crime Data Integrity: An Inspection of Cambridgeshire Constabulary, HMIC (2014) http://www.justiceinspectorates.gov.uk/hmic/wp-content/uploads/crime-data-integrity-cambridgeshire-2014.pdf</p> <p>Crime Recording: Making the Victim Count, HMIC (2014) http://www.justiceinspectorates.gov.uk/hmic/wp-content/uploads/crime-recording-making-the-victim-count.pdf</p> <p>Cambridgeshire Constabulary: Crime Data Integrity Inspection, HMIC (2017) http://www.justiceinspectorates.gov.uk/hmic/publications/cambridgeshire-crime-data-integrity-inspection-2017/</p>
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