



WEST YORKSHIRE POLICE AND CRIME PANEL

14 June 2019

Crime Data Integrity HMICFRS

1.0 Purpose

- 1.1 The Police and Crime Panel asked for an update on Crime Data Integrity (CDI) when the HMICFRS inspection was completed.
- 1.2 This report provides information in relation to the inspection and our current position with the overall change initiatives taking place across the organisation. The recent publication of the HMICFRS Inspection of Crime Data Integrity for West Yorkshire Police (WYP), provides their detailed independent assessment. A copy of this report is attached.

2.0 Introduction

- 2.1 In 2014 Her Majesty's Inspectorate of Constabulary (HMIC) carried out an inspection into the way the 43 police forces in England and Wales record crime data, with a view to establishing whether police recorded crime information could be trusted. A report published on 28th August 2014 on the inspection of West Yorkshire Police, stated the compliance was poor at 67%.
- 2.1 In response, between 2014/18, West Yorkshire Police introduced a programme of change to improve compliance with National Crime Recording Standards (NCRS). Since the last comprehensive update, provided in a report to the Police and Crime Panel in 2016, the following further measures have been implemented:
 - Introduction of the Force Crime Management Unit (FCMU), incorporating Crime Data Integrity (CDI), including directly recorded crime, CDI review of all recorded crimes at the point of allocation, and a finalisation team who oversee application of outcomes.
 - Formalisation of the dedicated CDI audit team as part of the Office of the Force Crime Registrar (OFCR) and the introduction of an inspection regime incorporated within the role. Audit results fed back to officers in a timely manner for performance management by district/departmental supervisors.

- Introduction of an Annual Audit Plan to measure progress and highlight risk.
- Development of an online “i-Learn” resource for all staff across the service.
- Centralisation and professionalisation of an Independent Decision Making function for cancellation of crime and specialist outcomes.
- Set up of a dedicated telephone helpline.
- “Ask the Force Crime Registrar” forum created.
- Dedicated FCR Avatar and branding of the Office of the Force Crime Registrar (OFCR).
- Procurement of additional STERIA and NICHE software (computer systems used by WYP) to assist officers and staff to achieve compliance.
- Poster, screensaver, video campaigns to support key messaging.
- The OFCR has developed and delivered bespoke training products for a variety of front line and specialist departments, in person and video conference.
- Force-wide process review of interaction with partners in Safeguarding and introduction of revised processes, supported by training.
- Embedding of CDI into the Safeguarding Governance Board.
- CDI included in Local Accountability Meetings.
- Introduction of a force-wide Professional Development Review (PDR) objective specifically written to drive CDI compliance.

3.0 West Yorkshire Police Audit and Inspection

- 3.1 In December 2018 the HMICFRS conducted a statistically significant audit and inspection of the force crime recording arrangements. This was the first visit since the 2014 result and examined crime reports received between 1st March and 31st August 2018.
- 3.2 The attached report on the inspection of West Yorkshire Police was released on 16th May 2019. West Yorkshire Police is now one of only two forces, and the first Metropolitan force, from the 34 inspected so far in this programme of inspection, that have been judged as achieving a grade of **OUTSTANDING**. An overall compliance rate of 95% was achieved (with a confidence interval of +/- 1.64 percent). This was the aspirational target set by the WYP Gold group in 2017 and supported by the Police and Crime Commissioner.
- 3.3 HMICFRS concluded that WYP has made substantial progress to achieve a high standard of crime-recording accuracy and that victims are at the forefront of the WYP’s crime-recording arrangements.
- 3.4 Summary of the findings and best practices were:
- The force completed all the recommendations from the 2014 report and from the National Action plan developed in 2014 to improve crime recording.
 - The leadership team in West Yorkshire Police were found to be committed to good crime recording, setting a culture where officers and staff fully understand the importance of crime recording by introducing a Chief Officer-led gold group which sanctions and oversees Crime Data Integrity (CDI) work and a CDI performance management framework.

- The force has used Innovative communication methods to provide officers and staff comprehensive training and to share important messages.
- Effective supervisory oversight, including a feedback system, for officers and staff to learn the correct requirements for future crime recording decisions.
- The Force Crime Registrar (FCR) are visible, accessible and actively promote good crime-recording standards across the force.
- The force is determined to get crime recording right, to understand clearly how Crime affects its communities and to respond appropriately to this demand.
- The force have a culture in which officers and staff fully understand the importance of crime recording.
- The force have an audit and inspection team to conduct reviews into areas of risk.
- The force adopt a victim centred approach to crime recording

3.5 Whilst no formal Area for Improvement's (**AFI's**) or concerns were raised, HMICFRS confirmed areas, known to WYP, whereby improvements should be sought. WYP were positively acknowledged within the report for their immediate response to some of the issues raised during the inspection.

3.6 These areas being:

- The force is to ensure that it records all third-party professional reports at the first point of contact.
- The force is to improve its recording of crimes associated with Modern Slavery.
- To improve a better understanding of the principal crime rule, to only record the most serious crime which the same offender has committed against the same victim.
- To improve understanding and awareness and apply changes made in April 2018 to the recording requirements for Stalking and Harassment.
- The force have sought to improve how quickly it records reports of Violence and Sexual Offences.
- The force have reviewed its systems and processes to make sure it identifies and records all reports when more than one offence is disclosed.
- The force to have oversight of the crime-recording requirement for Crime Investigation transferred onto standalone systems.

3.7 These have been included in a revised CDI improvement plan 2019-2020.

4. OPCC Oversight

4.1 Accurate recording of crimes is a technical issue, with criminal offences classified under a multitude of complex sub-divisions within the Home Office's counting rules. However, producing credible crime statistics is not just a matter of good housekeeping. Publishing accurate figures allows for meaningful comparison of performance against other forces, helps West Yorkshire Police fully understand trends in the demand placed on their service, and assures victims and the public that the correct response is being provided for crimes occurring in their communities.

- 4.2 The recording of crime is also an important issue in my reporting back to the Panel on West Yorkshire Police's performance through our Delivery Quarterly reports. There have been times during the past three years when I have had to report back on double-digit increases in recorded crime volumes, and have needed to reassure the panel of the role that the 'CDI effect' has played in these increases.
- 4.3 Since the publishing of HMIC's last inspection report on CDI at West Yorkshire Police, I have prioritised having OPCC representation at Gold Group meetings where the force have co-ordinated their work on crime recording. This oversight has reassured me of the strong commitment the force made to accurate recording under the leadership of T/CC Robins, and latterly T/DCC Foster. Over this period, the OPCC have witnessed the embedding of strengthened processes and culture around crime recording. This is work which has led to improvements at the Customer Contact Centre, at District Control Rooms, and within individual Neighbourhood Police Teams. The great step forward we have witnessed in improving the organisation's commitment to the delivery of accurate crime recording means that that the 'Outstanding' grading does not come as a surprise.

5. **HMICFRS RESULTS - May 2019**

5.1 Audit

Overall - all crime

- Actual recording accuracy: **94.6%**
- Actual confidence interval: **+/-1.64 %**

Violent Crime

- Actual recording accuracy: **93.8%**
- Actual confidence interval: **+/-2.77%**

Sexual Offences

- Actual recording accuracy: **98.8%**
- Actual confidence interval: **+/-1.61%**

All other Offences

- Actual recording accuracy: **95.6%**
- Actual confidence interval: **+/-1.63%**

5.2 Overall Judgement – “**Outstanding**”

- How effective is the force at recording reported crime?
Graded: **Good**

- How efficiently do the systems and processes in the force support accurate crime recording?

Graded: **Good**

- How well does the force demonstrate the leadership and culture necessary to meet the National Standards for Crime recording?

Graded: **Outstanding**

6.0 Conclusion

6.1 HMICFRS acknowledged:

“The force has made excellent progress in improving its crime recording standards since our 2014 inspection.

The leadership shown has created a cultural change regarding the importance of crime recording among officers and staff. This has made sure that more victims receive the service which they are entitled to and have access to support and safeguarding where required.”

7.0 Police and Crime Commissioner’s Press Release from Thursday 16th May

- 7.1 “I am delighted that West Yorkshire Police have been awarded this outstanding grading for the way it records crime and I would like to thank all the police officers and staff who have worked so incredibly hard to make this happen.
- 7.2 “It’s so important that people know when they report crimes they are being recorded correctly and that they are getting the right support, which this report demonstrates.
- 7.3 “The sustained improved recording practices now in place across West Yorkshire mean we are getting a clearer indication of the problems and where they are occurring.
- 7.4 “Investment into ensuring crime recording is accurate, coupled with the significant hard work by West Yorkshire Police, led by Temporary Chief Constable John Robins, means that they are only the second force to be recognised in this way, which is a significant achievement especially against the backdrop of the challenges being faced as compared to other similar forces in England and Wales.
- 7.5 “West Yorkshire Police have acted on recommendations for improvement from the HMICFRS in a previous report and collectively officers and staff have ensured this outstanding rating, with a continued overview from me and the Office of Police and Crime Commissioner.
- 7.6 “I join HMICFRS in commending and congratulating WYP for their hard work and commitment in putting victims at the forefront of what we are doing and encourage the HMICFRS to ensure their work continues to achieve a level playing field.”

8.0 Letter from the Policing Minister

- 8.1 On 29th May 2019 the PCC received a letter from Rt Hon Nick Hurd MP, Minister of State for Policing and the Fire Service. In this correspondence he stated that he was delighted to see that West Yorkshire achieved an overall grade of Outstanding and wanted to take the opportunity to acknowledge the positive leadership shown and to thank all officers and staff who have worked hard to provide an improved service to the victims of crime and local communities.
- 8.2 He 'noted the reports commentary on the engaging and innovative training programme in place and on agile and effective systems that allow mistakes to be swiftly addressed
- 8.3. The letter also highlighted that it was vital that crime statistics were as accurate as possible to so that victims and the public can have confidence in the police and he said that these improvements will make an important contribution to this objective
- 8.4 A reply to this letter is being progressed, outlining what steps the force plans to take to ensure this 'notable improvement' is sustained and how we will share good practise to help other forces make similar improvements.