Committee(s): Police Performance and Resource Management Sub Committee	Date(s): 9th September 2013	Item no.
Subject: City of London Police – Internal Review of Police Crime and Incident Data		**Public**
Report of: Commissioner of Police POL 37/13		**For Information**

Summary

As part of an ongoing programme to provide assurance that the City of London Police is using effective and efficient processes to deliver Policing Services, an internal review of Data Quality within Command & Control and the Crime Management Unit (CMU) was carried out.

The review was undertaken by an external team who had previously worked for Her Majesty's Inspectorate of Constabulary (HMIC) on Data Quality inspections. They focused on the core areas of Governance and Leadership; Policies, Plans and Strategies; Systems and Processes; People and Skills and Data Use and reporting.

The audit conducted on the Data Quality processes has highlighted many areas of good practice including, strong leadership by the Commissioner, Assistant Commissioner and senior managers; timely review of strategies, policies and Standard Operating Procedures (SOPs); an impressively high standard of capturing reports of crime; significant improvement in identifying repeat or vulnerable callers regarding Anti Social Behaviour (ASB) and that the Force Crime Incident Registrar provides strong challenge appropriately. There were also some areas identified that require improvement, including, initial recording by frontline staff and a more proactive approach to the use of Restorative Justice. An internal action plan has been created to track the implementation of the improvements and these will be delivered by December 2013.

Members may wish to note that the Sub-Committee does not have a remit to hold the Force to account for the outcome of internal reviews.

Recommendations

It is recommended that Members receive this report and note its contents.

<u>Main Report</u>

Background

1. The Force recognises the importance of continuous improvement and as part of this, a programme of internal reviews has been put in place which is being co-ordinated and facilitated by Strategic Development. This includes reviews on areas of business that are critical to the delivery of the policing plan, or are associated with a known risk.

2. The Data Quality review was commissioned as part of the programme of reviews by the Intelligence and Information Directorate to consider the quality of incident and crime data and the management arrangements in place to ensure standards are maintained and improved. The independent review was carried out by an external team who had previously worked for Her Majesty's Inspectorate of Constabulary (HMIC) on Data Quality inspections.

3. Whilst Internal Reviews are not within the remit of your Sub Committee, this report is presented for information at the request of Commander Operations as Chair of the Force Performance Management Group (PMG) meeting on 21st May 2013.

The Review

4. The review aimed to assess the quality of crime and incident data and the management arrangements in place to ensure standards are maintained in City of London Police.

5. The findings within this report were derived from evidence gathered from an examination of key documents, data sampling and interviews with staff.
    The five areas reviewed were:
    Governance and Leadership
    Policies, Plans and Strategies
    Systems and Processes
    People and Skills
    Data Use and reporting

6. This review specifically focussed upon the conversion of incidents to crimes; the quality of investigations; contact with victims and the crime reports that the force has re-categorised as 'no crimes'.

7.   The review team aimed to replicate the methodology utilised in previous HMIC inspections to allow the Force to review progress against a previous baseline. The review team also assessed the ways in which the City of London Police proportionately addresses the risk of poor data quality and the efficiency and effectiveness of their approach.

Main findings

8.   There is clear evidence that the importance of ethical and accurate crime and incident data is of the utmost importance within the City of London. The Commissioner and the Assistant Commissioner continue to send out strong signals that every effort must be made to achieve strong performance. Allied to this, the leadership shown by senior managers of the Information and Intelligence Directorate has empowered staff to begin key policy and procedural improvements. An area for development was found in relation to initial recording by frontline staff which is being addressed in an action plan.

9.   The relocation of responsibility for crime and incident management from what was the Force Call and Crime Incident Bureau (FCCIB) in the Command and Control Room to the Crime Management Unit (CMU), within the Crime Directorate, has prompted a significant review of strategy, policies and standing operating procedures (SOPs) in this area. A wide consensus has been built up regarding crime allocation and the positive involvement of uniform officers in volume crime recording and investigation. The Force is developing a Crime Allocation policy, which will give all concerned a clear direction of accountability for further investigation and victim care. The Force is pursuing a Mobile Data solution to incorporate mandated fields for officers to report crimes which will support the compliance with data quality guidelines. An issue was raised regarding the use of Restorative Justice more pro-actively and this has led to the implementation of a Restorative Justice Policy and training for frontline staff.

10.   Based on the audit result, the Review team found that the City of London maintains a high standard of capturing reports of crime thus ensuring that such crimes are correctly classified. Consistent performance has been achieved in meeting the National Crime Recording Standard (NCRS) 72 hour limit and in every case there is excellent linkage of incident logs to subsequent crime reports. There were no direct comparators with other Forces made, but the assessment was made based upon the previous experience of the Review team in their time working for HMIC.

11. Improvements put in place in the Force Control Room (FCR) in order to identify repeat or vulnerable ASB callers, have led to an increase from 35% identified to 85% identified. Active supervision of incidents and evidence of this within the FCR was highlighted as an issue, regarding incidents classed as 'yet to be resulted'. This is also being dealt with in the action plan.

12. The Force Crime and Incident Registrar (FCIR) remains a strong and challenging advocate for ethical decision making. The CMU are also taking on a greater role in providing the main centre of advice and guidance to investigators and patrol staff about the interpretation of Home Office Counting Rules (HOCR).

Conclusion

13. Data quality is high on the agenda of the City of London Police with arrangements at a senior level to secure the quality of incident and crime data remain strong. There are plans, policies and strategies in place, in relation to securing data of good quality and these are to be significantly strengthened in the near future. In addition there are robust audit and quality assurance processes in use to identify issues and take action. This independent review has provided reassurance that the Force is dealing with issues of data quality in the most appropriate manner.

14. Members may wish to note that there will be a formal HMIC inspection of Data Quality. In a presentation given in July by the ACPO Lead, DCC Jeff Farrar, he stated that HMIC will inspect at least 3 forces every 2 months, this schedule of inspections is expected to take at least two years from October 2013 to September 2015. To date, the City of London Police has been given no indication of when it is likely to get inspected during that period.

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