

**Devon and Cornwall Police Authority Performance Management Committee
16 July 2007**

Open for the purposes of FOI
Report of Force Crime and Incident Registrar

Data Quality Review 2006/2007 NCRS/NSIR

Recommendation(s):

- (i) **The Police Authority notes the results of the data testing of NSIR and NCRS.**
- (ii) **The Police Authority considers the Audit Commission's recommendation, 8, 9, 10, 11 and 14, as detailed in paragraph 8 of the report and responds with recommended action plans.**

Introduction / Summary

1. This report provides information on the Force internal audits and Audit Commissions assessments for compliance with National Crime Recording Standards (NCRS) and National Standards for Incident Recording (NSIR).
2. The assessment cover the average of the previous 12 months audit findings and the Audit Commission fourth year data audits findings which were completed in December 2006
3. **National Crime Recording Standards:** The Force has carried out regular audits to Home Office guidelines to measure compliance with this standard. The force target of 95% has been exceeded in all areas and the average assessment during the last 12 months for internal audits is 97%. Data tests by the audit commission in December 2006 as part of the year four-crime audit found the force to be 96% compliant. This is now reflected in the audit commission national report, which will shows the Force moving from 'good' to 'excellent' in this area.
4. **National Standard Incident Recording:** The internal data audits for NSIR has shown the force has gone from 'good' 90% in January 06 to 'fair' 82% in December 06. This is similar also to the finding of the audit commission in their data audit 2006 which verified the force findings and gave a rating of 'poor' 79%. The audit commission used September 06 data for their audit and at that time the force also assessed its compliance as 79%. Since this time the Force has been addressing a number of issues in order to improve compliance in this area. The latest quarterly report will show performance for NSIR data is currently at 86%.
5. **Corporate arrangements for data quality:** The Audit Commission conclusions are that the direction of travel for the Force is that data quality management arrangements has deteriorated over the last 12 months although the results of the detailed data testing have improved. They felt that managers were slow to respond to deterioration in the compliance testing within NSIR. The Force was however aware of the deterioration and this was reviewed on a monthly basis and closely monitored. This issue was also flagged and recorded on the Force Risk Register.
6. **The Police Authority Role:** The Audit Commission highlighted a number of strengths and weaknesses identified during the audit

Background Information

7. Call Management & Communications Department: There are a number of issues raised by Call Management & Communications Department (CMCD) with regard to the performance with NSIR and action plans have been implemented to address the deterioration in performance.
(Recommendation 3)
 - An acknowledgement that log management issues have dramatically increased the work in the control room, which has affected the NSIR compliance – compliance is good within call handling but the majority of logs are closed within the control room.
 - It is accepted that NSIR closure of incidents is more subjective than NCRS and there can be two or three methods of closure for one incident.
 - A single point of contact within CMCD has been nominated to drive NSIR performance upward.
 - Regular in force NSIR quarterly meetings are in place.
 - Established internal meeting structures to target trends and identify persistent offending.
 - Ensure training material and guidance available

8. Devon and Cornwall Police Authority: The audit commission has put forward a number of recommendations for the Police Authority to consider.
 - Recommendation 8: Ensure that the lead member for NCRS and NSIR performance sits on the Performance Management Committee to ensure a co-ordinated response to performance issues.
 - Recommendation 9: Develop a protocol to be agreed between the authority and the Force that sets out expectations and requirements for data quality.
 - Recommendation 10: Undertake a skills mix of members to link competencies to roles and responsibilities and ensure that these are set out and communicated.
 - Recommendation 11: Extend the provision of on line training for members in key areas to facilitate learning.
 - Recommendation 14: Ensure that the results of all external reviews are reported to the Police Authority to enable members to challenge performance

9. Risk based auditing: It has been the position of the Force that audits are carried out based on the greatest risk factor. The rolling audit programme over the previous 12-month period identifies the strengths and weaknesses of the Force. The audit methodology that the Force used has now been made subject of a formal 12-month programme that has been agreed by the Deputy Chief Constable. The Performance Improvement and Tasking Group will continue to monitor the results of the audit programme and other ad-hoc audits that are carried out.

Contact: for further information

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