

**Crime Data Integrity (CDI) ACTIONS 2019-2021**

No.	Source	Area for Improvement / Cause for Concern	Actions	Strategic Lead	Timescale	Department/Team	Data held/required	Governance	Current Position Summary	RAG Rating	Thematic Pillar	Previous updates
1	HMICFRS CDI - AFI	The force should improve how it uses and supervises out-of-court disposals (OOCs)	Standing agenda item Investigations Standards Board.  Guidance document to be produced and made available to supervisors.  Outcomes to be covered in Sergeants Passport Training and Police Now in Force Training.  FCIR to review all community resolutions for hate and domestic abuse.  Designated Decision Makers (DDMs) to refer to FCIR all OOCs that do not comply with HOCR/policy.  FCIR to include OOCs in audit schedule.	Chief Supt Local Policing	Ongoing	Local Policing		Investigations and Standards Board	Outcomes document produced and accepted by Investigations and Standards Board.  FCIR conducts weekly review of community resolutions for domestic abuse and hate. Non compliant disposals. CI Patrol is sent non compliant resolutions for action with OIC and their sergeant.		Systems and process	
2	HMICFRS CDI - AFI	The force should make sure it informs all victims if their crime is transferred to another force for investigation or is cancelled.	DDMs in Resolution centre to reject requests for cancellation if the Athena record does not explicitly confirm the victim has been updated.  FCIR to include victim notification when auditing cancelled crime.	Supt Public Contact	Ongoing	Local Policing		Assurance Board	Spet 2019. DDMs advised to reject back to officers investigations.		Systems and process	
3	HMICFRS CDI - AFI	The force should increase how many crimes it records within 24 hours as required by the national crime recording standards	Continuous Improvement Team conduct analysis of the HMICFRS CDI audit workbooks to identify reasons for not recording within 24 hours.  Public Contact develop protocol and process to ensure reported notifiable crimes are recorded within 24 hours when there is a delay in deployment.  Force communicate need to record crime within 24 hours.	Supt Public Contact	Ongoing	Local Policing		Assurance Board	DCC Moore Blog and Force Order December 2019 emphasising need to record within 24 hrs.  CIT team have conducted analysis. Results to be presented to Assurance Board.		Systems and process	
4	HMICFRS CDI - AFI	The force should arrange to provide training in the Home Office Counting Rules for all officers and staff in crime recording roles.	Identify all roles requiring HOCR training.  Include HOCR training in relevant induction processes.  To consider how best to deliver HOCR awareness to existing officers and staff.  Specific training package for HAU to designed and delivered.  Establish how training will be delivered to student officers when programme changes.	Head Learning and Development  FCIR	Ongoing	Enabling Services  AS&I		Assurance Board	Student officers currently receive 2 inputs at week 3 and week 13.  Agreement at Investigations and Standards Board Nov 2019 to include HOCR in Sergeant Passport training.  Training input to Police Now detectives agreed to be delivered Jan 2020.		Training	
5	HMICFRS CDI - AFI	The force should improve how it collects and analyses equality data through its crime reporting and recording systems.	Force communicate the need to record equality information.  FCIR to provide Assurance Board with information on level of equality information recording.		Ongoing			Assurance Board	DCC Moore Blog and Force Order December 2019 emphasising need to record equality information.		Systems and process	
6	Carry forward previous CDI action plan.	Identify all 'non-traditional' reporting routes relating to the partnership vulnerability/safeguarding arena where a crime may be reported, and ensure that there are adequate procedures in place to ensure crimes are recorded in line with HOCR/NCRS	FCIR to identify and detail routes. Produce crime recording working practice with business area.  FCIR to test effectiveness through scheduled audit.	FCIR	Jun-20	AS&I		Assurance Board			Systems and process	
7	Carry forward previous CDI action plan.	Improve Supervision and oversight of crime recording decisions on Incident Logs.  This is a common theme which has been identified during the HMIC CDI inspections.	Ensure quality assurance process by OCCs reviewing incidents opened as crime but closed on a non crime code is maintained.  Exceptions report reviewed by policing areas on daily basis.  FCIR audit schedule to assess incident to crime compliance.	Supt Public Contact	Ongoing	Local Policing		Assurance Board	FCIR team reviews number of incidents on Exceptions report each week and raises concerns if numbers increase. 20/12/19 E mail to Resolution Centre Manager highlighting that IMU staff not correctly 'tagging' crime numbers on STORM so they do not show up on Exceptions List.		Leadership	
8	Carry forward previous CDI action plan.	Continue to drive 'Record to Investigate.' Improve timeliness for recording Rape Crime & Rape Incidents (N100). That rape crime & rape incidents are recorded at the first opportunity by the person receiving the initial report including Contact Handlers, Crime Bureau & within Specialist Units e.g. PVP - MASH, MARAC, SARC.	OCC, Resolution Centre and FCIR to agree and document process to ensure all reported offences of rape are recorded immediately.  Resolution Centre, FCIR, Supt Safeguarding and Vulnerability to document and implement process for recording immediately reports of rape to specialist units.	Supt Public Contact  Supt Vulnerability and Safeguarding	Ongoing	Local Policing  Protective Services		Assurance Board			Leadership	
9	Carry forward previous CDI action plan.	To ensure that any future upgrade or enhancement to STORM considers the potential to create an interface with Athena to support the recording of notifiable crimes at the first point of contact.	FCIR to be consulted in future changes to the command and control system to ensure NSIR and HOCR principles are considered.	Supt Public Contact	Ongoing	Local Policing		Assurance Board			Systems and process	

10	Carry forward previous CDI action plan.	Develop protocols to respond to persistent callers.	OCC to identify top persistent callers. OCC to designate member of staff to work with FCIR to produce HOCR compliant protocols to assist the response to calls for service.	Supt Public Contact		Local Policing		Assurance Board			Systems and process	
11	Carry forward previous CDI action plan.	To understand all the routes through which crime may be reported, their volumes and potential attrition rates.	FCIR to undertake analysis of attrition using methodology in Data Quality Assurance Manual (DQAM). FCIR to utilise analysis from above to inform incident categories to be used in incident to crime audits scheduled in Audit Plan.	FCIR	Jun-20	AS&I		Assurance Board			Systems and process	
12	Carry forward previous CDI action plan.	Improve understanding of the requirement to correctly record Stalking, Harassment & Malicious Communications	FCIR to conduct audit of the recording of Stalking and Harassment offences.	Supt Safeguarding and Vulnerability	Ongoing	Protective Services		Assurance Board	Audit conducted and report produced. FCIR presented audit report to Assurance Board December 2019. Recommendations agreed. D/Supt Vulnerability and Safeguarding designated to develop management response.		Leadership	
13	Carry forward previous CDI action plan.	Develop a crime recording process to take account of Intel logs/Covert Ops	FCIR to develop protocol with Authorising Officer to ensure that SIOs undertaking investigations involving covert options engage with the FCIR to agree crime recording principles for the operation.	FCIR	Jul-20	AS&I		Assurance Board			Systems and process	