



## Crime Recording

HMIC have found North Yorkshire Police's crime recording to be inadequate. The PCC has made it clear that this is unacceptable, and has asked the Chief Constable to bring regular reports to Public Accountability meetings to update on progress against the action plan that he has put in place.

Notwithstanding the PCC's very clear view that crime recording needs urgent and significant improvement, crime recording is undoubtedly complex, and the relay of information between control room, officers and crime recorders needs to be managed carefully. The PCC is reassured to see that there is no evidence of deliberate actions to avoid recording crime for any reason, including performance management.

The Chief Constable has undertaken an exercise to assess whether victims are still receiving the right support. The PCC is reassured that services to victims have not suffered, and that victims are still being referred and receiving support, even if crimes have not been recorded properly.

HMIC's report has resulted in a 40-point action plan and other work has already been undertaken to ensure that improvements are made. The Deputy Police and Crime Commissioner is directly involved in overseeing the implementation of this plan, attending the meetings chaired by the Deputy Chief Constable on the matter, and reports will be made to the Executive Board regarding any exceptions to overall progress.

The recent HMIC report does note some positive aspects, with good progress having been made against HMIC's 2014 report and against the national action plan. Importantly it reports that most officers and staff place the victim at the forefront of their crime-recording decisions. It also notes the decision to separate the Crime Recording and Occurrence Management Unit (CROMU) from within the force control room and set it up as a dedicated unit to improve the recording of crime.

## HMIC Recommendations

HMIC made four recommendations (the below is a summary – for detail see the report):

- Within three months, the force should improve procedures for effective supervision of crime recording and for the recording of classification N100
- Within six months, North Yorkshire Police should review the operating arrangements of its force control room and CROMU to ensure that these secure the recording of all reported crimes at the first point of report when sufficient information exists to do so and in any event within 24 hours of receipt of the report
- Within six months, the force should ensure that at the point of report greater emphasis is placed on the victim's account and that multiple crimes within one incident are always recorded

- Within six months, the force should design and provide training for all staff that make crime-recording decisions to improve awareness and understanding of crime recording, the proper processes and the different approaches to recording certain crimes

Three areas for improvement were also identified:

- NYP should ensure that officers and staff adhere to the arrangements they have in place to inform victims upon the cancellation of a recorded crime
- NYP should review the processes in place for the identification and recording of reports of crime received directly into its public protection department from partner organisations (such as social services), and from internal sources and ensure these systems support the correct recording of these crimes in accordance with the crime-recording rules
- NYP should improve how it collects diversity information from victims of crime and how it uses this to inform its compliance with its equality duty

## Action plan

A 40-point action plan has been agreed and is already being implemented. The following sets out the main aspects of the action plan and the time in which these should be delivered and improvement seen.

### System/Process improvement

19 actions relate to a system or process improvement. These focus on ensuring that there is a proper flow of information between the force control room, officers and crime recorders, and that there are proper safeguards in place to make sure recording has occurred and, where it has not, identify individuals who need support to perform better.

Responsibility for certain areas of recording will be transferred to CROMU to make sure that responsibility for proper recording sits in one rather than disparate places and with expert practitioners. Staffing is being reviewed to make sure capacity is available to deal with this. The recording system already automatically reminds officers to record within the 24-hour period, but this is being increased to remind them of responsibility to record at the beginning of the process as well. These should be embedded and implemented by June.

Processes within and between the force control room and CROMU are being reviewed to check that validation processes are properly in place and being followed. Question sets are also being reviewed for certain crime types to ensure that all the necessary information is gathered and recorded properly. These should be completed, assessed and actioned with changes implemented by September.

Partnership processes are also being reviewed to understand how and when crimes reported in partnership settings (such as VAT and MAST meetings) are recorded and followed through; by September.

### Training

15 actions relate to training and upskilling officers and staff. These focus on supporting individuals, especially supervisors, to better understand the complexity of crime recording, assure that all officers and staff are fully aware of their responsibilities around crime recording, and make sure that any new processes are fully in place and embedded.

Further guidance and training for supervisors will be developed and rolled out setting out clear expectations for data recording standards. Once new processes and responsibility for recording is finalised training will also be rolled out, with refreshers, to ensure this is embedded. This should be completed by June, with an 'action week' being set up to highlight and raise awareness of everything that is happening.

Refresher training will be rolled out for control room Dispatchers regarding the transfer of information to officers and proper recording of update information from attending officers. Both control room staff and officers will be given refresher training around domestic abuse recording, to ensure that all aspects of these crimes are recorded. Training services are also to carry out a comprehensive review and update of all their training regarding crime recording for all aspects under Recommendation 4 to make sure that it is fully compliant and to consider refresher training for significant updates. This will be completed by September.

NYP are also setting up a focus group of officers to test all materials against. They are also making more widely available support for anyone with questions regarding crime recording. The focus group will also consider what challenges exist for officers in crime recording to further assess and improve systems and processes, and ensure these are considered as the service develops its mobile working platform.

## Other

The remaining 6 actions are administrative, for example seeking greater clarity on points from HMIC. These are completed.

NYP also intend to seek a Peer Review from Devon and Cornwall Police for later this year.