
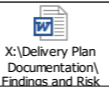





Leadership and Governance										
		Action	Business Area	Owner	R/A/G	September Updates	October updates	December updates	February updates	Complete
1. Policy	1.1	Review/refresh policy in regard to crime recording - to clearly reflect the strategic intention that the force will comply with NCRS/HOCR.	Policing Strategy	D/Supt Justin Fletcher		Refreshed policy published on 25th June 2019.	Action complete			Y
	1.2	Publish force policy in corporate communications together with a clear statement of expectation that crime will be ethically recorded in order to maintain crime data integrity.	Corporate Communications	FCR		Corporate Comms article to be published w/c 29/07/2019. In the Know article w/c 05/08/2019	Positional statement from DCC published, continuing messages to be circulated via Comms strategy, which is now business as usual. Training packages will include reference to Force policy as well as links to PDR.	Communication messages continue. These have been included within LAN screen savers and reminders within 'In the Know'. Publication of Crime Recording Helpline and new tasking process, both of which will streamline recording processes. The ongoing communications plan will be continued, with direct links to Endeavour made whenever feasible.	The comms plan delivered by Corp Comms continues, supported now by messages circulated via the Crime Recording CPD Yammer account, which looks to highlight issues across the force as soon as they arise. A log of messages is being maintained by the FCR team.	N
	1.3	Ensure that all force policy has CDI embedded within, particularly those offence categories that carry greatest crime recording risks	Policing Strategy	D/Supt Justin Fletcher			New action; request for greater reference to the importance of CDI has been shared with Police Strategy Unit.	Police Strategy Unit are aware of the requirement to embed CDI within all relevant operational guidance and policy. This action is complete.		Y
2. Communication and Culture	2.1	Develop a holistic communication strategy to outline the importance of crime data integrity and provide periodic reminders and tips to maximise delivery .	Corporate Communications	Maeve Chappell DCI Geoff Robinson		Geoff to complete operational review to understand blockages to CDI compliance and work with Maeve to develop a focused series of comms messages to address them. This work will include references to training material, ethics and practical skills, such as the use of Niche etc.	Comms Strategy agreed 27/09/19, which provides a staggered, comprehensive layered series of messages across a number of channels to support organisational understand and application of CDI principles. The delivery will continue throughout the year as business as usual. Action complete.			Y
	2.2	Crime Data Integrity to be added as a golden thread theme through all relevant comms campaigns	Corporate Communications	Maeve Chappell		This action in hand as part of overriding comms strategy	CDI is now considered a golden thread for both Comms and Training, as addressed through the above Comms Strategy.			Y
	2.3	Develop and introduce a mandatory PDR objective to require - up to date knowledge of NCRS/HOCR and evidence of maintaining expectations in regard to ethical crime recording and crime data integrity.	HR	Alison Sercombe DCI Geoff Robinson		Draft wording has been completed; awaiting confirmation of new PDR format to progress. Alternative option would be to set a similar requirement via Service Improvement	The new PDR system has been significantly streamlined and so utilising a PDR objective to support CDI principles isn't achievable. This action will be delivered via training, Comms Strategy, Performance Framework and Service Improvement visits	This action is not being pursued, due to the changes to the PDR process. Accreditation for supervisors is gained through their attendance at the CDI training event, which includes advice on achieving CPD via the Crime Recording Question Bank; as CDI is now a key component of the promotion and specialism process, there will be greater buy-in from colleagues. This action is complete.		Y
	2.4	Undertake staff survey to test culture and understanding of crime data integrity.	Service Improvement	Peter Milne		From existing audit work, it is clear that there are significant gaps in understanding, which will be addressed via a training and comms plan. The survey will be used to reinforce/check learning.	A staff survey will be completed later in the project. In the interim, a series of self assessments and training evaluation will be completed to gauge understanding before and after training to focus effort going forward.	This action is being held in abeyance	This action is being held in abeyance	N
	2.5	Include 'reality testing' for indicators of crime data integrity within performance inspection/improvement visits and review meetings.	Service Improvement	Ed Herridge			A range of performance management tools have been requested from Service Improvement. It is accepted that some of these tools won't be achievable until the delivery of CMP. In the interim, tools will be developed to support front line operators and Supervisors, and thereby Command Teams and Force PG to understand issues and opportunities surrounding CDI compliance.	Performance tools remain outstanding.		N
	2.6	Ensure ethical crime recording and the need to maintain crime data integrity is embedded within processes developed to ensure professional investigation.	Op. Endeavour	CI John Donachy		In addition to his role as lead for crime training, John is also the lead for initial officer training and as such will be able to ensure that the CDI theme runs throughout all relevant training.	Awaiting detail from CI Donachy around training overlaps between CDI and Endeavour	Crime recording is action 3 of Op Endeavour, with their work supplementing the work delivered through this project. CDI Supervisor training, Comms Strategy and TIA training all include strong references to the ethical investigation of crime with links to the likes of the Integrity Line for any significant issues related to the ethical recording process. This action is on-going.	Op Endeavour continues to promote the importance of improving the accuracy and timeliness of crime recording, investigation and subsequent filing. As Endeavour matures, the benefits of the CDI project and Endeavour will be mutually supportive and symbiotic. Performance data will help identify the relevant contribution to service improvement.	N
3. Audit	3.1	Review/refresh annual CDI audit plan to ensure timely and accurate assessment of compliance with NCRS/HOCR, (both recording and cancellation) against force priority areas. Violent crime, Robbery, Sexual offences, including Rape, N100 (modern slavery/exploitation crimes), Domestically aggravated crime.	FCRU	Neil Haynes Nicola Raby		A draft audit plan has been produced. Auditing of overall NCRS compliance began in August (July 2019 data). Intention is to schedule auditing in order to provide monthly figures (working one month in arrears) and compiling results in order to produce a statistical significant sample at end of each six months. The ACR team are also now undertaking a significant amount of 'front end' checking' which provides additional information/learning around compliance. Draft plan includes opportunity for audit of NCRS decision making in relation to cancellation, re-classification etc.	Audit work continues, with a summary of findings reported on separately	Auditing of overall compliance with NCRS/HOCR continues. Data for Q2 of 2019/20 will be produced at CDI Strategic group meeting on 09/12/2019. Data in relation to FCRU 'front end checks' will also be available. With current staffing levels the FCRU are struggling to provide data within required timescales. Timeliness is important to ensure appropriate understanding, assess improvement and inform learning. The requirement is to provide data within the month following a target month.	Following the announcement that CMP was due to roll-out in Jan 2020 a decision was made to stop the monthly CDI audit (have currently audited up to and including Oct 19). This was principally due to being unable to fulfil the requirement of auditing one month in arrears and priority was placed on being able to assess the impact of CMP on CDI following it's go-live. As such the intent is to recommence the audit in Feb looking at Jan's data and recommence auditing from there. The audit team are mostly wrapped up in providing assistance to the ACR's in regards to their front-end checking processes which provides useful and immediate assessment of recording in regards to high-risk and priority crime types such as Rape, Sexual Offences, Modern Slavery, Robbery and Burglary as well recording compliance in regards to certain DV, CP and AP incidents which contain indicators a crime may have occurred. No current audit of crime cancellations is currently taken place. Audit work is ongoing however in relation to the application of outcomes in force albeit this is mostly focussed on incorrect / unauthorised outcomes being applied force-wide. The intent is to re-visit and create a new audit plan following the roll-out of CMP.	N
	3.2	Develop review/audit process to monitor the equality of crime recording decision making.	Service Improvement	Ed Herridge		This action has links to 6.6	Work in progress	Work in progress	This action will be more actively progressed once CMP and new performance tools are in place, as the required data should then be more readily available.	N
4. Organisational	4.1	Support LPAs and OCUs to manage their performance through the creation of online 'toolkit' to highlight NCRS/HOCR compliance.	Service Improvement	Andy Everitt Laura Connell DCI Geoff Robinson		Andy Everitt contacted, able to do work but requires prioritisation authority. Recommendation: Gold to support prioritisation of resource to support creation of CDI performance framework	Gold supported this request, meetings with Service Improvement have been completed, outlining requirement. It is accepted that some data collection will be difficult due to existing system restraints; the concept of a mosaic of tools addressing discreet issues is being evaluated.	Concept of mosaic of data/tools presented to Force Performance Board together with proposed structure for assessing/reporting performance. Work continues in relation to incorporating relevant into the Performance Dashboard.	A very constructive meeting was held between GR, LC, Andy Everett and Suzy Barton on 14/01/20. Existing FCR performance information was discussed as well as requirements for future CDI performance tools, which are aimed at providing awareness of potential errors within the first 24 hours to allow for correction as well as individual, team and LPA performance to drive improvements. The tools are currently in development.	N

4. Organisational Learning												
4.2	Identify analytical capability to ensure the capture of organisational learning from checking/auditing of NCRS compliance.	Strategic Governance	Cat Hemmings		Strategic Analyst Jo Godwin to include CDI as a strand within Organisational Learning & Memory development activity.	Jo Godwin has been nominated and tasked with this activity				Y		
4.3	Develop systems which ensure that learning is used to drive organisational change/improvement.	Strategic Governance	Cat Hemmings		Strategic Analyst Jo Godwin to include CDI as a strand within Organisational Learning & Memory development activity.	All learning will be shared via the Service Improvement Department following analysis by Jo Godwin. Action complete.		X:\Delivery Plan Documentation\crime data		Y		
Systems and processes												
5. Crime recording process	5.1	Identify and process map the various reporting routes for crime, assess current volumes and compliance to understand issues and opportunities and direct the prioritisation of activity	FCRU	Laura Connell DCI Geoff Robinson		A draft process map has been created. This will be developed to include routes other than CM/Calls for service. Initial scan of volume and high risk reporting routes has identified the below, which will be dealt with as specific action areas: Contact Management (Initial report & use of +LLI) Front Counters (Initial report) PVP (MASH, Hidden harm) Attending Officer (Initial report, wider & historic reports, Intelligence submission, Licensing, Stop check/Search)	The various crime recording pathways have been identified and include Contact Management (telephone & on-line contact - PEC; personal contact - Front Counters); Officer attendance and encounter - LPAs (Response, Neighbourhood Crime); PVP - Officer attendance and referral, Partnership referrals, First and third party reporting. Performance tools are being considered for each of these pathways to better understand issues and opportunities and to support compliance. Training issues uncovered will be addressed accordingly.	Work in progress. Development will need to reflect changes in process supported/driven by CMP.	Contact Management staff have received updated training to enhance their crime recording capability, with the performance tools currently under development enabling greater scrutiny of their accuracy. Once CMP is embedded, we'll have a better view of the impact on service delivery of the new platform. GR to make contact with the Front End Delivery Project lead to ensure that their objectives complement and support the CDI objectives and that Smarter Resolution enhances crime recording rather than reduces it. Training is being planned for all front end staff through TIA to ensure that officer encountered crime is not missed. Further work is to be completed with MASHs to ensure that Child and adult protection recording is improved, as although supervisors have attended the CDI Supervisor training, we are still experiencing recording issues in this area.	N		
	5.2	Maintain and support the current approach of recording crime at point of first call/disclosure.	Contact Management	Jamie Carlin Neil Haynes		Training requirement discussed with Jamie Carlin; he is satisfied that Contact Management have the requisite training plan in place at present, which is being focused around CMP delivery. He will work with the team to ensure that any training issues are rectified. Due to staff turnover, this action will remain open.	Meeting 26/09/19 with Amy O'Brien (CM Training Manager) to consider CM training provision. They will focus their next training around end to end domestically aggravated offending, including all CDI matters linked to domestic offending as well as covering those CDI issues not addressed directly within the domestic incident context	Awaits finalisation of future CM training plans. FCR input to future training has been requested and will be provided.	Update requested from Amy O'Brien and Gavin MacMillian on the current status of CMC CDI training.	N		
	5.3	Develop and document the process for the recording, and supervisory oversight of crimes disclosed in adult and child protection referrals to MASH.	PVP				A PVP pathway is being developed to understand the various reporting mechanisms and to assess and address any potential weakness areas.	Work in progress		X:\Delivery Plan Documentation\Findings and Risk	Further work is to be completed with MASHs to ensure that Child and adult protection recording is improved, as although supervisors have attended the CDI Supervisor training, we are still experiencing recording issues in this area.	N
	5.4	Review and agree with collaborated and regional units the process for recording crimes which occur within TVP in compliance with NCRS/HOCR.	FCRU	DCI Geoff Robinson		Where TVP is the host force for specialist and region teams, they will adopt the TVP crime recording process and will be subject of the same training and comms plans as the rest of the force.	FCR website being updated to include latest version of Crime Recording Operational Guidance, which will be proactively shared with Specialist teams, along with a self assessment to gauge understanding. These teams are low volume contributors and so present a lower risk to compliance. Action complete.				Y	
	5.5	Develop systems and processes to capture all relevant equality information when a person reports a crime.	Policing Strategy	Andy Murray		Andy is looking at opportunities to determine if the diversity of the reporting person has any detrimental impact on how TVP record and manage the matter. This will be a longer term activity as the required	A draft Equality Impact Assessment was completed in March 2018. Awaiting confirmation that the document is live.	EIA to be reviewed and refreshed.		X:\Delivery Plan Documentation\Crime Recording	Remains outstanding	N
	5.6	Review staffing levels within FCRU to ensure sufficient capability to meet demand.	FCRU	Neil Haynes		New action 30/01/2020	New action 30/01/2020	New action 30/01/2020		FCRU 'back log' discussed at FPG - concern regarding possible impact on accuracy of crime performance data/review. Initial data assessment of source and volume of FCRU demand has been prepared. This is to be analysed using activity analysis software. Result will inform written business case for additional resources.	N	
6. Checking to ensure compliance	6.1	Document the processes for 'front end' checking of reports of crime to ensure identified areas of risk of failure to comply with NCRS/HOCR are addressed.	FCRU	Neil Haynes DCI Geoff Robinson		Front end checking by ACRs has commenced. Focus is currently on high risk areas of domestic/vulnerable person reports, TTC serious crimes. Findings are	Learning to be analysed by Jo Godwin and feed through performance framework to enable greater organisational learning	First analysis report has been produced. Data is being used to inform supervisor training and will be developed as part of Performance Dashboard products. FCR team working to provide more timely error reports to frontline teams to ensure that learning can be achieved asap.	This process is maturing well, with front end audit results feeding into performance management information to effect immediate remedial action where required. Performance information is included within the CDI Supervisor training and will shortly be circulated via Yammer and the CDI Comms plan as appropriate.	N		
	6.2	Provide relevant tools to support supervisors to provide real time monitoring of CDI compliance and for Command Teams to review through the DMM and Performance Group process	FCRU Service Improvement	DCI Geoff Robinson		Meeting on 12/09/2019 with SI to discuss how this can be achieved through performance dashboard and SI visits. (Strong link here with 5.1 above).	This is ongoing, see above	CDI Performance Tools remain outstanding. The imminent arrival of CMP is preventing investment in the development of tools that link into C&C, but requests have been made to link performance tools to front end auditing work.	This action is now progressing., see update 4.1	N		
	7.1	Publish remaining operational guidance on crime recording.	Policing Strategy	Justin Fletcher		Complete operational guidance published 04/07/2019. Corporate comms informing publication will be published w/c 29/7/2019 http://hqcdfs/livelink/livelink.exe/fetc/h/2000/667819/70880033/71296073/77041339/77041340/95900402/92264644/Crime_Recording_Operational_Guidance.pdf?nodeid=92264649&vernum=0	Action complete, but must ensure that all operational guidance has CDI as golden thread	Re-opened. Feedback regarding Crime Recording Operational Guidance indicates that it is difficult to use; the guidance will be re-written to ensure that it is more user-friendly.	Jo Wappner is working on the revised Op Guidance and has been provided with the CDI training material to ensure that there is a consistency between the training message and the guidance provided. The operational guidance will be supported by the question bank that provides operational context through scenario based questions.	N		

7. Guidance	7.2	Develop and publish guidance on the corrected recording/transfer of fraud crimes to NFIB (Action Fraud).	ECU/Policing Strategy	DI Duncan Wynn	New guidance has been drafted by ECU in form of SOP. Discussion required as to how/whether this can be developed into format for other Operational Guidance	Duncan Wynn has been contacted for his comments; awaiting a response.	DS Steve Dixon has been requested to complete this action.	A new fraud management policy is in place which is currently being turned in to operational guidance and should be live very soon. The CMC also have a specific flowchart for call handlers covering when to record in force or direct to Action Fraud in-line with the national fraud recording process; this is supported by guidance held on the Reference Database. A fraud module will be included within the CDI Frontline training package. A request has been made for a performance tool to check that fraud incidents are being correctly forwarded to the National Fraud Recording centre, where the incident is recorded and allocated a number. Action complete.	Y	
	7.3	Develop and publish guidance for intelligence readers	FCRU	Neil Haynes Elaine Hope	It is recognised that crimes are often incorrectly identified as intelligence and placed in the +LLI queue. FIH staff to be trained to recognise any crimes and return to Contact management for criming and allocation, with Intel Readers acting as a backstop. Elaine Hope has arranged Reader training, FIH training still outstanding	Operational guidance has been drafted and is currently being consulted on. This action should be completed within the next fortnight.	Operational guidance has been agreed and is now available to intelligence readers. The majority of the ACR team have now been successfully vetted to MV level and have received an input on intelligence security. ACRs are now able to access intelligence reports on Niche, so that intelligence readers can refer concerns to them. Action completed.		Y	
	7.4	Review force policy/operational guidance in relation to crime recording of modern slavery/exploitation crime.	Policing Strategy	Andy Murray Neil Haynes	Following changes in NCRS in relation to the recording of modern slavery/exploitation a meeting has been held with Force Intelligence Lead for MS. Proposal to refresh existing SOP into Operational guidance.	Operational guidance for MS has been released. CDI content to be reviewed by Nicola Raby.	We are awaiting direction on the overall modern slavery guidance following the high court review. The crime recording guidance for modern slavery has been completed by Nicola Raby will be within the overall guidance and added alongside the changes required from the review. Update from Liam Sandford.	In regards to crime-recording our front-end checking process is still very much required as officers / staff are still not getting it right at the point of initial recording. However, our processes are capturing these and 'fixing' them almost immediately. The ideal position however would be for officers to get it right. The FIB MS Desk (Nesha and Victoria) are also very good at letting us know when a NRM / MS1 form has been submitted by an officer and there doesn't seem to be a MDS crime recorded so we can ensure crime-recording is correct, so there is a safety net in place.	N	
People and skills										
8. Training	8.1	Use learning from HMICFRS audit and force internal audits to identify specific knowledge gaps in relation to crime recording.	L&D	DCI Geoff Robinson	Meeting with L&D (Jamie Carlin & Brian Cooper) 03/09/19; outlined the requirement for CDI to be a golden thread throughout all relevant TVP training, and discussed potential training options to address differing needs of various teams. 1. The LPA TIA programme is oversubscribed, but there is an option to run a half day CDI input across all front line LPA teams running Jan-April, this will mean that the force will need to accept a delay to the planned Domestic Abuse package. Given the links between CDI and DA, it is clear that the two issues are heavily interlinked with the requirement to understand CDI being a foundation for DA. Based on this the Recommendation: Gold to authorise a CDI TIA input Jan-Aril and follow this with DA input. Claire Knibb is aware and agrees. 2. There is consensus that the most impactful delivery would be to Sergeants, who are key to driving operational frontline delivery, through cultural change, command and direction and workload monitoring. There is scope to include Constables who provide tutoring within this cohort. Opportunities to deliver bespoke Sergeant training/briefings prior to TIA roll out are being reviewed. It is noted that Sgts haven't received training in the use of Niche, with capacity lost through their inaccurate use of the system. Recommendation: Gold to authorise bespoke CDI and Niche training to frontline Sergeants, preferably late Nov/early Dec. 3. Contact management training will be considered in phase 2 to allow for CMP to embed. 4. All training to be supported by Crime Registrar's team and local performance data to reinforce learning 5. All training to be supported with ongoing comms plan	1. CDI is now included within Save 3 training, which is a force wide package for frontline staff covering domestically aggravated offending, stalking and harassment. Neil Haynes will consider message content to those who have already received Save 3, to ensure that they benefit from the additional CDI input. 2. CDI is being included within the build for DA Matters training, the next force wide training package for frontline staff 3. Bespoke Supervisor training has been agreed, there are potential issues around cancellation of RDs that the Feds have raised, this has been escalated to DCC Hogg to consider, venues have been identified. The contingency is to invite Supervisors to attend on RD voluntarily, with RDs otherwise being cancelled following 90 notice period. The training product is being developed currently. 4. Contact Management training will be rolled out over their next training cycle and cover CDI in a domestic context as an end to end scenario, with additional CDI issues covered also 5. L&D will provide evaluation support to the Save 3, DA Matters and CM training to ensure that the training is landing correctly.	CDI advice and guidance has been shared force wide via Comms plan to provide a contextual background across the organisation. SAVE 3 has been delivered, with the majority of inputs having a strong Crime recording theme included. Feedback from Supervisors indicates that the training landed well and that they were grateful for the CDI input, but think more is required. The DA Safe Lives training programme is still in development and is being designed with CDI running throughout. This package will be delivered to all front line staff from Jan onwards. CDI Supervisor training is ongoing, 5 of 12 sessions have been completed with training delivered to 280 staff, with a further 70 programmed in for 11/12, and 420 booked for Feb 2020, which include LPA, CMC, MASH and Training staff. The evaluation returns have been very positive, with a significant number of attendees commenting that they believe that PCs should also attend the training. The ongoing evaluation process is shaping future delivery and will be used to inform further packages as part of a TNA. Bespoke training is being developed for CMC staff, but is being held as a result of pressures created by the implementation of CMP. A new Op Endeavour strand has been developed to address training issues around the effective use of Niche. This work will serve to strongly support the CDI project as the effective use of Niche is a key contributor to improved crime record management.	Save 3 training has been virtually completed. Target audience: 2436; Attended : 1862 (76.48%); 133 (5.46%) people enrolled on a future course leaving 460 (18.88%) people that have not yet been enrolled onto a course. DA Safe Lives delivery has begun, with CDI included within the package design. The training will reinforce crime recording requirements around domestically aggravated crime, an area that we continue to show gaps. CDI Supervisor training recommences on 4th Feb, where 6 sessions are planned. So far 317 staff have been trained with 459 enrolled for February. The training is likely to achieve an unprecedented completion rate in the high 90s percentage of target audience. The evaluation reports for the first 6 sessions have been assessed by L&D and are on the whole very positive. The delivery team have reviewed the feedback after each session and used it to make improvements, with the feedback reflecting these improvements.		Y
	8.2	Undertake detailed TNA regarding required knowledge and understanding of NCRS/HOCR.	L&D		Y					
	8.3	Document comprehensive training plan with proposals for delivery of training highlighted from TNA through new and existing training opportunities	L&D		Y					
	8.4	Deliver agreed training plan to agreed timescales	L&D		Y					
	8.5	Review effectiveness of training plan in addressing identified knowledge gaps	L&D		Y					
	8.6	Review skills assessment/competency framework for supervisors to ensure professional knowledge and competence in supervision of crime recording and compliance with NCRS/HOCR throughout the life of a crime investigation is robustly tested and evidenced.	L&D		Y					
	8.7	Ensure specific crime recording requirements are included as part of all training in crime matters.	L&D		Y					
9. Delivery	9.1	Identify and appoint a suitable project manager to support delivery of improvement plan.	DCC	DCC	DCI Geoff Robinson in post from 01/09/2019	Action Completed			Y	

How effective is the force at recording reported crime ?	
Diagnostic	What HMICFRS 'Good' looks like
1. To what extent is the force recording all reported crime?	The force is recording a substantial proportion of reported crimes - in compliance with the HOCR / NCRS
2. To what extent is the force recording all reported violent crime?	The force is recording a substantial proportion of reported violent crimes - in compliance with the HOCR / NCRS
3. To what extent is the force recording all reported sexual offences?	The force is recording a substantial proportion of reported sexual offence crimes - in compliance with the HOCR / NCRS
4. To what extent is the force recording all reports of rape?	The force is recording all reported rape crimes - in compliance with the HOCR / NCRS - but not all of these records are being created at the first point that the person receiving the report should be satisfied that it is more likely than not that a crime has been committed (for example: this achievement requires some initial crime recording decisions to be corrected by back office / supporting processes or the decision to record is delayed pending some initial investigation).
5. To what extent is the force correctly using classification N100 in regard to reports of rape?	The force is correctly using classification N100 on most occasions where a decision is taken not to record a reported crime of rape (i.e. only 1 or 2 errors are identified) and any failure to correctly use classification N100 did not result in any failure to record a crime of rape.
How efficiently do the systems and processes in the force support accurate crime recording ?	
6. To what extent is the force recording crimes received into its safeguarding / protecting vulnerable people unit?	The force is recording a substantial majority* of reports of crime received directly into its safeguarding / protecting vulnerable people unit - in compliance with the HOCR / NCRS - but not all of these records are being created at the first point that the person receiving the report should be satisfied that it is more likely than not that a crime has been committed (for example: this achievement requires some initial crime recording decisions to be corrected by back office / supporting processes or the decision to record is being delayed pending some initial investigation).
7. To what extent is the force identifying and recording crimes regarding modern slavery?	The force is identifying and recording all reported modern slavery crimes - in compliance with the HOCR / NCRS - but this achievement requires some initial crime recording decisions to be corrected by back office / supporting processes or the decision to record is being delayed pending some initial investigation.
8. To what extent is the force recording reports of crime within the time allowed by the NCRS?	The force is recording a substantial proportion* of reported crimes - in line with the timeframes permitted within the HOCR / NCRS and at the first point that a crime recording decision should be taken.
9. To what extent is the force correctly cancelling recorded reports of rape?	The force is only cancelling recorded crimes of rape in compliance with the HOCR / NCRS (i.e. no errors are found) but the victim is not recorded as having been informed of this decision on all occasions

10. To what extent is the force correctly cancelling recorded reports of sexual offences (excl. Rape)?	The force is only cancelling recorded sexual offence crimes in compliance with the HOCR / NCRS (i.e. no errors are found) but the victim is not recorded as having been informed of this decision on all occasions
11. To what extent is the force correctly cancelling recorded reports of violent crime?	The force is only cancelling recorded violent crimes in compliance with the HOCR / NCRS (i.e. no errors are found) but the victim is not recorded as having been informed of this decision on all occasions
12. To what extent is the force correctly cancelling recorded reports of robbery?	The force is only cancelling recorded crimes of robbery in compliance with the HOCR / NCRS (i.e. no errors are found) but the victim is not recorded as having been informed of this decision on all occasions
13. To what extent does the force obtain the information necessary for it to understand and apply an equality test to its crime recording decisions?	The force has systems and processes which capture all relevant equality information when a person reports a crime but from the information collected the force does not monitor the equality of its crime recording decision making.
How well does the force demonstrate the leadership and culture necessary to meet the national standards for crime recording ?	
14. To what extent has the force implemented the recommendations (force and national) made in the HMIC 2014 CDI inspection?	The force has fully implemented some recommendations from the HMIC 2014 CDI report (force and national) but has more to do to ensure full implementation of all recommendations (i.e. Has not yet trained all relevant staff) and has a strategy / action plan to do so.
15. To what extent does the culture of the force place the victim at the centre of crime recording decisions?	The force has a culture in regard to crime recording that places at its heart: 1) the presumption that the victim should always be believed; and 2) that decisions to record crime are not subject to undue operational or performance pressures; or 3) that practices such as investigate-to-record (where the recording of a crime is delayed until after an initial investigation of the complaint) are not present (including within specialist functions).
16. To what extent has the force implemented the CDI national action plan?	The force has fully implemented most elements of the CDI national action plan (90 per cent or more) but has more to do to ensure full implementation of all elements of the plan and has a strategy / action plan to do so.

Priority Outcome: Bring more criminals to justice by improving the quality and timeliness of investigations.

Improve compliance with the HOCR and NCRS to aid investigations, safeguarding and to increase confidence in the integrity of crime data.

Owner: Deputy Chief Constable

Maintain effective oversight of crime recording standards through effective audit which informs changes to operating practice. Owner: Deputy Chief Constable