

CRIME DATA INTEGRITY IMPROVEMENT PLAN - BTP

Detailed Force Feedback - HMIC report issued December 2014
HMICS report issued Sept 2015

SCT Portfolio Owner: ACC B Division and Crime

Improvement Plan Owner: Strategic Development Department

Ref	Area for Improvement	Action Owner	Due Date	Initial Response	Latest Update	Date of Update	Complete Yes/No	RAG Status
IMMEDIATELY								
1	The force should deliver a clear message from its chief officers that leaves no doubt that integrity and ethical crime recording will not be sacrificed in the pursuit of operational performance targets. (Page 5)	Deputy Chief Constable	Now	Jan 2015 - As part of the crime and incident clinics undertaken by the Force Crime Registrar's team, the Deputy Chief Constable (DCC) issued an initial message on the BTP Intranet on 20 November 2014. Following receipt of the final Crime Data Integrity report on 23 December 2014, the DCC published a message on the Intranet / Divisional and FHQ weeklies on 16 January 2015.	17 Apr 2015 - following the amendments to the HOCR guidance which come into effect on 1 April 2015, a message from the DCC was published on the Intranet and Weeklies informing all officers and staff of the amendments to the counting rules.	17/04/2015 (CLOSED)	Yes	COMPLETE
2	The force should establish a formal and regular meetings schedule between the FCR and DCC to enable effective discussion of crime data integrity issues. It should also consider his inclusion as a standing member of the Service Excellence Board and Integrity and Compliance Board.	Deputy Chief Constable / Head of SDD / FCR	Now	Jan 2015 - Monthly meetings have been scheduled between the Deputy Chief Constable, the Force Crime Registrar, the Head of Audit and Compliance and Head of Strategic Development Department. The first meeting will take place on 16 February 2015. An invite will be extended to the Force Crime Registrar to attend Service Excellence Board and Integrity and Compliance Board. 5 Mar 2015 - Due to the retirement of both the Force Crime Registrar and the Deputy Force Crime Registrar these meetings have not taken place. Interviews for both positions took place on 2 and 3 March 2015 and these meetings will be scheduled in with the new FCR and Deputy FCR when appointed.	17 Apr 2015 - The new Force Crime Registrar has been appointed and meetings arranged with the DCC. The FCR will be invited to attend both SEB and ICB in future.	17/04/2015 (CLOSED)	Yes	COMPLETE
7	The force should issue policy and procedural guidance on the action required for dealing with reports of rape that occurred in another force area and those received by BTP that are reported to other forces. This should include its expectations for victim care, evidence recovery and the transfer of case papers. (Page 12)	Head of Offender Management	01-Mar-15	This action was escalated by the Deputy Chief Constable from 'three months' to 'Immediately' following receipt of the draft report and the Integrity and Compliance Board on 1 December 2014. Jan 2015 - The Detective Superintendent, Crime has written to all Detective Chief Inspectors for dissemination to reiterate the process for dealing with all rape offences, which will be supervised by an officer of the rank of Detective Inspector or above. Additionally, every rape offences will be recorded as a rape on the crime system at the earliest opportunity with any cases transferred to the Home Office force in accordance with the National Crime Transfer guidelines. This information will be included in the BTP SOP for managing seriously sexually motivated crimes, which is currently being reviewed. 18 Apr 2015 - the SOP is still under review and redesign. 19 May 2015 - the Force Crime Registrar will ensure that the transfer of rapes both to and from another force is included in the SOP. The auditing of sexual offences is included in the 2015/16 Crime Audit Plan; the first of which will take place in June 2015.	10 Aug 15 - The Force Crime Registrar is carrying out a review of the current SOP. As part of the update, the transfer of crimes to and from other Forces (including the transfer of rapes both to and from another force) is included in the SOP. The first audit of sexual offences (as included in the 2015/16 Crime Audit Plan) has shown a 97% compliance with HOCR. The FCR now reviews all allegations of Rape for recording accuracy. 04 Nov 15 - The Force Crime Registrar is now re-writing the SOP. As part of the update, the transfer of crimes to and from other Forces (including the transfer of rapes both to and from another force) is included in the SOP along with policy on Cyber Crime. This second audit of sexual offences (as included in the 2015/16 Crime Audit Plan) will take place in Dec. A monthly review of all reported Rape allegations HO (N100) BTP (E99) records continues to be carried out and since the creation of the DIU, instances of incorrect recording of rape/sexual offences has dropped significantly from 4 in July to zero (0) in September.	04-Nov-15	No	GREEN
WITHIN THREE MONTHS								
3	The force should developed action plans from audit findings that clearly identify action owners and timescales so that progress/ implementation can be properly monitored and relevant staff held to account. (Page 6)	ACC Scotland / DCS Crime	01-Mar-15	Jan 2015 - BTP has developed an internal Improvement Plan which will be monitored via Contact Management. In the longer term this will form part of the Crime department 'cradle to grave' process. 18 Apr 2015 - the forcewide Crime review has now been completed with the findings and recommendations paper to be submitted to ACC B Division and Crime on 30 April 2015. There will then be a paper presented to May FEB for COG consideration. 19 May 2015 - responsibility for the improvement plan lies with the Contact Handling Board. The Head of Audit and Compliance will discuss the accountability of this with Ch Supt D Division. The Force Crime Registrar is a standing member of Contact Handling Board.	10 Aug 15 - The Force Crime Registrar has developed a Crime Audit Action Plan which will be used to monitor action owners and progress made on audit findings going forward. 04 Nov 15: The Crime Audit Plan will come to ICB in November 2015 for first review.	14-Aug-15	Yes	COMPLETE
4	The force should develop a means of highlighting links between NCRS and HOCR compliance and operational performance. This will ensure the force is able to more clearly demonstrate 'performance with integrity'. (Page 6)	Deputy Chief Constable	01-Mar-15	Jan 2015 - Information detailing the findings from the most recent report, together with any exceptions / historical recommendations will be presented to the Service Excellence Board. 18 Apr 2015 - Audit and Compliance will work with Analysis and Performance to develop a product for dissemination to SEB in June 2015. 19 May 2015 - the Crime Audit plan for 2015/16 has been approved and the results of audits undertaken will be shared with SEB; the first of which will be an audit of repeat and vulnerable victims.	The data will be presented in SEB and will add real value around compliance and our ability to record crime within 24 hours. The DCC is keen to see this data too. Analysis and Performance are going to work up a slide for inclusion in the SEB after next. The FCR will be available at that SEB to talk through the slide and answer any questions if needed (as she is away for the next one). Going forward Analysis and Performance will also include relevant compliance information in monthly SEB meetings as they become available and will present these within the performance in the relevant sections. 04 Nov 15 - Analysis and Performance/Audit and Compliance have	04-Nov-15	No	GREEN

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5	The force should review processes and ensure that the level of monitoring of individual operators within force control rooms, the FCC and the CRC is consistent across the force and carried out in accordance with existing force policy. (Page 7)	Head of Contact Management	01-Mar-15	Jan 2015 - This is currently being reviewed as part of the Contact Management review and the creation of a Data Integrity Unit will support this. The Contact Management review will be implemented by September 2015.	FCR(L) and (B) are now considered one entity on two sites led by one CI. Differences in processes are being addressed e.g. the use of holding B queues at FCR(B) are to end when the DIU is fully operational in December 15. FCC Supervisors have now had crime training and are on duty 24/7. A dedicated FCC manager has been appointed and is in post. DIU are examining areas of risk e.g. Crime Related Incidents, Hate and Sex offences and where necessary making amendments to records and providing feedback to staff and supervisors. E.g. compliance with rape incident reporting (N100 or E99) up from 0% in May to 88% in July. 5.11.2015 – The CRC has now closed and monitoring of call handlers within the FCC is generic overseen by the Call Centre Manager. The single CI is	05-Nov-15	No	GREEN
6	Whilst recognising the work that the force is doing to resolve problems in relation to out-of-court disposal, the force should develop processes which ensure that: <ul style="list-style-type: none"> the disposal options comply with national guidelines; they are appropriate for the individual offence/circumstances; they are appropriate to the offender concerned; where relevant, that victims are consulted and updated; relevant records are properly updated with the correct outcome. (Page 10) 	Head of Offender Management	01-Mar-15	Jan 2015 - This action is on-going. Community Resolutions are to be recognised by BTP with training commencing to all front line officers in how to administer a Community Resolution in line with national guidelines. A phased training approach is being adopted with officers being trained by sub-Division in conjunction with the Force Crime Registrar to ensure outcomes are recorded appropriately. Additionally Scrutiny Panels, comprising of independent experts to review OoCD and ensure options and outcomes comply with national standards will now take place. The first panel will meet on 17 February 2015. As part of the Offender Management Reform Project, the force will be introducing an Evidence Review Gateway that will have responsibility for dip sampling a percentage of all disposals. Following the Gold group, the error rate for OoCD has reduced and the Evidence Review Officers, who were seconded to FHQ Offender Management, have gone back to Divisions. 9 Mar 2015 - The first OoCD scrutiny panel met in February and currently the minutes and organisational learning elements of the meeting are being prepared for publishing both internally and externally. The development of Community Resolution as a disposal method within BTP is nearing conclusion and the force is currently holding consultation sessions with Divisions before the commencement of a pilot within B Division. It was evident at the OoCD scrutiny panel that at least two or three cases could have been dealt with by a Community Resolution and its introduction will ensure that BTP is not over criminalising offenders. At the end of March Offender Management is launching new guidance on all OoCD disposals so as to provide consistent, detailed and quick guidance around OoCD disposals. 19 Apr 2015 - the next OoCD scrutiny panel will be held on 19 May 2015 and 50% of the cases will be based around sexual offences and serious violence; two categories that can attract criticism if disposed of incorrectly. This is also to support the prominent position that BTP is taking around the 'Report it to Stop It' campaign. The ERG goes live in April and will have a significant impact on the appropriate disposal and evidential standards pertaining to all OoCD. A review of all 2014 OoCD for sexual offences (four categories including sexual assault) is being prepared by the Head of Offender Management for presentation to ACC B Division and Crime on 24 April 2015. The proposed	Update August 2015-The previously mentioned guidance has been circulated and uploaded onto the JD intranet page. Since the last OoCD and publication of the new expectations in relation to sexual crimes the numbers of OoCD in relation to this crime type has significantly dropped. This has further been supported by the robust processes within the ERG. There is current training across the force in Community Resolution and this will further demonstrate BTP commitment to ensuring that the appropriate disposal is always followed. The OoCD will next meet in September 2015 and will continue to meet as BAU every quarter. The monitoring and development of guidance will now continue as BAU.	5/11/15 (CLOSED)	Yes	COMPLETE
8	The force should investigate the need to record reports of crime on both NSPIS and CRiMe. Where no deployment of staff is necessary there may be a case for restricting the record to CRiMe only; thereby reducing duplication. (Page 13)	Head of Contact Management	01-Mar-15	Jan 2015 - This is currently being reviewed as part of the Contact management review. The enhanced First Contact Centre will reduce duplication and improve efficiency; this has already been identified as a non value process in the approved business case.	The closure of CRC Cardiff on 11th September 2015 will eliminate the need for logs to be created at FCC which would then be transferred and crimed by CRC. To consolidate the transfer of all crime recording from CRC to FCC, FCC staff have been trained to record Crime from victims from phone/TEXT, EMAIL/ Social Media, by current policy which still includes a brief NSPIS log being created. This is to ensure information isn't lost whilst staff learn are embedding these new skills. An interim review of the new FCC Crime processes (transferred from CRC) will commence in Sept and it is envisaged that certain crime types will be identified for Criming without incident log as required (theft cycle being the pilot crime type). In early 2016, the new Niche and Command and Control system will provide a final review to enable even leaner processes. Non value contacts such as Lost Property are no longer being recorded on Incident logs; they are now signposted to "Report my Loss" directly.	18-Aug-15	No	GREEN

WITHIN SIX MONTHS

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9	The force should engage with train/station operating companies to establish processes to improve the exchange of information in relation to property lost and found. This should enable staff to ascertain more quickly that property has been lost, rather than stolen, and ensure those reporting are re-united with their property without a crime being created. (Page 8)	Op Magnum Lead (T Supt S Taylor B Division)	01-Jun-15	<p>Jan 2015 - Op Magnum is in the process of having a memorandum of understanding ratified in order that BTP can access Lost Property Office (LPO) information in respect of Excess Baggage Limited who has responsibility for the collection of lost property at Network Rail owned and operated stations. This is due to go live in April 2015 whereby BTP will be able to remotely access all lost property entered on to Excess Baggage Limited databases. In addition to this, we are currently looking into the possibility of having all TOC LPOs signing up to the same software and having a similar agreement put in place. However, this is still in the very early stages. Furthermore, authority is being sought to recruit a member of staff who will be responsible for working in the various LPOs in the London area to act as a liaison between BTP and the LPOs. 25 Feb 2015 - the Lost Property Liaison Officer role has been approved and interviews for the position will take place during week commencing 1 March 2015. Three possible applicants have been identified from the New Connection programme and if one is suitable for the role, it could be filled by the first week of April 2015.</p> <p>The official sign off of the Information Sharing Agreement between BTP and Excess Baggage is awaited. The expected 'go live' date for accessing their lost property database is still April 2015. In relation to Lost Property Offices not owned/operated by Excess Baggage, BTP is now working with the Rail Passenger Focus Group and ATOC to bring pressure on TOCs to change the current practices and procedures around the recording of lost property and repatriation to the legitimate owners; this is a work in progress. 24 Apr 2015 - the Lost Property Liaison Officer is now in place and will be responsible for visiting LPOs pan London to identify property previously reported as stolen. There is a second vacancy on the Op Chelsea 2 team which will be changed from a Civilian Investigator role to a second Lost Property Liaison Officer role which will offer the department some resilience. The Information Sharing Agreement with Excess Baggage Ltd has taken place and BTP is now waiting for the log-in details for the SPOC so that access can be made. Liaison between BTP and Passenger Focus Group is progressing well and there is a steer from them that TOCs will be looking for Excess Baggage Ltd to assume responsibility for all LPOs. This is still work in progress. Current practices being adopted by B Division in respect of accessing LPOs and databases are now being shared with C Division who will be looking to adopt similar methods.</p>	<p>The agreement for remote access to Excess Baggage Ltd data has now been signed off and the Operation Chelsea2 Team use this daily to compare property with the crime database.</p> <p>24/8/15: Approval has been obtained through the RAP process to change the Civilian Investigator role to a second Lost Property Liaison Officer role. Once the CID review has taken place and the current block on movements into the department has been lifted, recruiting for this role will take place.</p> <p>ReportMyLoss (RML) went live at the beginning of July and BTP no longer record reported losses on NSPIS and all reports are now being made direct to the RML website which in turn links with the NMMPR. Data such as IMEI and serial numbers will increase and has done by 20% since RML went live for BTP meaning that it will be much easier to identify property located in the various LPOs and subsequently repatriate it to the legitimate owner. The bonus for us is that all forces have access to the NMMPR and whether property lost on the rail network is handed into HO force stations or other forces conducting stop search and searches of property during criminal investigations conduct checks through the NMMPR, it will increase the identification of such items checked if the property was in fact stolen.</p> <p>5/11/2015: Work continues to progress in respect of centralising the recording processes used by the various TOCs when logging in lost property. Eventually we still hope to encourage all TOCs to sign up to recording lost property electronically and then having this data linked to NMMPR. This will ensure that police will have full access to this data making repatriation much easier and will no doubt reduce reports of stolen property. So far, FGW have signed up to this method and a further four companies have expressed an interest.</p>	05-Nov-15	No	GREEN
10	The force should publish a clear operating procedure around the routing of reports of crime on the NSPIS system. This should ensure consistency between control rooms. The procedure should also recognise the quality of the victim interaction and not just focus on reducing the time taken to complete it. (Page 11)	Head of Contact Management	01-Jun-15	<p>Jan 2015 - This work is underway and the Force Crime Registrar has agreed the generic workflow for those crimes transferred from other forces. The Justice transformation will standardise the work of the control rooms internally. 22/6/2015: DIU Workshop was held on 22nd June where processes and flow charts were agreed to be implemented when the DIU is fully functioning in December 2015. Meanwhile as item 5 above DIU are examining areas of risk e.g. Crime Related Incidents, Hate and Sex offences and where necessary making amendments to records and providing feedback to staff and supervisors. E.g., compliance with rape incident reporting (N100 or E99) up from 0% in May to 88% in July.</p>	<p>There is a separate action plan led by the Crime Registrar to address the misuse of CRI closure code where there is a risk of victims crimes not been properly recorded and DIU are providing remedial action in appropriate logs within the next working day (e.g. 213 additional crimes recorded between April to September 2015.) There is ongoing work with the Registrar to reduce the number of Log closure codes to reduce errors, improve service to victims and to be compliant with NSIR.</p> <p>With the review of Justice now complete, and the introduction of one CMU (mid Sept 15), a meetings have taken place to agree incident routing between First Contact, Control Rooms, DIU and CMU that meets the victim charter.</p>	05-Nov-15	No	AMBER
11	The force should develop a single service level agreement/contract with all train operating companies and CCTV providers that ensures timely and efficient delivery of CCTV product and, that BTP staff are aware of what is required of them to ensure compliance. (Page 12)	Superintendent, Head of CCTV	01-Jun-15	<p>Jan 2015 - T/Supt of CCTV has spoken to Andy O'Dell of ATOC about the need for a standard CCTV Service Level Agreement with Train Operating Companies. Andy O'Dell has agreed to assist BTP with progressing this through the Rail Delivery Group Policing and Security sub group. 25 Feb 2015 - ATOC have reconvened the ATOC CCTV working group - next meeting 9 March 2015 and SLA is on agenda for</p>	<p>Supt CCTV: Proposal taken to ATOC CCTV Working Group. There was no appetite for a single collaboration agreement. Now referred to ACC Newton to take up aspiration for single SLA with RDPG & S</p>	05-Nov-15	No	AMBER

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12	The force should develop a single agreement with all CPS offices with which it deals for the provision, timeliness and content of case papers. This should ensure for consistency in terms of the standards required from BTP staff. (Page 12)	Head of Offender Management	01-Jun-15	Jan 2015 - One single CPS unit that deals with all BTP cases has been negotiated to be in place for the first week of April 2015. A national approach to BTP prosecutions, based in Birmingham, will be dependent on the Offender Management Reform Project National Justice Directorate.	<p>August 2015 - The Single CPS in West Midlands became fully operational on 9th April 2015. Processes and performance are business as usual, supported by monthly Prosecution Team Performance Management meetings (PTPM), quarterly strategic stakeholder meetings and bi-annual attendance by CPS Chief Crown Prosecutor SPOC at the Justice Delivery Board chaired by the ACC Justice portfolio lead.</p> <p>The implementation of the Single CPS was governed by a fortnightly joint CPS/BTP project board. These Project Boards have now concluded following implementation sign off on 13th August 2015.</p> <p>The joint BTP/SLA Service Level Agreement was signed by Chief Constable and Chief Crown Prosecutor in July 2015.</p> <p>BTP have standardised processes, aligned with Transforming Summary Justice (TSJ) timeframes for Charge cases, Summons cases, CPS Digital Charging advice, CPS Direct advice, Remand cases and specialist units i.e. RASSO.</p> <p>05/11/2015: Our working relationship with CPS has increased and we are working collaboratively on a number of subjects: Performance, Scrutiny Panels, Regional lead involvement etc.</p> <p>We have regular national performance meetings: PFQ once a month and PTPM once a month.</p> <p>Quarterly national stakeholder meetings with all Justice Team Managers and CPS Regional Leads.</p> <p>CPS have offered to facilitate Better Case Management (BCM) training to our Justice teams.</p> <p>Dedicated SPOCs within CPS ensuring we have a go to person.</p> <p>Escalation process implemented for both organisations.</p> <p>Recent invitation on the CPS Hate Crime Scrutiny Panels.</p> <p>Head of Justice meets with the Regional lead every quarter.</p>	05/11/2015 (CLOSED)	Yes	COMPLETE
13	As part of the on-going IT Integrated System Project, the force should ensure that the outcome of this work has appropriate linkage of functionality and data between crime recording and incident recording systems. (Page 13)	Supt Integrated Systems Project	01-Jun-15	Jan 2015 - BTP is procuring a new Command and Control system and a new core integrated policing system (Case Custody, Crime and Intelligence), which the new Command and Control system will interface with. It is planned that the new Command and Control system and the Crime and Intelligence systems of the core integrated policing system will go live in October 2015. There will not be full integration between the new core policing system and the new Command and Control system, but there will be an interface which will ensure that there is linkage of functionality and data between the crime recording and incident recording systems as is possible through an interface. 17 Mar 2015 - The procurement process for the core integrated policing system (Case, Custody, Crime & Intelligence) and the new Command and Control system is well underway and evaluation of the suppliers bids against the requirements are in progress. It is still planned that the new Command and Control system and the Crime and Intelligence systems of the core integrated policing system will go live in October 2015, although this is subject to whoever is decided upon as the preferred suppliers availability. There will not be full integration between the new core policing system and the new Command and Control system, but there will be an interface which will ensure that there is linkage of functionality and data between the crime recording and incident recording systems as is possible through an interface.	19 Aug. 2015 – Niche has been announced as preferred supplier for the new core policing system, and the Crime & Intel part will go live on 23rd Feb. 2016. The Case & Custody part will go live on 5th April 2016. The implementation plan to achieve this is being carried out, and the key milestones are being delivered on track against plan to meet these go live dates. Capita have been announced as preferred supplier for the new Command & Control system, and discussions are taking place with them to agree a go live date which currently stands as the 29th June 2016 and also an implementation plan to achieve this. If during the discussions it is possible to move the go live date to the left of the June date, we will take this opportunity. At go live there will be an interface between the new core policing system and the new Command & Control system. 05/11/2015: Go Live date of 29 June 2016 still stands. work still progresses to achieve this go live date.	05-Nov-15	No	GREEN
HMICS Improvement Actions								
1	BTP should give closer scrutiny to violence related incidents to ensure that crimes are counted and classified correctly. This should form part of future crime audits of the division conducted by the Audit and Compliance team. (Paragraph 38)	Ch. Supt Mc Bride	12-Aug-15	HMIC(S) report is published on HMIC(S) Website. 12/08/2015	5/11/2015: Audit of D Division Violence Against The Person has show an increase in correct recording of these offences from 91% to 97%. Significant improvement and will continue to be monitored in future bespoke D Division crime audits.	05-Nov-15	No	GREEN
2	BTP Scotland division should ensure that when reported crimes are transferred to Police Scotland the incident record should be updated with the appropriate crime reference number before closure. (Paragraph 47)	Ch. Supt McBride	12-Aug-15	HMIC(S) report is published on HMIC(S) Website. 12/08/2015	Scotland Divisional Commander has confirmed that the local Scotland Divisional CMU are aware and working to this now	14/08/2015 (CLOSED)	Yes	COMPLETE

CRIME DATA INTEGRITY IMPROVEMENT PLAN - NATIONAL

National Recommendations - report issued November 2014

SCT Portfolio Owner: ACC B Division and Crime

Improvement Plan Owner: Strategic Development Department

Ref	Area for Improvement	Action Owner	Due Date	Initial Response	Latest Update	Date of Update	Complete Yes/No	RAG Status
IMMEDIATELY								
5	All forces should ensure their auditing procedures in respect of reports of serious sexual offences, including rapes, are sound. (Page 74, para 7.70)	Force Crime Registrar	Now	<p>25 Feb 2015 - All reported incidents of rape are monitored by D/Supt Crime at FHQ, with the dataset being provided by the FCR. Under the present rules all no crime rapes have to be authorised by him in consultation with the FCR. The issue of serious sexual offences and rape was raised by the FCR at the Crime Managers meeting in January 2015; as a result of that meeting BTP has adopted the national process of recording incidents of rape and attempt rape on crime from 1 March 2015. The FCR has also circulated the CPS advice on when 'consent' is an issue in cases in February 2015.</p> <p>Two audits have been carried out on Sexual offences in 2014; November 2014 the results of the audit being fair 86% compliance under NSIR; which was the same result achieved in May 2014. The areas for improvement identified have been passed to the Contact Handling Board to action.</p> <p>An audit of CRI is currently being undertaken which will identify any sexual offences that have not been crimed due to any misunderstanding of the rules on recording; CRI is being audited as it is this classification in which a large number of incident reports of all crime categories fall into including sexual offences.</p>	17 Apr 2015 - an audit of CRI was undertaken in March 2015; no incidents of sexual offences that had been no-crimed were identified.	17/04/2015 (CLOSED)	Yes	COMPLETE
11	Forces should ensure that, in crime-recording: a) the presumption that the victim should always be believed is institutionalised; b) all reports of crime are recorded as crimes at the earliest possible opportunity; c) decisions to record crime are not subject to undue operational or performance pressures; and d) practices such as investigate-to-record (where the recording of a crime is delayed until after an initial investigation of the complaint) are discontinued. (Page 90, para 7.109)	Deputy Chief Constable	Now	<p>Jan 2015 - Following receipt of the final Crime Data Integrity report on 23 December 2014, the DCC published a message on the Intranet / Divisional and FHQ weeklies on 16 January 2015 reiterating the importance of ethical crime recording.</p> <p>5 Mar 2015 - the HOCR guidance has been amended following the HMIC CDI inspection to ensure that victims are at the centre of crime recording, that crimes are recorded at the earliest point of contact and no later than 24 hours. The DCC will be publishing a message informing all officers and staff of the amendments to the counting rules.</p>	17 Apr 2015 - following the amendments to the HOCR guidance which come into effect on 1 April 2015, a message from the DCC was published on the Intranet and Weeklies informing all officers and staff of the amendments to the counting rules.	17/04/2015 (CLOSED)	Yes	COMPLETE
WITHIN THREE MONTHS								
3	The Home Office should amend the HOCR guidance to require that in cases where a no-crime decision has been made, the victim must always be informed in a timely manner and a record to that effect should be made. (Page 68, para 7.59)	Home Office (Deputy Chief Constable)	01-Feb-15	5 Mar 2015 - the HOCR guidance regarding cancellations (formerly no-crimes) has been amended to ensure the victim is informed of each decision. This will take effect from 1 April 2015 and the CRIME system has been amended to reflect the changes.	17 Apr 2015 - the HOCR has been amended regarding cancellations. This and other amendments to the rules have been published on the Intranet via a message from the DCC. The updated documentation is available on the National Crime and Incident Recording Standards page of the Intranet.	17/04/2015 (CLOSED)	Yes	COMPLETE

CRIME DATA INTEGRITY IMPROVEMENT PLAN - NATIONAL

National Recommendations - report issued November 2014

SCT Portfolio Owner: ACC B Division and Crime

Improvement Plan Owner: Strategic Development Department

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4	All forces should ensure that: - in cases of out-of-court disposals where there is a victim, they consult the victim before making the decision to issue or effect the disposal, and make a record that they have done so; and - on every occasion when the making of an out-of-court disposal is under consideration, the previous offending history of the offender is checked to ensure the offender is eligible for the disposal in question, and make a record that this has been done. (Page 73, para 7.68)	Head of Offender Management	01-Feb-15	9 March 2015 - The first OOCB scrutiny panel met in February and currently the minutes and organisational learning elements of the meeting are being prepared for publishing both internally and externally. The development of Community Resolution as a disposal method within BTP is nearing conclusion and the force is currently holding consultation sessions with Divisions before the commencement of a pilot within B Division. It was evident at the OOCB scrutiny panel that at least two or three cases could have been dealt with by a Community Resolution and its introduction will ensure that BTP is not over criminalising offenders. At the end of March Offender Management is launching new guidance on all OOCB disposals so as to provide consistent, detailed and quick guidance around OOCB disposals.	19 Apr 2015 - the launch of the ERG will ensure that there is due organisational diligence around consultation with the victim and previous offending checks prior to an OOCB being disposed. A review of all 2014 OOCB for sexual offences (4 categories including sexual assault) is being prepared by the Head of OM for presentation to ACC B Division and Crime on 24 Apr 2015. The proposed recommendations will ensure greater consistency relating to OOCB decisions around these offences. Update August 2015-This is essentially BAU for the ERG. Since the last OOCB panel and publication of the new expectations in relation to sexual crimes the numbers of OOCB in relation to this crime type has significantly dropped. This has further been supported by the robust processes within the ERG. The OOCB will next meet in September 2015 and will continue to meet as BAU every quarter. This group will monitor and report back on all areas of compliance mentioned within this action. I am satisfied that with the work of the ERG and the support of the OOCB panel that this has been adopted within BAU and can be closed. 5/11/15: OOCB meeting has taken place.	10-Aug-15	Yes	COMPLETE
13	The national policing lead for crime statistics should draw up an action plan in respect of the findings of this report. The action plan should provide for the development of clear guidance, based on best practice, to facilitate the improvement by chief constables of the integrity of crime-recording in their forces. (Page 95, para 7.123)		01-Feb-15	27 Jan 2015 Action plan received by BTP from the ACPO lead, CC Jeff Farrar, Gwent Police requesting update from forces.	Crime Data integrity National Plan obtained from Michael Richards, Staff Officer to CC Farrar. BTP has completed the feedback questionnaire, issued by CC Farrar	10/08/2015 (CLOSED)	No	COMPLETE
WITHIN SIX MONTHS								
1	The Home Office should revise the guidance in the NCRS and HOCR to clarify the circumstances in which a crime must be recorded when reported by a person other than the victim. In particular, the guidance should be amended to make clear that reports of crime by professionals such as doctors, teachers, health workers and social services, when acting in their professional capacities, should always be regarded as acting on behalf of the victim, and so reports of crimes made by such people should be recorded as crimes, and that this should be done irrespective of whether or not the victim confirms that a crime has been committed. (Page 57, para 7.33)	Home Office (Deputy Chief Constable)	01-May-15	5 Mar 2015 - the Home Office Counting Rules has been amended to provide clarity around third party recording, particularly reports from professionals. This is detailed in Section A 'Whether and When to Record'.	17 Apr 2015 - the HOCR has been amended. This and other amendments to the rules have been published on the Intranet via a message from the DCC. The updated documentation is available on the National Crime and Incident Recording Standards page of the Intranet.	17/04/2015 (CLOSED)	Yes	COMPLETE
2	The Home Office should revise the guidance in the HOCR in relation to the accountability and responsibility for the making of all no-crime decisions, so as to require that the authority to make a no-crime decision is vested in and confined to persons who are independent of investigations, properly trained for the role, and subject to direct oversight by the force crime registrar. In the case of rape, the HOCR should be amended to provide that only the FCR has the authority to make a no-crime decision. (Page 66, para 7.56)	Home Office (Deputy Chief Constable)	01-May-15	5 Mar 2015 - the Home Office Counting Rules has been amended in relation to the authority for cancellations (formerly no-crimes). In relation to cases of rape, these can only be amended by an accredited Force Crime Registrar. In the interim period, the decision should be of ACPO rank with guidance from the FCR.	17 Apr 2015 - the HOCR has been amended. This and other amendments to the rules have been published on the Intranet via a message from the DCC. The updated documentation is available on the National Crime and Incident Recording Standards page of the Intranet.	17/04/2015 (CLOSED)	Yes	COMPLETE
6	All forces should ensure that they have in place effective supervisory oversight of the making of crime-recording decisions to ensure compliance with the HOCR, whether those decisions are made by personnel in force control rooms and call-handling centres, or by members of specialist teams or officers or staff with routine contact with the public. (Page 80, para 7.82)	Head of Contact Management	01-May-15	Jan 2015 - This is currently being reviewed as part of the Contact Management review and the creation of a Data Integrity Unit will support this. The Contact Management review will be implemented by September 2015. 17 Mar 2015 - this is a continuous iterative piece of work which runs as a golden thread through the Contact Management Change Process. 26 April - No Change. 10/8/15: FCR(L) and (B) are now considered one entity on two sites led by one CI. Differences in processes are being addressed e.g. the use of holding B queues at FCR(B) are to end when the DIU is fully operational in December 15. FCC Supervisors have now had crime training and are on duty 24/7. A dedicated FCC manager has been appointed and is in post. DIU are examining areas of risk.	5.11.2015 – The DIU has started to oversee incident closure work for priority crimes but due to late recruitment and the Priority Gold Group TOC IP work, are not fully operational. Following the closure of the C Div CMU, the holding B queues for C&D have been identified as an area of risk (delay in record crime) and highlighted to Divisional Reps. From 9/11/15, the B queues will cease to mirror the process in FCRL where incidents will be closed timely without undue delay to the recording of crimes.	05-Nov-15	No	GREEN

CRIME DATA INTEGRITY IMPROVEMENT PLAN - NATIONAL

National Recommendations - report issued November 2014

SCT Portfolio Owner: ACC B Division and Crime

Improvement Plan Owner: Strategic Development Department

Ref	Area for Improvement	Action Owner	Due Date	Initial Response	Latest Update	Date of Update	Complete Yes/No	RAG Status
7	The College of Policing should establish standard training to be provided by each force and which will ensure that all officers and staff who are likely to record crimes or have supervision of crime-recording have a sound understanding of the relevant principles to be applied, and are periodically tested in that respect. (Page 80, para 7.83)	College of Policing (Head of Learning and Development)	01-May-15	16 Mar 2015 - BTP has been in contact with the College of Policing in relation to all the actions that the College is leading on to request the key contacts and ensure that the force is included and aligned to the work being undertaken. No response has been received to date. 26 April - No Change. BTP force Crime Registrar will attend the "Train the Assessors" course for the National Accreditation training (which will run from 24 - 28th August 2015). Once qualified BTP's Force Crime Registrar will assist with the assessment of the other HO Force Crime Registrars who will attend the College of Policing Training. The Force Deputy Crime Registrar will also attend the training on 28th Sept - 2nd Oct 2015 course for accreditation. A spin off from the accredited training will be an ability to train internally those with a responsibility for crime recording. BTP are also seeking to recruit a Crime Audit Trainer.	04 Nov 15: BTP force Crime Registrar has attended the "Train the Assessors" course for the National Accreditation training and is now qualified. The FCR has already run an accreditation course for the College of Policing. The Force Deputy Crime Registrar will also attend the training in Q4 for accreditation. A spin off from the accredited training is an ability to train internally those with a responsibility for crime recording. BTP have recruited a Crime Audit Trainer.	04-Nov-15	No	GREEN
10	Forces should establish and begin operation of sound arrangements for the conferment upon force crime registrars of sufficient independence and authority, so as to ensure that high standards of adherence to the HO CR and NCRS are attained and maintained. In particular, such arrangements should provide that force crime registrars: a) report directly to the deputy chief constable; b) have direct access to the chief constable; and c) are required periodically to report to the chief constable on crime-recording in the force. (Page 81, para 7.85)	Deputy Chief Constable	01-May-15	17 Apr 2015 - The new Force Crime Registrar has been appointed and individual meetings arranged with the DCC to enable transparency and independent oversight by the DCC. The FCR will also attend both SEB and ICB in future.	17 Aug 15 The FCR now has regular meetings with the DCC, has access to the Command Team and has produced a Crime Audit Plan for 2015 - 2016 which has already produced key reports for this year already.	17-Aug-15	Yes	COMPLETE
12	The Home Office should amend the HO CR so as to abolish the latitude available to forces of not recording a crime for up to 72 hours after the initial report or complaint. (Page 90, para 7.109)	Home Office (Deputy Chief Constable)	01-May-15	5 Mar 2015 - the '72 hour' period has been removed. From 1 April 2015 under HO CR forces should record crime at the first point of contact and no later than 24 hours. Guidance has been issued to Contact Management regarding this.	17 Apr 2015 - the HO CR has been amended. This and other amendments to the rules have been published on the Intranet via a message from the DCC. The updated documentation is available on the National Crime and Incident Recording Standards page of the Intranet.	17-Apr-15	Yes	COMPLETE
WITHIN NINE MONTHS								
8	The College of Policing should take the steps necessary to require candidates for the highest ranks in policing to know how to establish in their forces sound levels of competence in the proper application of the crime-recording rules by their officers and staff. (Page 80, para 7.83)	College of Policing (Deputy Chief Constable)	01-Aug-15	16 Mar 2015 - BTP has been in contact with the College of Policing in relation to all the actions that the College is leading on to request the key contacts and ensure that the force is included and aligned to the work being undertaken. No response has been received to date. 26 April 2015 - No Change.	24 August 2015: College of Policing have published their document: "The Leadership Review". The Management and Leadership section highlights expectations from those in all ranks, to establish in their respective forces high levels of competency across the workforce.	24-Aug-15	Yes	COMPLETE
9	The College of Policing should establish a regime of training and national accreditation for force crime registrars. The national accreditation should be time-limited and force crime registrars should be required to renew it periodically. As soon as practicable thereafter, all forces should ensure that their force crime registrars have been duly trained and have acquired the national accreditation in question. (Page 81, para 7.85)	College of Policing (Deputy Chief Constable)	01-Aug-15	5 Mar 2015 - Update from Home Office Technical Working Group. The training and accreditation for Force Crime Registrars is expected to commence in May 2015. It will be a week long residential course with scenario based assessment and is a 'pass / fail' course. 17 Mar 2015 - The College of Policing has confirmed that the FCR course will be an assessed course with passing the requirement for eligibility for the national professional register with delivery planned to start from April / May 2015. The lead for the delivery of course at the College is Mike Nicholson. 24 Apr 2015 - Provisional details regarding the cost, duration and to assess the demand for the new FCR course has been issued via the ACPO lead, Jeff Farrar with a response date of 26 June 2015. The course will be run towards the end of the summer. 17 Aug 15 The FCR will attend an Assessor's course in September 2015 and assist with the assessment training of other Ho Force FCR's. The BTP Deputy FCR will attend the course in October 2015, following his appointment in September 2015.	04 Nov 15: BTP force Crime Registrar has attended the "Train the Assessors" course for the National Accreditation training and is now qualified. The FCR has already run an accreditation course for the College of Policing. The Force Deputy Crime Registrar will also attend the training in Q4 for accreditation. A spin off from the accredited training is an ability to train internally those with a responsibility for crime recording. BTP have recruited a Crime Audit Trainer.	04-Nov-15	No	GREEN