



Report to: Performance Review Committee
Date: 20 July 2016
Agenda Item: 6
Subject: Data Quality
Sponsor: Deputy Chief Constable
For: Information

1. PURPOSE OF PAPER

1.1 This paper outlines the processes in place to assure key datasets that BTP uses to monitor performance.

2. BACKGROUND

2.1 There are a wide range of datasets that BTP use to monitor and report on performance. Although the majority of data is produced internally from BTP systems there are also third parties that provide data such as Network Rail (lost minutes) and BMG Research (telephone survey victim of crime data).

2.2 The datasets considered in this paper are:

- Crime and incident data
- HR sickness absence data
- Stop and Search records
- Victims of crime survey data
- Disruption (lost minutes) data
- Criminal justice data.

2.3 Appendix A outlines for each of these datasets a summary of the data recorded, the method and frequency of assurance processes, any risks and mitigating actions and a summary of any major activity since the last report to this Committee in 2015.

Crime and Incident data

- 2.4 Police crime and incident data generally has received a significant amount of national attention and as such is subject to a comprehensive series of HMIC inspections. Both the recording of crime and incidents are carried out within a framework of detailed National Crime Recording Standards (NCRS) that are overseen by each Force's Crime Registrar. Adherence to these standards are regularly audited and reported to BTP's Integrity and Compliance Board and Service Excellence Board. There is a set audit plan for BTP crime groups for 2016-17 which looks to audit all crime and incident types throughout the year to ensure that crime is recorded in an accurate and timely manner. The plan for 2016-17 is attached at Appendix B together with the 2015-16 plan, results and direction of travel.
- 2.5 A recent audit has found issues with the processes in place to document repeat and vulnerable victim information. All persons reporting hate related incidents to police should have any potential vulnerability identified, so that the correct level of response can be provided at the earliest point. A review of hate-related incidents recorded in March 2016 found that of the 100 incidents where the victim spoke directly to either call-handling staff or an officer only 10 of the incident reports documented that the relevant Repeat and Vulnerable Victim (RVV) questions had been asked. It is likely that staff are asking the questions but not documenting their action but this is currently unknown. The Head of Contact Management has produced an action plan to ensure compliance in this area which will be presented to the Integrity and Compliance Board on 13 July 2016. FCC staff and officers must ensure that RVV questions are asked and responses documented at the earliest opportunity in order to identify victims most in need of an enhanced level of service.
- 2.6 Crime data is a key dataset for the BTPA Cost Allocation Model (also known as the Charging Model), which is used to calculate Police Service Agreement Holder (PSA) Holder charges. Crime data is allocated to a TOC using the Business Sector code in the crime report.

- 2.7 This code is a manually selected field within the Niche system and as staff transitioned from the crime system to Niche in early 2016, this field was prone to data recording errors. Such errors result in crimes being allocated to an incorrect TOC and therefore carry the potential for incorrect charging to occur. This error also impacted on the accuracy of the monthly automated TOC crime reports and the Business Objects on Demand Service (also known as the TOC portal).
- 2.8 To ensure a high level of data integrity, BTP and the BTPA are joint working on a large scale cleansing process to error check and correct all the Business Sector codes on the crime system. The automated TOC reports have been temporarily suspended and replaced with a manual report that is produced and quality assured by the central Analysis and Performance team.
- 2.9 An updated management-tenant table has been created and is being reviewed by the BTPA to ensure the accuracy of the look up data that will be used by BTP and First Contact staff to allocate business sectors. Once the new table is agreed, a script will be created that that will cleanse any historical incorrect TOC allocations to ensure that the data for the 2015/16 cost allocation is accurate and consistent with the new management tenant table. To further ensure data accuracy in this field, the Analysis and Performance team have created a complex (but automated) daily quality assurance process which tests all crimes recorded each day for validity and submits any potential errors to FCC for evaluation and, if needed, correction.
- 2.10 All workstreams related to the Niche system are coordinated by a weekly meeting that is co-chaired by ACC Newton and Simon Downey. A key aim of this group is to ensure that, once the retrospective issues associated with crime data are addressed, that business as usual processes are introduced that ensure accurate and consistent data entry at point of input.

Human Resources data

- 2.11 BTP's HR data is extracted from the internal ORIGIN system. Sickness absence data is audited by the HR Service Desk, primarily through running Discoverer reports. They are also the first point of contact for any queries that come in from Line Managers and/or HR colleagues. A recent Origin upgrade project has introduced a standard electronic sickness recording process which has been written by Capita has improved data quality standards. There are facilities in the new system to make certain fields mandatory, and also send reminders to employees/line managers if fields are not complete.

Stop and Search data

- 2.12 BTP's stop and search data is subject to significant scrutiny, both through this Committee and through internal performance review arrangements. The DCC chairs a Gold Group on stop and search and a number of initiatives have been implemented such as a community monitoring group, enhanced training delivery, improved performance reporting and the production of a updated Manual of Guidance that has been issued to all officers. There is also a planned HMIC Inspection that will be carried out in summer 2016.

Victim Satisfaction Survey data

- 2.13 The data that BTP uses to monitor the satisfaction of victims of crime is collected by BMG Research, a well-regarded market research company. BMG Research is Market Research Society (MRS) Company Partner Scheme and is fully compliant with the MRS Code of Conduct. They hold the following registrations: ISO 9001:2008, ISO 20252:2012, IQCS (Interviewer Quality Control Scheme) and ISO 27001:2013. Internally, BTP has also automated many of its victims of crime survey reports, further assuring the quality of this dataset.

Disruption data

- 2.14 The data that BTP uses to monitor its strategic and Policing Plan objectives relating to lost minutes is provided by Network Rail. Data in this area has been produced by the railway industry for many years and its integrity is regularly reviewed by industry stakeholders to ensure the correct of apportioning of responsibility and categorisation.

2.15 If BTP Divisional or FHQ staff wish to challenge the coding of specific disruption incidents there are now arrangements in place for this to be done in a timely manner. BTP's knowledge of this dataset has grown exponentially over the last four years and this has allowed both local and national engagement with Network Rail and train operators to address the temporal, geographic and process issues that contribute to both primary and reactionary disruption. The new BTP/Network Rail fusion unit (formed as part of the national disruption gold strategy), assists in the understanding of network rail data and ensure the quality of the data being submitted meets the needs of the organization as well as conduct strategic analysis that affect both organisations. Data is received daily from Network Rail via the central performance team who upload this to a central business objects universe. This allows for customised reports to be run. Reports are disseminated to key FHQ, Sub Divisional and Divisional personnel and disruption data is also included within the online performance portal.

Criminal Justice data

2.16 Criminal justice data is a complicated dataset consisting of many different elements and there are a number of audit activities that occur on a daily, weekly, monthly and bi-annual basis as set out in Appendix A. The monthly Offender Management Performance meeting oversees a range of justice data sets including court attrition. Any cases of note where there has been failure of cases due to an officer error is fed back through the Sub-Division SPOC to the officer and their supervisor for guidance and any further training needed. This meeting also acts as an internal audit process and is supported by monthly Divisional and Sub Divisional performance meetings where justice data is also assessed.

3. RECOMMENDATIONS

3.1 Members note the information contained in this paper.

Data Set	Data produced by	Method of assurance (internal process / external inspection or audit)	Frequency of audit activity / size of sample (if relevant)	Results of last audit / overall assessment from annual audit activity	Any risks identified and actions in place / planned to address them	Any areas of improvement to note since last data quality report
Crime and Incident data	Force Crime & Incident Registrar's Team for both internal and external audits.	Internal audits by the Force Crime & Incident Registrar's Team using the Data Quality Audit Manual 2015/16, approved by HMIC, ACPO, the and Home Office Counting Rules for Recorded Crime (HOCR), the National Crime Recording Standard (NCRS) and the National Standard of Incident Recording (NSIR).	Rolling programme of Crime and Incident Audits for 2015/16, compiled using a risk analysis to assess the crime and incident categories with the lowest level of compliance. The number of incident logs for audit from within the dataset is established by applying an approved sample size tool at the 95% confidence level, with a margin of error of 3%.	As part of the rolling 2015/16 programme the following audits were undertaken: - Theft –99% - Crime Related Incidents – 84% - Hate Crime – 93% - Sexual Offences, including rape – 93% - No Crimes – 99% - Dom Abuse – 96% - Violent Crime – 97%. As part of the rolling 2015/16 programme the following audits have been undertaken: - ASB – 91% - Reclassifications– 98% - Public Order – 97% - Criminal Damage – 98%.	No issues of integrity have been identified. The areas for improvement identified within recent audits relate to interpretation of the NCRS and HOCR, particularly regarding third party reports where the victim does not want to pursue a crime, and the timeliness of recording, i.e. outside of the required 24 hours. To address these, the following actions are in place: - Results of audits and associated recommendations are reported to ICB. - Results of audits, including the worksheets are disseminated to Contact Management, the CMU and Divisional Commanders for remedial action and the provision of guidance where necessary. - A rolling programme of briefing sessions, including regular attendance at the Sergeants Development Course by the Force Crime & Incident Registrar has been carried out to provide guidance and training to officers and staff regarding NCRS, HOCR and NSIR. - NCRS/HOCR workshops for FCC and CMU staff have been carried out, resulting in better understanding of crime recording requirements. - The Force Crime & Incident Registrar has worked with the Learning Exploitation Team to produce guidance concerning the accurate recording of Public Order offences. - The Force Crime & Incident Registrar's Intranet site is being updated to include audit results and provide additional guidance regarding NCRS, HOCR and NSIR. - The Force Crime & Incident Registrar continues to work with Contact Management to seek improvement in the timeliness of crime recording.	Significant improvement has been noted in many of the audits, and particularly with regard to the accurate recording of Crime Related Incidents.
HR data	The sickness statistics are extracted by A&P on a monthly basis and published in the FMI	Sickness data is audited by the HR service desk. Report is produced from Desktop Discoverer to show all financial year to date Sickness for all staff, officers and PCSOs based at FHQ and Divisions. This data is scrutinised at all local sub divisional HR SMT meetings.	This report is run on a monthly basis.	To establish all sickness has been closed off in DMS	Sickness is monitored on a daily basis, but checks are made every month to ensure all sickness has been closed off otherwise false sickness figures may ensue	The new system has resulted in improved data accuracy. There are facilities in the new system to make certain fields mandatory, and also send reminders to employees/line managers if fields are not complete.
Stop and search records	Officer generated data that is input	Each supervisor checks the form when submitted and marks it as 'satisfactory' or 'unsatisfactory' and	Audit conducted monthly and all forms by FHQ staff.	Next HMIC Audit due imminently in summer 2016	A number of areas have been highlighted, particularly around reasonable grounds	DCC Adrian Hanstock has taken control of BTP Stop and Search and is driving

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	<p>onto NICHE, paper record also produced.</p> <p>Introduction of Body Worn Video also produces video footage of all stop and searches (where cameras and operators are available during trial). This data is stored on evidence.com and is monitored by the BWV team.</p>	<p>records it on a monitoring spreadsheet. If unsatisfactory feedback/changes needed are sent to the searching officer for completion on NICHE. 'Satisfactory' completed forms are then sent to sub-divisional champions who again monitor the forms and ensure they have been appropriately collated. Finally all forms are individually quality assured at FHQ, ensuring all forms are on NICHE and meet the standards required by PACE.</p> <p>Public consultation meetings run every quarter. Group members select a number of stop and searches conducted across England and Wales (sanitised for public consumption). These stop searches are reviewed, discussed and where appropriate recommendations made to help raise standards in BTP.</p>	<p>Additionally an annual audit takes place to identify long term trends and areas for improvement.</p> <p>DCC Adrian Hanstock is the NPCC stop and search lead, meeting at the Police and Public Encounters Boards meetings quarterly. From these meetings drives recommendations across all forces delivering a number of products released to Police Chiefs to drive standards.</p>	<p>Last results presented in previous data quality paper still apply.</p>	<p>and the use of drugs dogs. Guidance and training has been given to Sgts and PCs on what constitutes reasonable grounds and a more stringent process has been put in place for securing a drugs dog.</p> <p>DCC Adrian Hanstock is the NPCC lead and has overseen the development of a number of products to increase the effectiveness of stop and search. The 'Fair and Effective' campaign material providing guidance to front line officers over the need to raise the bar.</p>	<p>standards at Gold Group meetings. Department and Sub-Divisional leads attend quarterly meetings to receive updates from the DCC, provide feedback and best practice as well as provide assurances that necessary changes are implemented within respective areas of business.</p> <p>Driven by the DCC'S national role, BTP have seen marked increase in positive searches demonstrating improvements across the force.</p>

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Victims of crime survey	<p>The VOC data is taken on a monthly basis from business objects (BOXI). The data includes victims of certain crime types, as defined by the Home Office, across all BTP sub-divisions and is sent to BMG Research who conduct the surveys on behalf of BTP. The feedback comes back to the R&D team who then use specialist software and Excel to analyse the results.</p>	<p>The VOC data is checked at all stages of the process. The Research and Development Team (R&D) dip sample 1% of records against CRIME prior to sending to BMG and on receiving the responses back. BMG also ensures the data is inspected before returning it to R&D, ensuring the standards in the VOC protocol have been met. A series of automated processes have been put in place to ensure that the data is analysed to the same standards each month. The data and analysis is signed off each month by a senior manager to ensure it has been collected, distributed and analysed in accordance with Home Office Guidance.</p>	<p>The VOC survey takes places every month. All relevant crime types are sent to BMG to potentially be surveyed, usually around 2300. BMG then survey approximately 430 victims of crime, spread across BTP's sub-divisions. The audit of the VOC data takes place every time the data is sent off, returned and analysed. This is vital to ensure the right victims are being conducted and that BTP are complying with Home Office standards. In March of every year a thorough audit of the results in the financial year to date is undertaken in order to help preparations for the following year. This involves speaking to all stakeholders involved in the process, addressing any concerns they have, re-calculating the sampling methodology and quality assuring the data.</p>	<p>A yearly assessment of annual activity and review of the process was completed to improve the efficiency of the process. This has included:</p> <ul style="list-style-type: none"> Appointment of new supplier – BMG Research – in April 2016 who is able to achieve a large sample size for the survey and is experienced in conducting VOC survey for other forces. Up-to-date Data Processing Contract with BMG is also in place to ensure security and confidentiality on data sharing All of the VOC reports have been fully automated and streamlined to make analysis more efficient and timely All victim of crime letters now include information to victims detailing that they may be contacted for survey feedback. This has ensured better transparency to victims about the process. <p>The annual figures for the year 2015-2016 across all areas showed that 81% of victims said that they were satisfied with the service they received from BTP. Broken down to division level the satisfaction levels were at:</p> <p>B Division: 79% C Division: 84% D Division: 92%</p> <p>In addition monthly results are published as part of the FMI which is presented at FEB.</p>	<p>Data Sharing – the VOC data contains sensitive and personal information about victims of crime and therefore has to be handled sensitively. The data is sent to BMG via secure email service (CJSM) to help ensure those details are protected. All data that is sent through from BMG to BTP or vice versa is password protected to add extra protection to the sensitive data.</p> <p>An up-to-date Data Processing Contract has been in place with BMG to ensure that the current standards of data confidentiality, victim care and analysis are maintained.</p> <p>Victims not wanting contact – some victims may not wish to take part in the survey for a number of different reasons. In all of the Victim of Crime Letters information is detailed in there to inform that they may be contacted for feedback with additional detail about what the survey is about. We also send additional letters to those Victims of Racial and Violent Crime which provides the teams contact details and information of the purpose of the survey.</p> <p>Victims can opt out of the survey at any time, they are also able to stop the survey at any time and request that their responses are not used. A list of victims who have requested that they are not contacted is put together by BMG and checked each month to ensure those on it are excluded if they have been a victim again.</p> <p>Anonymity – some victims may wish to take part in the survey but have their personal details kept private. In these instances all personal and identifying data (including crime reference number) is removed by BMG before sending the results.</p>	<p>Over the last year the VOC survey has undergone a number of improvements. The first, and most significant, improvement is the appointment of a new supplier in April 2016. The new supplier – BMG – is able to achieve a larger sample of respondents than previous year. This allows BTP to collect more feedback from victims.</p> <p>All VOC analysis and reports are now fully automated. The automation has allowed the analysis process and report production to be completed within two days of receiving the data from BMG.</p> <p>The BOXI report has been updated to include more victim categories, specifically categories on violent crime against rail staff. This allows VOC survey to reach more rail staff victims and improve the quality of our satisfaction data from rail staff.</p> <p>Both the Data Processing Contract and the VOC questionnaire have been reviewed and updated when appointing the new supplier. This has improved the security, confidentiality and quality of the data collected from the VOC survey.</p>

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Disruption data	External data received from Network Rail and figures collated by A&P for National Policing Plan target.	These incidents are sent daily on an excel spreadsheet which show all police related disruption incidents under the agreed Incident Reason code. This is circulated to key departments and performance teams on Sub Divisions.	At FHQ and on each Sub-Division staff review the received data to ensure that the correct classification has been assigned based on the circumstances of the incident. Embedded Inspectors also check incidents regularly to ensure all police related incidents are correctly allocated.	This data is produced by Network Rail. However, Sub Divisions have staff check the Incident Reason classification and this is also completed by embedded inspectors on NWR routes. There is closer scrutiny from Divisional staff regarding the classification of all NWR Incidents monitored in the Policing Plan target.	The risks are: NWR staff wrongly attributing incidents under the wrong codes at the inception stage BTP not identifying these incidents and then they count towards the BTP disruption target BTP not being able to challenge incidents locally with NWR route performance contacts There are methods in place to ensure accurate data recording in order to mitigate the risks of wrongly attributed incidents being counted towards data performance: <ul style="list-style-type: none"> - A localised audit challenge process introduced on B, D and C Divisions with contacts within the NWR routes. - A Disruption Conference call takes place with Divisional leads where attribution will be discussed. - Disruption leads have been identified for each division and these feed into a gold group chaired by Chief Superintendent Brogden 	There have been visits to NWR to establish the most appropriate way of ensuring that the data is challenged both internally and externally. There is regular representation at the railway attribution meetings to ensure all attributors are made aware of discrepancies in data or allocation and data is accurate at time of entry onto system. FHQ and Sub-Divisions receive the NWR data every working day and this allows staff enough time to challenge the classification where appropriate.
CJ data	System used - JAS (Justice Administration System) & Niche	All cases reported to Justice Units in England and Wales are assigned a URN, and are subject to checks to ensure accuracy, on various timescales. The Justice Team Managers and Witness & Case Managers check the quality of data recorded on JAS & Niche on a daily basis once the Electronic Case File has been received into the Justice Department. The JTMs also performs a monthly caseload audit of workloads for all Witness & Case Officers. We receive an Adverse Outcome report from CPS on a monthly basis and through this we identify our success rate and look into why any cases failed for lessons learned. The Witness & Case Managers also carry out bi-monthly Witness Care Audits to ensure that all Court warnings and needs assessments for victims and witnesses have been correctly carried out. PNC Managers complete PNC update checks; this is a review of entries by new starters that their updates to JAS and Niche have been completed correctly and continues until they are regarded as competent in the opinion of the manager. The PNC Manager also carries out weekly and monthly audits of timescales taken for specific actions indicated on JAS and Niche to ensure that target timescales are maintained. Finally, in the addition to case information, JAS includes details of relevant contacts and system users for cases. These are updated in line with General Orders. This information is also included on Niche and regularly updated.	Justice Team Managers – Daily Quality checks & Monthly caseload audits Witness & Case Manager – Bi-Monthly witness care audits Witness & Case Manager – Twice yearly Full Caseload audits PNC Manager – Weekly & Monthly audit Justice Team Managers – Monthly adverse outcome figures	Checks are carried out on the relevant Justice systems and feedback is given to Justice Staff where issues are identified. This is done in person and followed up by email.	Monthly internal Justice performance meetings are held to discuss Justice performance. This meeting is chaired by Supt Justice and he ensures actions are set to address any performance issues identified. Justice Performance data is also discussed on a quarterly basis at Justice Delivery Board chaired by ACC. We are looking to set up a Justice Dashboard and this will lead into regular meetings with Divisional spocs to discuss Justice performance and assign actions where appropriate.	It is vital that data is accurate on JAS and Niche so we ensure Justice staff are given the appropriate training. As mentioned we continually performance manage each individual so this prevents errors occurring in our data.

NOT PROTECTIVELY MARKED

Appendix A

NOT PROTECTIVELY MARKED