

**PERFORMANCE AND DATA QUALITY ASSURANCE – ANNUAL REPORT****Paul Godden, Corporate Development Department**

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**1. PURPOSE OF THE REPORT**

- 1.1 To provide an overview of the arrangements in place for performance management and data quality.

**2. CURRENT POSITION**Performance Management

- 2.1 The Strategic Management Board is the Force's primary meeting to drive and manage performance and delivery of the Police and Crime Plan.
- 2.2 The Chief Constable chairs the Strategic Management Board. Other members of the Strategic Management Board are:
- Deputy Chief Constable
  - Assistant Chief Constables
  - Police and Crime Commissioner
  - Chief Executive for the Office of Police and Crime Commissioner
  - Chief Superintendents
  - Department Heads (as invited)
- 2.3 Performance against the Police and Crime Plan is reported at every meeting. Performance is considered in a number of ways, for example:
- Performance compared to previous years.
  - Performance compared to agreed service standards.
  - Performance compared to peers (most similar family of forces or nationally).
  - Direction of travel.
- 2.4 Other areas of business are also regularly reported to the Strategic Management Board, and include the Strategic Policing Requirement, community consultation and engagement, progress against HMIC action plans and risk management.

Data Quality

- 2.5 A new unit is currently being created within the Force to further develop and improve the Force's integrated approach to information management, and to improve the Force's capabilities around data quality and increase assurance in this area. Data Quality will feature strongly in the work of the unit who will report into the Information Management Board.
- 2.6 As part of the Audit Plan, the most recent audit of performance management was completed by the Gateshead Internal Audit Team. The audit found systems and controls are operating well and no findings were raised.

The objectives of the audit were to ensure:

- The timely provision of information for national and local performance indicators to meet publication dates for reports.
- Formalisation of responsibilities for production and monitoring of the Force's performance indicators.
- The accuracy of details provided and the existence of supporting documentation relating to monitoring and final outturn information.
- Performance is monitored and managed during the year, with action being taken and monitored to address areas where targets are not being achieved.
- Relevant information, data, documentation and IT systems are maintained securely.
- Managers have identified their business risks and implemented effective controls.

2.7 HMIC inspected Crime Data Integrity in 2014 and reported several findings, including a compliance rate for crime recording of 72% and significant problems with cancelling crimes, particularly those of rape and violence. The inspection report made nine recommendations; HMIC subsequently produced a national thematic report with five recommendations for police forces to implement. As a result the following activity has been implemented.

- Invested significantly in officer training, with the Force Crime and Incident Registrar personally delivering over 150 hours.
- Adopted the HMIC audit method and increased audit capacity with secondments of Sergeants and Constables. Learning from audit failures is directed back to individual officers and their supervisors.
- Emphasised the personal responsibility of supervisors to ensure that crime recording decisions comply with Home Office Counting Rules.
- Reduced the number of decision-makers for cancelled crimes and provided the remaining cadre with revised training. Cancelling rapes is the sole responsibility of the Force Crime and Incident Registrar who was one of the first to receive College of Policing accreditation.
- Reviewed all cancelled rape decisions back to October 2011 and investigated all incorrect decisions, resulting in successful prosecutions at Crown Court.
- Commenced a substantial IT project to implement crime recording at the first point of contact. This is scheduled for implementation in September 2016.
- Revised the approach to crime investigation to ensure that it is victim-led and proportionate, eliminating unintended incentives not to record a crime.
- Revised the performance management framework to reduce adverse effects of simple numerical targets.
- Provided revised guidance on the use of Out of Court Disposals to emphasise victim consultation and consideration of the offending history.

### **3. CONCLUSIONS**

3.1 The arrangements for performance management and data quality are considered appropriate, and have been validated by independent audit.

### **4. FINANCIAL CONSIDERATIONS**

4.1 There are no additional financial considerations arising from this report.

**5. LEGAL CONSIDERATIONS**

5.1 There are no legal considerations arising from the content of this report.

**6. EQUALITY CONSIDERATIONS**

6.1 There are no equality implications arising from the content of this report.

**7. RISK MANAGEMENT**

7.1 There are no risk implications arising from this report.

**8. RECOMMENDATIONS**

8.1 To note the content of this report.