

JOINT INDEPENDENT AUDIT COMMITTEE	14 May 2018
PERFORMANCE AND DATA QUALITY ASSURANCE – ANNUAL REPORT	
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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 and achievement of the Force's 2025 Strategy, and is chaired by the Deputy Chief Constable.
- 2.2 The Strategic Management Board is part of the Force's governance and decision-making structure, and is supported by a number of operational delivery groups and other boards.
- 2.3 Performance is considered against the Police and Crime Plan, as well as against the Force's Balanced Scorecard, and includes operational performance, use of resources and other assets, confidence and standards, and equality. 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 and progress against HMICFRS action plans.
- 2.5 The Force's IT strategy includes a programme of work to improve business and operational analytical systems to support decision-making. This development work supports the requirement for greater analytical capability of a wider data-set and at a more granular level.
- 2.6 A monthly scrutiny meeting is held by the Police and Crime Commissioner. These meetings provide the opportunity to monitor progress against the Police and Crime Plan, as well as consider other areas such as compliance with the Strategic Policing Requirement, compliance with standards, such as use of force and stop and search, and progress against improvement and action plans.

Data Quality

- 2.7 An Information Management Unit (IMU) was formally introduced within the Force in October 2016. Since its inception it has continued to provide support to the Force with regards to information management. Moving forward in 2018, the IMU is leading the project to prepare the Force and the OPCC for the inception of the General Data

Protection Regulations. A formal action plan has been implemented along with an established working group whose membership is comprised of Heads of Departments and Area Commands. Key areas of business which have been completed are a forcewide information asset assessment and a wholesale review of information management policy and procedures.

- 2.8 As part of the Audit Plan, approved by the Joint Independent Audit Committee, the audit of performance management was carried out in the 2016/17 programme, 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.

- 2.9 Northumbria Police was subject to a Crime Data Integrity inspection in July 2016, as part of a rolling inspection programme by HMICFRS. An improvement plan was developed under four broad themes, in response to the 2016 inspection:

- Leadership
- Training
- Changes to processes
- Improved quality assurance and rectification

- 2.10 Significant work has been undertaken to address the areas for improvement, most notably:

- Audit and quality assurance processes have been improved. A more risk-based approach to validation has been adopted using a hierarchical order using the severity index; allowing greater focus on other channels of reporting; 100% of domestic abuse incidents are scrutinised.
- Crime recording at source has been implemented and has reduced the amount of time spent recording a crime, thereby creating some non-cashable efficiency savings; however, it has also resulted in some data quality issues which are being addressed. Overall, approximately 42% of incidents are recorded as a crime at the first point of contact. This has improved the percentage of crime recorded within 24 hours.
- A crime recording app has been implemented giving officers the ability to record a crime at scene.
- A wide-range of communication methods have been used in order to provide training and improve understanding regarding NCRS compliance and Home Office Counting Rules.

- 2.11 As a result of the improvement plan there have been further improvements in NCRS compliance during 2017/18.

Indicators	2016/17	2017/18
Overall NCRS compliance	93%	96%
Sexual offences (including Rape)	94%	96%
Rape offences recorded within 24 hours	89%	90%
Percentage of sexual offences appropriately cancelled	98%	94%
Percentage of crimes recorded within 24 hours	72%	85%
Percentage for VAP (including Robbery)	88%	95%

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 Overall standards of data quality and arrangements for performance management and data quality are considered appropriate. The Force is actively managing the improvements to crime recording standards.

8. RECOMMENDATIONS

8.1 The group is asked to note the contents of this report.