

RESPONSE OF THE POLICE AND CRIME COMMISSIONER OF DEVON, CORNWALL AND THE ISLES OF SCILLY TO HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE & RESCUE SERVICES'

CRIME DATA INTEGRITY RE-INSPECTION 2018 OF DEVON AND CORNWALL POLICE

In October 2016, Her Majesty's Inspectorate of Constabulary (HMIC) conducted a crime data integrity inspection of Devon and Cornwall Police.

This report was published in February 2017, see here: [report](#) and concluded that the crime-recording arrangements in Devon and Cornwall Police were not acceptable and was given an overall judgment of: **inadequate**.

The report made a series of recommendations and areas for improvement aimed at improving crime-recording in Devon and Cornwall.

The re-inspection took place in the summer of 2017 and was published on 10th April 2018 – [see report](#). The re-inspection focussed upon reports of violent crime and sexual offences. It does not include an audit of reports of other crime, and did not report on the Force's overall crime-recording accuracy.

HMICFRS findings

OVERALL JUDGMENT:

GOOD

How effective is the force at recording reported crime?

Good

How efficiently do the systems and processes in the force support accurate crime recording?

Requires improvement

How well does the force demonstrate the leadership and culture necessary to meet the national standards for crime recording?

Outstanding

CHIEF CONSTABLE'S COMMENTS

The Chief Constable is pleased to note the findings of the Crime Data Integrity re-inspection and the grading of 'good' and acknowledges the significant improvement made both in crime recording accuracy and timeliness. This is a direct result of the hard work and commitment, from officers and staff across the Force, to improve standards.

The report commends us on the substantial progress that has been made, how hard we have worked and the sustainable improvements made across the board in crime recording. As such, they consider that we now provide a considerably improved service to victims of crime, which fulfils our Mission to detect and prevent harm, as well as protecting the vulnerable. The report also highlighted an improved service to the victims of crime and local communities; a priority shared by all of our officers, staff and partners.

A particularly pleasing result is the grading of 'outstanding' within the report in regards to the leadership and culture within the Force, acknowledging that officers are *'placing the needs of the victim at the heart of their crime recording decisions'* and that the service we provide to victims of sexual offences has improved.

The report notes the Force has fully implemented all of the recommendations made in the 2016 report. We continue to progress improving the recording of crimes reported by third party professionals (e.g. social services and health professionals) directly to its safeguarding teams and to improve recording of equality information so that the Force has a better understanding of, and can respond effectively to, all of its communities. New governance is now in place to progress the next phase of activities as part of normal business arrangements. This includes a monthly meeting led by the Deputy Chief Constable and attended by the Police and Crime Commissioner and her team, which reviews internal audit outcomes, actions and further progress.

POLICE & CRIME COMMISSIONER'S RESPONSE

The Commissioner welcomes the result of the re-inspection of Crime Data Integrity in Devon & Cornwall Police.

This assessment demonstrates that the police have made good progress in improving the crime recording practices and the PCC echoes the Inspectorate's view that the police have been providing a considerably better service to victims of crime. The PCC has made it clear in her Police and Crime Plan that reporting crime is an area of priority for Devon and Cornwall. In particular it is essential that victims of the most serious crimes such as those crimes that are generally under-reported such as domestic violence, sexual assaults and hate crime have the confidence that the police will take their matter seriously. The public must feel sure that the courage of a victim to report a crime will be met with the correct response by the police in regards to accurate, timely crime recording processes.

The findings from the HMICFRS re-inspection illustrate that victims can have greater confidence that Devon and Cornwall Police will record crime effectively.

The way and speed in which the Force has made a step change in instilling the importance of accurate, consistent crime recording practices is exceptional. This is to be commended.

The Commissioner notes the HMICFRS's comments that the Force has implemented all of the recommendations made in its 2016 report but notes that the Force still has work to do to improve the service to ensure that crimes reported directly to its public protection teams are recorded and that some mandatory training had yet to be completed by all required officers.

The PCC maintains a close interest in the area of crime recording and remains assured that the Chief Constable has in place the necessary processes and procedures to ensure that any future dips in performance are quickly identified and appropriate action taken.

The Force has established a Crime Recording Monitoring Group which meets every two months to ensure that NCRS (National Crime Recording Standard) compliance is regularly reviewed and any areas of concern are looked into. This group will also receive quarterly crime audit reports from the Force Crime Registrar. The Office of the Police and Crime Commissioner is represented on this group and the PCC is informed of its work.

The Force has demonstrated that with strong leadership and focus, it can turn around a poorly performing area of service. The PCC is assured that the Chief Constable will continue to drive improvement in crime recording, embed the learning from the 2016 report and sustain good levels of compliance to ensure victims receive good levels of service. The PCC will continue to hold the Chief Constable to account for crime recording standards. This is exercised formally through the Joint Management Board which meets monthly.

The Police and Crime Commissioner would like to put on record her thanks to the senior leadership team of Devon and Cornwall Police for the way they have swiftly addressed the failings identified in the 2016 report. The public should have confidence that the police now have a far improved understanding on the complexities of crime recording rules and staff and officers are accurately applying this at all levels within the organisation.