

2nd July 2021

Police and Crime Commissioner for Dyfed-Powys response to PEEL Accelerated Cause of Concern relating to Crime Data Integrity

As Commissioner, I was aware of some of the Force's difficulties with crime recording compliance, however I was frustrated with the tone of the publicity from the Inspectorate that suggested that thousands of victims had not been safeguarded. This is neither accurate nor helpful in maintaining the public's trust and confidence in our police service.

Since 2018, I've been reassured by the Chief Constable and the Force's Chief Officers that improvements were being made in relation to crime recording. I am therefore disappointed and concerned that despite my scrutiny over the years, it has been confirmed by HMICFRS that there are still significant failures. I am pleased however, that improvements are already being made and am assured that in the vast majority of cases, victims have been supported and safeguarded.

At a Policing Board meeting on 20th May 2021, I received a report from the Temporary Chief Constable (T/CC) setting out the Force's actions since the inspection period.

Within the report, the T/CC recognised that the Force has not always made the appropriate and proactive steps to improve its compliance in relation to CDI and that a cultural change in this regard was required throughout the organisation.

As such, an evolving action plan has been developed, focusing on:

- communications;
- learning and development;
- quality assurance and audit;
- governance; and
- process improvements.

My office has since reviewed this action plan to assure me that it addresses each of the elements of the Cause of Concern:

Recommendations from the Accelerated Cause of Concern	Corresponding actions within the Force's Crime Data Integrity (CDI) action plan
Take steps to identify and address gaps in its systems and processes for identifying and recording all reports of crime (giving particular attention to domestic abuse-related violent crime)	<ul style="list-style-type: none"> • 100% audit of Anti-Social Behaviour (Personal), Behavioural Crimes (Disorder, Harassment and Controlling & Coercive Behaviour, 'N100' and Hate crimes

	<ul style="list-style-type: none"> • Recognition of need to 'close the loop' to provide and act on individual and thematic feedback • Amendment to crime recording processes
Provide specific training for all supervisors, officers and staff who work in crime recording roles. This training should include the crime recording requirements for violent crime, including domestic abuse and Anti-Social Behaviour (personal)	<ul style="list-style-type: none"> • Force Crime Registrar (FCR) inputs to: Crime Recording Bureau, newly promoted Sergeants and Inspectors and the Secondary Risk Assessment Unit • Weekly dial-in opportunities with the FCR • Considering investment in Lincolnshire's 'NCALT' online learning package
Put in place arrangements to make sure that adequate supervision is applied to crime-recording decisions made by officers and staff	<ul style="list-style-type: none"> • Monthly Strategic Crime Recording User Group (SCRUG) and sub-group meetings • Chief Inspector CDI Tactical lead identified to support the FCR • Plan to appoint learning and development single point of contact to lead on feedback & learning relating to CDI, to link in with CDI Tactical lead • Each Basic Command Unit is expected to review their incident list at their Daily Management Meetings and allocate messages approaching 24hr compliance

My office is represented at the fortnightly Gold crime recording, incident allocation and supervision group chaired by the T/CC and the monthly SCRUG, where the Temporary Assistant Chief Constable oversees progress against the CDI action plan. The same representative also attends monthly Gold group meetings of the End 2 End project which is focused on putting victims at the heart of everything by understanding demand, improving processes and influencing culture to enable us to be efficient and effective.

It is anticipated that this project will contribute to improved crime data integrity as well as a better victim experience. My staff continue to work with Dyfed-Powys Police to deliver appropriate and proportionate scrutiny in order to provide the residents of the Dyfed Powys area with the necessary assurance on the Force's actions to improve.