

GWENT POLICE AUTHORITY
Corporate Planning and Performance Committee

Date: 6th November 2008 **Item No: 4b**

Heading: The NPIA Baseline Review of the National Standard for Incident Recording (NSIR) 2008.

Report Author: Chief Executive

SUMMARY

The purpose of this report is to apprise members of the recommendations that have been proposed as a result of the recent NPIA assessment (June 2008) of the national NSIR compliance as laid out in the instructions to Police Forces in England and Wales 2007-2008 and mandated through the Home Office Annual Data Requirement (ADR) 342.

RECOMMENDATION(S)

Members are invited to note the recommendations, especially those relating to Police Authorities, and the commentary provided in relation to the current force position against the recommendations.

BACKGROUND

1. The National Standard for Incident Recording (NSIR) was developed by the Home Office following the acknowledgement in 2003 that the crime and incident recording systems in place at the time had limited value.
2. The concept of NSIR was outlined in the National Policing Plan 2004 and, with the tripartite support of the Home Office, Association of Police Authorities (APA) and Association of Chief Police Officers, a development phase and a year's pilot was conducted. Following this, the National Incident Category List (NICL) was published, allowing all policing demand to be classified in a consistent manner.
3. The National Standard (including NICL) is now published once a year, in April and is mandated in all forces through the Home Office Annual Data Requirement 342 (ADR 342). NSIR also includes counting rules and instructions on governance, management and self-audit procedures. The data recorded centrally through ADR 342 gives a unique, national perspective on policing demand for the first time. As of April 2007, every Home Office force had implemented NSIR.

4. From late 2006 the National Policing Improvement Agency (NPIA) has managed the governance for NSIR (on behalf of ACPO and other key stakeholders), via the National Contact Management Programme (NCMP).

PROPOSAL FOR CONSIDERATION BY COMMITTEE/CURRENT POSITION

5. In September 2007, NCMP Steering Group requested that the NCMP Assisted Implementation Team carry out a Baseline Review of NSIR. It was felt that it was the right time to take stock of NSIR implementation nationally; assess compliance with the Standard, recognise areas of good practice and identify how best the Home Office, NPIA, ACPO, APA and forces themselves could best continue to support development of the NSIR.
6. The review report comments that, "The Police Service in England and Wales has made steady progress in implementing NSIR, all bar two forces having adopted the full set of NICL codes by April 2008. However, some forces still have some way to go to achieve data which could be relied upon for analysis purposes. Less than 50% of forces involved in the review had data which would be considered as fully 'fit for purpose'.

Forces that are most successful in this area of business are those in which staff at all levels of the organisation and particularly at ACPO level, understand and promote the benefits of good quality incident / contact data, i.e.:

- Enhanced intelligence;
 - An accurate measure of anti-social behaviour at a local level;
 - Accurate and complete information on the nature, type and frequency of demand (in support of recommendation seven of the Flanagan Review);
 - A key enabler for problem solving in neighbourhood policing teams;
 - Accurate information to mitigate risk to the public and the force; and
 - Data that informs our understanding of Customer Satisfaction and, in turn, helps to achieve Citizen Focused policing.
7. The review also comments that Police Authorities have a central part to play in supporting forces, fulfilling the role of 'critical friend' and that it is important for police authorities to satisfy themselves that they are sufficiently well informed to challenge forces on NSIR, particularly in the area of data integrity.
 8. The evidence from the review suggests that forces that fully understand the part NSIR plays in service delivery are more compliant and as a consequence are realising more benefits. To support forces and police authorities in realising this, recommendations have been made in respect of both. A full list of recommendations is attached at Appendix A to this report against which commentary has been provided as to the current force position where applicable.

9. The recommendations relating specifically to police authorities are;

Recommendation 4; Force Incident Registrars (FIRs) and Police Authority lead members for data quality issues ensure that all Police Authority members are well briefed on NSIR, its implications for data integrity and the potential uses of the data in understanding and shaping force performance and efficiency.

Recommendation 5; Police Authorities should ensure that they appoint a lead member for NSIR and that they hold the force to account both in terms of data integrity and its use.

10. Members are invited to note the recommendations, especially those relating to Police Authorities, and the commentary provided in relation to the current force and police authority provision against the recommendations.

STAFFING/PERSONNEL IMPLICATIONS

11. There are none arising directly from the content of this report.

FINANCIAL IMPLICATIONS

12. There are none arising directly from the content of this report.

CONSULTATION

13. The Force have been consulted on and provided comment to the contents of this report.

PROJECT ASSESSMENT FOR EQUALITY AND DIVERSITY MATTERS

14. This project/proposal has been considered against the general duty to promote equality, as stipulated under the Police Authority's Equality Schemes, and has been assessed not to discriminate against any particular group.

RISK ASSESSMENT

15. There are no immediate risks associated with the contents of this report.

STAYING AHEAD (2011 REVIEW)

16. There are no specific recommendations that relate to the 2011 review.

CONCLUSION

17. Effective implementation of NSIR does not represent a new area of business for the Service. It supports what the service has always done in relation to recording public contact but also identifies how, by doing it better, the Service can deliver more effective and citizen focused policing and enhanced public accountability.

CONTACT OFFICER

18. Mr Neil Taylor - Community Engagement Manager

APPENDICES

19. Appendix A; NSIP Recommendation Listing including Force comment on current position as applicable.

BACKGROUND PAPERS

- *The National Standard for Incident Recording, Instructions to Police Forces in England and Wales 2007-8.*
- Home Office Annual Data Requirement (ADR) 342.

APPENDIX A

Action Plan NSIR Baseline Review

Updated... **25th October 2008.**

Owner: Detective Supt G. Ronayne

Number	Recommendation	Responsible	Comments	Completion Date
1	Force Incident Registrars (FIRs) should ensure that Chief Officers are well briefed on realising the benefits and opportunities arising from NSIR data use in force.	Forces Chris Parry	Over the last two years we have undertaken a series of three monthly meetings to address NSIR. These meetings are chaired by either the DCC or ACC in order to embed NSIR within the organisation. The work is being progressed alongside the Beyond the Call Project and its governance. ACC fully updated on NSIR at the regular three monthly meeting for NCRS.	Complete
2	The NPIA, ACPO and APA and other key other key stakeholder organisations should continue to publicise and promote NSIR.	NPIA (NCMP Team)	N.P.I.A.	

3	Forces should ensure that any strategic groups concerned with the governance of NSIR have representation from all relevant areas of business.	Forces Det Supt Ronayne?	This is being addressed through the Beyond the Call Project and the NSIR meetings which are attended by the Divisional NSIR Champions and the Control room Chief Inspector.	Ongoing
4	Force Incident Registrars (FIRs) and Police Authority lead members for data quality issues ensure that all Police Authority members are well briefed on NSIR, its implications for data integrity and the potential uses of the data in understanding and shaping force performance and efficiency.	APA, Forces (FIRs) Chris Parry	Police Authority contact is Cllr. Colin Mann. Regular briefing sessions to be made available to Cllr Mann through the Force Crime and Incident registrar.	Ongoing
5	Police Authorities should ensure that they appoint a lead member for NSIR and that they hold the force to account both in terms of data integrity and use.	APA	As Above	
6	Forces should focus training on commonly misused categories to ensure they are well	Forces	Ongoing training as part of B Division pilot, Beyond the Call Demand Management and	Ongoing

	understood by staff.	Jan Phillips	<p>Tasking Unit Staff and the Force Crime Management Unit being set up within the Control Room.</p> <p>As part of the circulation of monthly audits to Divisions, the common errors are highlighted as a learning tool.</p> <p>Newsletter to be produced to include a section on commonly made mistakes.</p> <p>As of 1.10.08. The Control Room has taken full ownership of the Command and Control System and all training effort is being put into that area and the Demand Management Tasking Unit.</p>	
7	The NSIR Counting Rules Group supported by the regional structures should provide examples of correct and incorrect usage of commonly misused categories as a guide to compliance.	NPIA (NCMP Team)/Regions	N.P.I.A.	

8	Forces should review the use of local categories and qualifiers to ensure that there is a strong business case for their retention and that those retained are well defined and map clearly to NICL.	Forces Chris Parry	Procedures in place to ensure that local codes are restricted and that the Force adheres as closely as practicable to the National Incident Category List (NICL). The 'Owners' of all Gwent specific qualifiers are being contacted to ensure that they are still valid and required. The 'Owners' have also been asked to provide a concise definition of where the qualifier should be used.	Ongoing
9	Forces should ensure that a quality assurance policy is in place within the communications environment.	Forces C/Insp Baker	C/Insp Baker is presently writing a Quality Assurance policy for the Control Room, which should be completed by the end of September 2008. This will also be developed as part of the 2011 Staying ahead project and the restructuring of the Control Room.	1.10.08. April 2009
10	Forces should include specific checks within QA procedures on the text of incident logs.	Forces	The minimum Data Standard forms part of the monthly audit and advice to Officers and Staff	Ongoing

	This should be sufficient to detail actions taken to manage the incident effectively and to mitigate any inherent risk to the public or the force.	Chris Parry	about the amount of detail required in a log will be published in General Orders and the newsletter.	
11	Forces should, where possible, ensure that their command and control system supports good data integrity by 'hard wiring' the necessary MDS fields into their systems	Forces Command and Control Project Team	Gwent has recently commenced a project to procure a new Command and Control system. The Project Team have been forwarded this requirement so that it can be incorporated in the full User Requirement.	Ongoing
12	Force intelligence managers and principal analysts should ensure that the best use is being made of NSIR data, particularly via NIM compliant processes.	Forces James Wood	James Wood is joining the NSIR Steering Group to further this objective.	
13	Forces should investigate the possibility of procuring software to make best use of crime and incident data to support all areas of business	Forces James Wood	The Force is introducing two new software applications to help make best use of Crime and Incident data. BATS (Briefing and Tasking System) which will be the briefing system for the whole Force.	Ongoing

			<p>Qlikview is a Management Information tool which will allow staff to look at performance and incidence by individual, shift, station, beat, CDR's, beat etc. down to individual crime and Incident record level.</p> <p>Qlikview has now gone live and is still expanding the number of applications available to interrogate.</p>	
14	Forces should ensure that protocols are in place to share data with all relevant partners, including CDRPs.	<p>Forces</p> <p>Dylan Collins/ Ch Supt. Prince</p>	<p>Protocols have been drawn up by Dylan Collins and the Data has been made available by Paul Bowden but at present we are not sharing it with the CDRP's.</p> <p>Further work is needed in this area in order to comply with Section 17A of the Crime and Disorder Act 1998.</p>	Ongoing
15	Forces should proactively publish NSIR data at a local level, where possible.	<p>Forces</p> <p>Greg Turner/</p>	We do not do this at present, should we look at the standard data set for each CDRP being available on the Internet or even a search	

		Ch Prince	Supt.	facility to allow members of the public to get data down to postcode level?	
16	Forces should put strategies in place for the public release of NSIR data under FOIA.	Forces Greg Prince	Turner/ Supt.	As Above	Ongoing
17	Forces should complete a high-level QA of ADR 342 returns before submitting to the NPIA.	Forces Paul Bowden?	Jones/	Data is presently extracted using Business Objects to retrieve the data but is not subject of any targets. There is a month on month comparison for quality assurance and to identify any anomalies prior to submission of ADR 342.	Complete
18	Forces should focus NSIR training on the local benefits of NSIR implementation to the force.	Forces Jan Alison Reynolds	Phillips/	The local benefits of NSIR are to be the focus of a Forcewide Newsletter which will also include common faults and a national update. The force is undertaking fundamental organisational change at present through the Beyond the Call and 2011 Staying Ahead projects. Training is at present concentrated	Ongoing

			on the Control Room who own the Command and Control system, and the staff for the new Demand Management and Tasking Unit.	
19	The NPIA should ensure that the NCALT package reflects the local benefits of NSIR.	NPIA	N.P.I.A.	
20	Forces should formulate a communications strategy to support NSIR.	Forces Det Supt Ronayne	This is part of the Beyond the Call Project and the force Call Management strategy.	Ongoing
21	Forces should review the number of staff able to close incidents and seek to both limit this to the minimum number and restrict to one business area.	Forces Ch Insp. Baker	Ongoing work as part of the B Division pilot and Beyond the Call Project. The Control room have now taken full ownership of Command and Control System, with this limited number of staff being used we hope to see improved compliance rates.	Ongoing
22	The NPIA should work with national stakeholders to agree a process for the future monitoring and review of NSIR.	NPIA	N.P.I.A.	