

Annual report on Police data quality

Prepared by: *National Crime Registrar, Assurance Group,
Police National Headquarters*

INTRODUCTION

High quality information is the lifeblood of policing, being used to underpin day-to-day operations. Robust data are also key to making sense of how effective New Zealand Police is at delivering policing services. Moreover, having faith in the accuracy of data New Zealand Police collects and uses is fundamental to wider public trust and confidence in Police.

Assurance about the quality and integrity of Police's crime and incident data can be drawn from a range of sources. For a start, detailed guidance is published online confirming how Police offence and [victimisation statistics](#) are generated. Independent reviews of Police's crime-related data systems and practices have also been carried out, with results made publicly available; for example, see [Review of Police Crime Data](#). As a further element of such assurance, this report summarises an ongoing programme of work designed to further strengthen the quality of Police's core data. As part of this snapshot, the report highlights key findings from Police's recently-completed *Data Quality Audit Plan 2018/19*.

BACKGROUND

Police has been on a data quality improvement journey for well over a decade. The pace of progress stepped up with publication of the *National Recording Standard (NRS)* in 2008; which provided a comprehensive rulebook for how Police should record core data in its National Intelligence Application (NIA) computer system. Further impetus came from a far-reaching Data Quality Improvement Programme that was established and driven forward in 2014 and 2015. And, since mid-2015, Police's data quality improvement work has been spearheaded by a specialist Data Quality and Integrity Team (DQIT) based in the Assurance Group at Police National Headquarters (PNHQ). As part of its work, DQIT delivers on an annually-agreed [Data Quality Audit Plan](#).

In line with a wider commitment to openness and transparency, summary reports on the delivery of prior year's equivalent *Data Quality Audit Plans* have been made accessible on Police's website (for last year's equivalent report, see [Annual Report on Police Data Quality](#) 2018). This latest report continues that commitment, and similarly is being proactively uploaded to New Zealand Police's website.

Highlights in 2018/19

Key achievements in 2018/19 included:

IMPROVING THE QUALITY OF VICTIM OFFENCE DATA

- Audits of No Offence closure reasons show national improvements (and now sit at 80% accuracy)
- Fewer victimisations were incorrectly removed in 2019 than in 2018
- Three quarters of Police Districts (9 of 12) achieved accuracy at, or above, the national average. Districts with well-established local quality assurance processes performed particularly well.

NATIONALLY-ALIGNED DQ FRAMEWORK

- A highly successful national DQ conference was held
- Further DQ tools were launched, including a self-assessment and performance matrix, leadership messaging, and a DQ Monitoring Overview report
- Hands on support to using the DQ framework tools was given to Districts, with District DQ governance teams established to create improvement plans and action local quality assurance programmes.

IMPROVING ACCESS TO THE NRS AND NRS RULES

- By transiting to web access, it was made easier for Police users to navigate and find information within NRS using search tools
- [Recording Offences](#) and [Recording Offenders](#) webpages were created, acting as landing pads for links and products about these topics
- A series of innovative training resources were also developed, such as CHECKPOINT apps, quizzes and posters to support decision making by operational staff, as well as to aid face-to-face training sessions, notably for Public Safety Team staff and supervisors.

Focus areas in 2019/20

Key areas of focus for DQIT in 2019/20 will include:

- Supporting the newly-set-up File Management and Transcription and Digital Case Management teams, assisting them to develop assurance resources and to integrate DQ monitoring and performance reporting into the work of their Service Centres
- Evolving and delivering national training resources that support effective offence recording, recoding, closure and clearance practices.

Overview

New Zealand Police relies on a 'three lines of defence' process to ensure the accuracy of its data.

- **First Line** - Call takers, officers and their supervisors take reports and effort is made to 'get it right first time', ensuring records are created when required, and checking allocated codes are accurate.
- **Second Line** - Within Districts, checks are made to some records, prioritising those where risk indicators are present, such as recoded records and removed offences.
- **Third Line** - Nationally, the independent Data Quality and Integrity Team (DQIT) completes audits as part of an agreed *National DQ Audit Plan*, again targeted at records that present the most risk. These audits aim to offer assurance that processes work and records are created and classified in line with the [National Recording Standard](#) (NRS).

This report provides an overview of the activities aimed at improving data quality that were delivered by the specialist DQIT team, covering the period from July 2018 to June 2019.

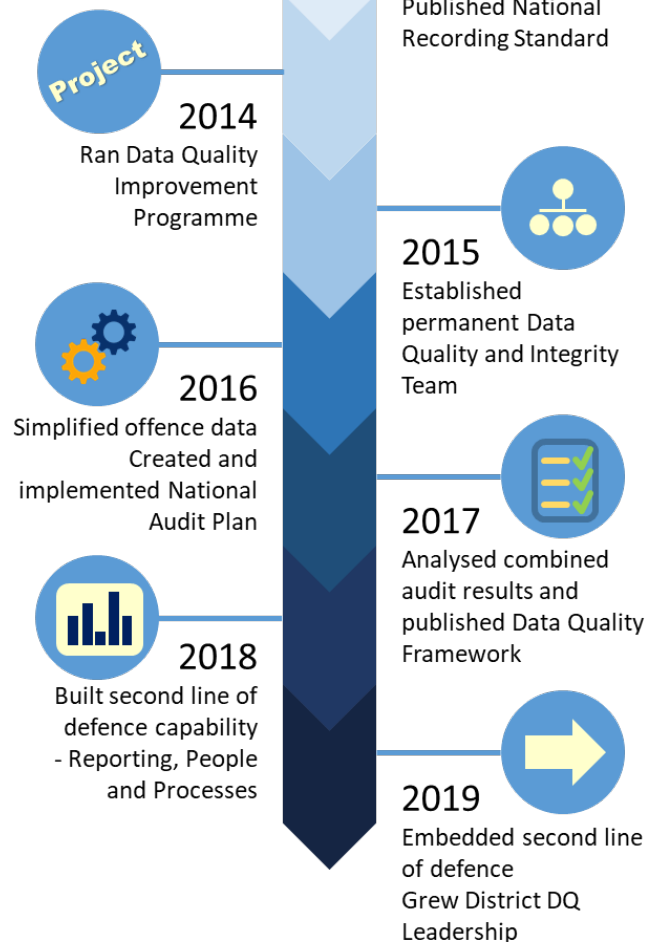
DQIT has three broad objectives:

- **Championing data quality:** embedding an ethical recording culture, which is underpinned by efficient and effective data quality systems and processes;
- **Evolving the NRS:** as well as related policy and education resources, to deliver improvements in staff knowledge, data quality practice and outputs; and
- **Providing organisational assurance:** delivering an annual risk-based national audit plan, as well as promoting the development of quality assurance capability within Districts and workgroups; focused on identifying improvement opportunities related to leadership and governance, systems and processes, and people and skills.

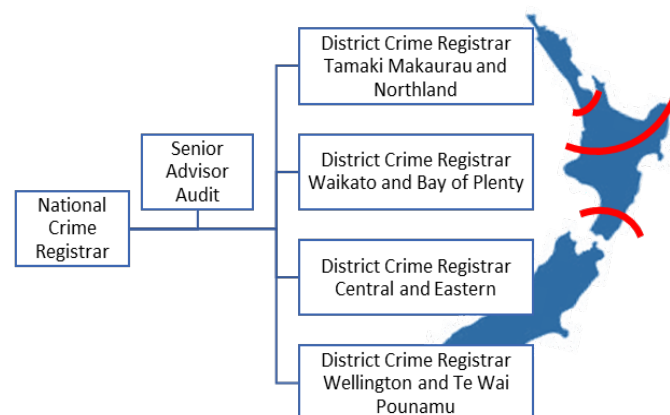
THE TEAM

Led by the National Crime Registrar, the DQIT has five other staff, including four District Crime Registrars (DCRs). Each DCR is paired with a number of policing Districts; working closely with District Leadership Teams and officers in charge of file management centres (O/C FMCs) and other individuals who hold data quality portfolios to deliver improved recording practice. Together, the National Crime Registrar, DCRs and a Senior Adviser specialising in data auditing provide visible leadership within Police on data quality issues, and act as vocal champions for a culture of ethical recording.

Our Data Quality Journey



The Data Quality and Integrity Team



Championing Data Quality

DATA QUALITY CONFERENCE

In March 2019, DQIT hosted the third in a series of annual two day conferences, this year in Christchurch. Representatives from all Districts attended along with key people from the Crime Reporting Line, Case Management and Service Delivery. The two goals of this year's conference were to embed 'second line of defence' assurance capability in Districts, and to improve leadership messaging about data quality issues and opportunities.

The attendees were provided clear set of expectations and a range of tools to help them strengthen and align second line of defence checks in their Districts. The conference acted as a launch for a range of supporting resources including:

- [Data Quality Maturity Matrix](#) – a self-assessment tool to evaluate maturity and ‘next step’ planning for Districts
- [National Data Quality Performance Assessment](#) – the first national assessment of DQ performance, comparing Districts over a number of key measures
- [Leadership messaging](#) – a series of key leadership messages designed to support improved recording practise
- [Data Quality Dashboard](#) – an interactive performance report for Districts.

The conference was supported by Assistant Commissioner Lauano Sue Schwalger. Attendees were given opportunities to reflect on their experiences and hear those of others. They were also shown the new tools, and how to use them to improve data quality in their District. Lastly the group were challenged to work with key leadership messages to make videos that could carry those messages to staff.

Off the back of the success of the 2019 conference, DQIT has partnered with the Service Delivery Group to work towards an even bigger and more comprehensive conference in 2020.

DISTRICT SUPPORT

The Data Quality Maturity Matrix and Data Quality Dashboard are aligned with the *National DQ Audit Plan* and used the findings of 2018 analysis of ‘pinch points’ to concentrate effort on activities that would make the largest impact and address the greatest risks. Since the conference, the District Crime Registrars have worked with their Districts to strengthen or embed existing DQ leadership teams and develop District Data Quality Improvement Plans, based off the risks and opportunities highlighted in the Dashboard. Best practice plans and training and communication resources have been shared between Districts and performance can be monitored using the Data Quality Monitoring tools and Performance Matrix.

Leadership	District	Date	Assessed Level			
			1 - Starting Out	2 - Developing	3 - Advanced	4 - Mature
<p>Creating an environment that supports DG priorities</p> <p>DG Leadership Mission: Leaders initiate and endorse measures that support district goals such as:</p> <ul style="list-style-type: none">• Vision based• NPO compliance to critical operational and legislative mandates• Transparency in electronic, documentation• Communication - Crafting messages that are important and clear, but not "forceful", and is not acceptable or desirable to manipulate recording for these indicators <p>DG Communication - Crafting messages that are important and clear, but not "forceful", and is not acceptable or desirable to manipulate recording for these indicators</p> <p>Processes are supported that allow people to:</p> <ul style="list-style-type: none">• Create their own ideas and office records	<p>Leaders rarely initiate or endorse measures that support core NPO activities</p> <p>Leaders have poor NPO knowledge</p> <p>Leaders do not support training</p> <p>Leaders frequently communicate and relate attention on "targeted" measures</p> <p>Leaders rarely endorse or monitor line staff measures and timing</p>	<p>Leaders occasionally initiate or endorse measures that support core NPO activities</p> <p>Leaders have limited NPO knowledge</p> <p>Leaders occasionally support training</p> <p>Leaders sometimes communicate and relate attention on "targeted" measures</p> <p>Leaders sometimes take recording</p> <p>Short term less than required</p>	<p>Leaders at some levels often initiate or endorse measures that support core NPO activities</p> <p>Leaders at some levels or Areas have NPO knowledge</p> <p>Leaders on several occasions support training</p> <p>Leaders on several occasions communicate and relate attention on "targeted" measures</p> <p>Less than required recording the second line</p>	<p>Leaders at all levels often initiate or endorse measures that support core NPO activities</p> <p>Leaders at all levels have a sound NPO knowledge</p> <p>Leaders have attended NPO training</p> <p>Leaders often communicate and relate attention on "targeted" measures</p> <p>Sufficient oversight is utilized to second line checking and filing of all</p>		

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Leadership Message 1



When a report is made to Police about a victim offence, that offence must be recorded and the victim must be linked as a victim in NIA

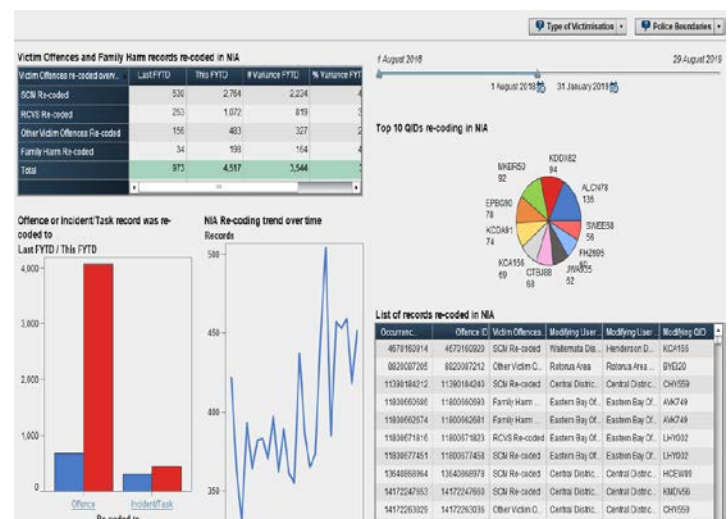
Supporting
statements

Victim focus is at the heart of Our Business and Service Delivery. Recording people as victims enables us to do the right thing.

We are obliged to provide services to victims as part of our duties under the Victims' Rights Act

Accurate recognition and recording of victims will ensure we identify repeat victims, prioritise more effectively which in turn will improve our service to victims

More victims receiving the right service will improve trust and confidence in Police



This process has improved alignment with the *National DQ Audit Plan* and between Districts. This better alignment has proven to be a good stepping stone for the future, as Police looks to transit to a nationally-organised Case Management structure.

The team has reviewed and updated training resources and continues to work with Districts to deliver a range of training sessions and advice.

Future developments involve integration of data quality and file management reporting to support the new File Management and Transcription Service re-alignment. Training resources and guides will also be developed to support this group specifically, given their pivotal role in review and entry of data into NIA.

NATIONAL SUPPORT

As well as support to Districts, DQIT also supported other national groups and service centres.

Of note, the team worked with the National Criminal Investigation Group, training staff in NRS rules and establishing 'second line of defence' checking of sexual offences.

The team worked with the Service Delivery programme, to enable successful design and delivery of on-line reporting, roll out of the new 105 Single Non-Emergency Number (SNEN) and Digital Case Management capabilities.

Training has begun with the National Communications Centre and Crime Reporting Line staff, educating call takers and dispatchers about coding and closing CARD event and NIA records.

DQIT has also worked with the Māori, Pacific and Ethnic Services group and the National Prevention Centre to improve hate crime training and education resources, specifically:

- Introduction of Supplementary Flag in CARD and Free Text Flags in NIA in October 2018
- Introduction of 'Contributory Factor' Flags in NIA during 2019
- A refreshed [Hate Crime](#) Police Intranet page
- Design and implement new CHECKPOINT hate crime education resources, accessible via Mobility/OnDuty.

Evolving the *National Recording Standard*

NRS GOVERNANCE AND MAINTENANCE

DQIT chaired six-weekly NRS Reference Group meetings, and provided updates as to progress to Police's Data and Information Steering Group (DISG) on key points.

The NRS was updated in October 2018, at which point the document was transitioned to a webpage-based format, to make it easier for users to find and access what they need. The update also contained a number of improvements and clarifications.

In response to audit findings, the team incorporated concepts that flowed from the 2018 'pinch point' analysis, such as the Hierarchy of Records into the NRS core principles. This was done



National Recording Standard (NRS)

"Information for Action: making it count - ensuring our data supports the delivery of excellent victim focused services that enhance public trust and confidence in New Zealand Police"

The National Recording Standard is the overarching recording policy for Police, guiding the recording of offence, incident and task information as well as a range of other mandatory recording requirements. It provides rules that help us record data that is complete, correct and consistent across the whole organisation.

Offence and Incident Recording Requirements



The NRS outlines core principles and rules for recording requirements in regards to offences, incidents and tasks, result codes, charges reasons, circumstances, people, locations, items and accounts. The content includes rules,

to explain the relative significance of records that contribute to key statistics and those that involve victims compared to those that don't. The update also clarified the NRS position on points that have the potential to differentiate between the hierarchy levels, such as determining seriousness of assaults and the value of stolen items.

The October 2018 update also saw incorporation of Alerts Standard within the NRS - a significant addition to the NRS, which brought a national governance framework and rules to an important area of Police record keeping for the first time.

Both the October 2018 update and another in April 2019 kept the document in line with organisational, NIA and legislative changes. Examples include legislated change to firearms licensing and the age in which people are determined to be a youth, as well as Police practice changes for the recording of hate crime and family violence/family harm.



Topics flagged for resolution in future NRS updates include reviewing of rules relating to recording:

- Offences reported by third parties, particularly where the victim details are not known.
- Reports about potentially criminal acts by very young people
- Non-victim offences, particularly where no suspect or offender is identified
- 'Notings' about criminal activity, and when this transitions to the reporting of an offence
- Reports of incidents.

EVOLVING THE LEGISLATIVE REFERENCE TABLE CODE BOOK

DQIT continues to be the single point of contact for all offence code-related queries. The group maintains the official data list of offence and incident codes, and the meta-data related to them in the Legislative Reference Table (LRT) Code Book. [Monthly updates](#) have been done to communicate changes due to new laws and codes.

In 2019, DQIT enabled users to access this data in the form of a series of operationally useful lists:

- Key offence list – SCM, RCVS and Other victim offences, enabling people to search and check detailed information about which offences are included in each of the Hierarchy levels.
- Full Offence list –by ANZSOC grouping, all active, repealed and end-dated offence, incident and task codes
- Traffic Offence list – providing listed information about infringement codes, titles, fees and demerit points
- Prosecution Details – providing lists of codes by legislation and details of maximum sentences, fines and statutory limitations
- Victim Details list – all victim offences and details relating to their influence on victim history scores, victim notification register offences, and offences covered by the Vulnerable Children's Act 2014.

TRAINING RESOURCES AND COMMUNICATION

DQIT created two Intranet pages – [Recording Offences](#) and [Recording Offenders](#) – each summarising key 'need to know' points, and acting as a landing page for relevant links and existing resources such as Quick Reference Guides. The [Hate Crime Recording](#) Intranet page was refreshed in March 2019.

During the course of the year, a new app for Police phones was released, intended to provide on-the-spot procedural advice for officers. DQIT worked with the team to develop sections on:

- CARD Result Code recording for the frontline
- Hate crime identification and response
- Victim-focused recording.

Furthermore, DQIT online training resources were reviewed, with outdated products being removed. Titles and content were updated and the [NRS Training Materials](#) webpage refreshed to help people quickly find what they need.

Future work is planned to develop national resources in a format accessible to a wider audience, such as web based learning modules or video. The integration of key NRS rules and concepts into recruit and promotion frameworks is also on the DQIT agenda, working with stakeholders at the Royal New Zealand Police College (RNZPC).

ALERTS PROJECT PROGRESS

Work to restructure and review the way alerts are recorded and displayed has been sequenced to relevant ICT changes, resulting in a somewhat slower rate of progress. However, modifications were made to how Gang alerts are recorded and displayed and adding much needed quality assurance steps. In coming months, work on NIA and the mobile phone platform OnDuty sees the some of the technical adjustments needed to pave the way for changes to alerts to begin.

PARTNERING WITH THE NEW ZEALAND CRIME VICTIMS SURVEY

Over the past four years, DQIT has built a valuable partnership with the New Zealand Crime Victims Survey team at the Ministry of Justice, acting as a final arbiter resource for 'hard to call' coding decisions in the survey. In 2019, DQIT extended this to include three staff members to offer more timely responses and a more reliable in-built contingency.

Providing Organisational Assurance

As outlined earlier, the DQIT's third main objective is to deliver on a cross-cutting national *Data Quality Audit Plan*. The *Audit Plan* is designed around a quarterly cycle. Patterns of audit activity, under five core strands which are repeated, across different quarters and across year periods, enable detailed tracking of progress over time.

REPORT-TO-RECORD

DQIT undertook a review of hate crime reporting, checking CARD and NIA using a range of methods, to identify records to audit.

Whilst the final report is yet to be published, findings have been broadly finalised. The report will contain detail about:

- The nature and scale of hate crime reported to Police
- The immediate impact on reported hate crime following the March 15 Christchurch terror attacks
- Police performance in relation to accurate flagging and offence recording of hate crime related records
- Police's response and investigation of hate crime related reports
- Recommended areas for improvement.

ACCURATE CODING

[National Audit – Recoding in NIA](#) - DQIT completed a comprehensive audit of recoding of offences included in the Serious Crime Measure (SCM) metric used by Police and other justice sector agencies. The audit examined trends in volume and proportion of recoding, as well as accuracy. Key findings were:

- Overall accuracy declined year-to-year from 2018 to 2019. In 2018, inaccurately recoded SCM offences equated to 0.5% of all SCM offences, whereas in 2019 this proportion rose to 0.7% of SCM offences.
- Eleven of the 12 Police Districts were close to or above the national average, with the top performing District at 78% accuracy. One District was a low outlier (since the audit, measures have been taken to improve its practices).
- Compared to earlier years, for Burglary the volume and proportion of recoding increased, and the accuracy declined. It is this trend that has driven the overall decline in SCM recoding accuracy.

The 5 Strands



1. Report to Record

Reports made to Police Call Centres end up as NRS compliant records



2. Accurate Coding

Records made are accurately coded in line with NRS rules



3. Accurate Removal

Duplicates and errors are removed in line with NRS rules



4. Accurate Clearance

Information relating to Offenders is recorded in line with NRS rules



5. Bespoke

Specific identified risks – discrete analytical or assurance activity

- For Sexual Offences, the volume and proportion of recoding declined, but so did the accuracy.
- For Robbery, the accuracy of recoding improved.

Since the audit, and in response to various recommendations for improvement, plans have commenced to implement 'second line' checking for all SCM recodes nationally. Changes are being made to NIA to restrict the ability to recode to staff that specialise in data entry and the accuracy of 'down-grading' of offences from SCM to other offences is one of the agreed performance measures for the newly formed File Management and Transcription (FM&T) Service Centre.

ACCURATE REMOVAL OF OFFENCE RECORDS

[National Audit - No Offence Use in NIA](#) - DQIT completed a comprehensive audit of the use of the No Offence closure reason in NIA. The audit examined trends in volume and proportion of No Offence closure reason, as well as accuracy. Key findings were:

- Overall accuracy improved from 75% in 2018 to a national average of 80% in 2019.
- Districts ranged in accuracy from 70% to 91%, with 9 of 12 Districts achieving around the national average or above. Broadly, Districts that had implemented a programme of 'second line' checking improved their recording accuracy.
- Fewer victimisations were removed incorrectly in 2019 compared to 2018, because of the improvement in accuracy.
- The accuracy of No Offence for burglary offences also improved, from 83% in 2018 to 87% in 2019.
- Less positively, the accuracy of No Offence for sexual offences declined to 68%, resulting in a change of process whereby all sexual offence removals are now subject to 'second line' checking by a centralised specialist team.

As with re-coding, there is a move to implement 'second line' checking for all removal closure reasons nationally (including No Offence), and changes are being made to NIA to limit the ability to remove offences to data entry staff. Removed Offence accuracy rates are also going to be a performance measure for the FM&T Service Centre.

ACCURATE CLEARANCES

DQIT supported the national Clearances Steering Group to review and clarify policy in this area. While this was being developed, no audits of clearances were completed in the 2018/19 year. Future work is planned to align with the new Supported Resolutions framework for non-Court outcomes.

BESPOKE REPORTING

DQIT has been approached to assist in reporting on a range of topics that have surfaced over last 12 months. This has included the following reports.

[Audit of Psychoactive Substances Infringement offences](#)




Offence outcomes and sentences were examined in a bid to ensure Police and Justice business and IT systems correctly processed these as infringements (and not offences). Findings were passed to the Ministry of Justice.

[Police Firearms Security Audit](#)

As part of the wider Assurance Group, DQIT members assisted in the audit of Police firearms security and storage arrangements. Inspections were done at Police stations around the country, checking physical security features. Results were collated into an action-oriented report, a summary of which has been proactively made publicly available.

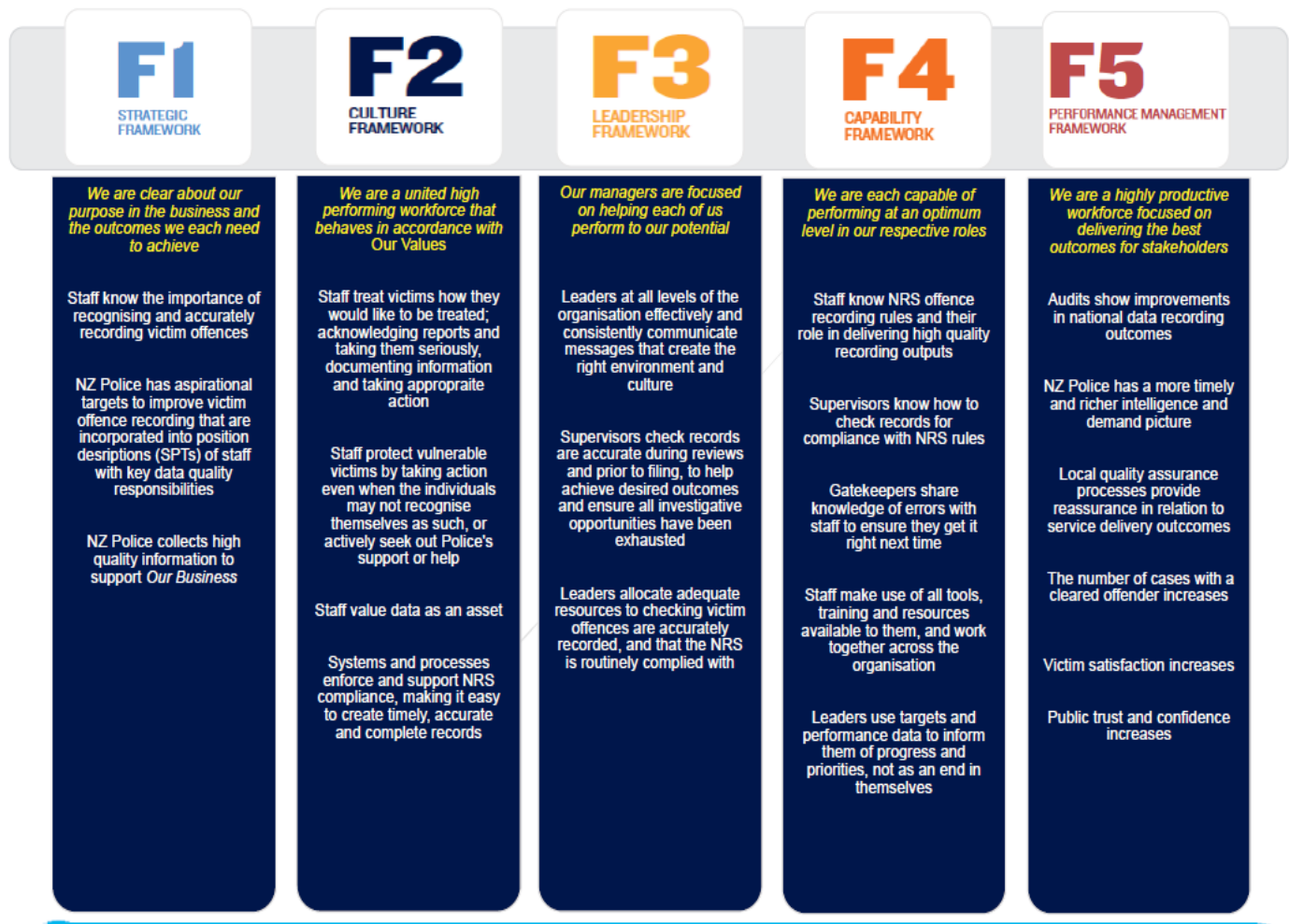
[Review of all DQIT audits](#)

Progress on all DQIT recommendations from 2016 to 2019 was collated and reviewed. The comprehensive report reviewed 20 individual audits and tracked progress of 110 recommended actions.

Summary of actions		L&G	S&P	P&S	Total
Complete		22	29	20	71
Ongoing		7	17	13	37
Not started		0	2	0	2
Total actions		29	48	33	110

The report found significant progress had been made, with the majority of recommended actions either complete, or ongoing. Helpfully, the report provided a summary of constraints and ongoing opportunities under the headings of Leadership and Governance (L&G), Systems and Processes (S&P) and People and Skills (P&S), as well as Police Focus Area's under the five Framework Headings of the overall Police High Performance Framework (PHPF) [see the following page]. This summary informed team action plans for the year.

NZ Police Focus Areas for Data Quality and Integrity Improvement



Cross-checking of RIOD reporting for Operation Deans

In support of Police's response to the Christchurch terror attacks, checks were done of the system used to manage the operation (RIOD) to ensure all reported offences mentioned / documented there were correctly captured in NIA.

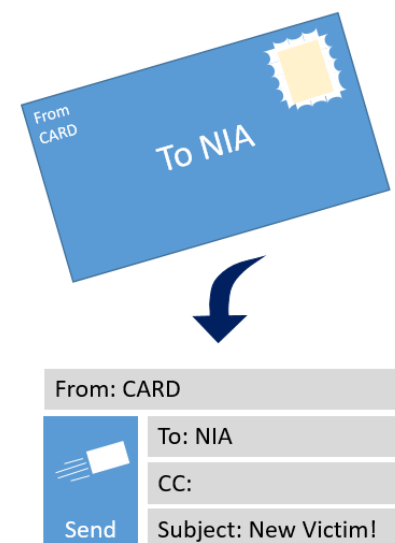
Improving CARD to NIA transition

A short report was completed which summarised the benefits in improving the transition or records from CARD to NIA:

- Closing the gaps
- Better Intelligence
- Better Victim Management
- Stable, Consistent and Accurate Victimisation Counts
- Elimination of manual checks for duplications and missing records.

The report also provided three options for consideration.

- Add core data items to CARD, then transition them to NIA automatically
- Automate creation of a NIA record, then assign and manage entry of Core Data once there
- Automate transfer of information from CARD to another system (e.g. OnDuty), add the required Core Data then automate the transition of that to NIA



Data Quality Improvement Opportunities

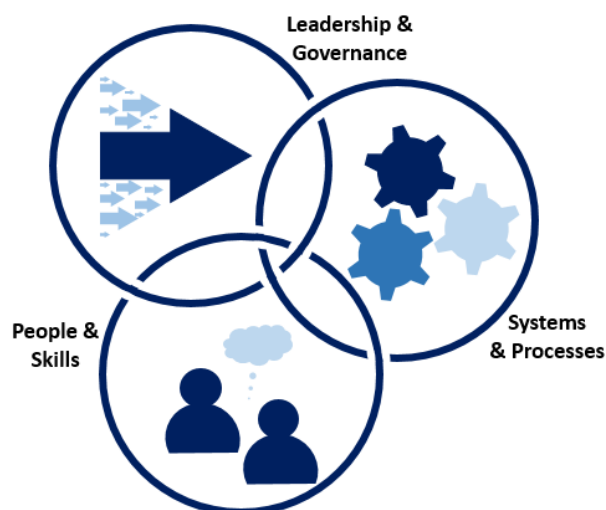
In response to a question about how to improve data capture for the 10,000 Crime Reduction Measure for the National Tasking and Coordination Group, a report was written summarising 18 opportunities on how to improve data capture.

The opportunities were grouped into the three inter-dependent categories of:

- Leadership and Governance (3)
- Systems and Processes (10)
- People and Skills (5).

Counting all Non-Court Actions as Clearances: Opportunities and Risks

A short report was completed for Police's Executive Leadership Board, outlining opportunities and risks associated with counting non-Court actions, specifically focused on verbal warnings and custody admissions. The report documented seven risks, and provided a matrix showing how Police codes map to existing 'Outcome of Investigation' categories.



National Audit Plan 2019/20

Finally, DQIT also produced a document describing the timetable for audits within the five strands for the year ahead, covering the period July 2019 to June 2020.

DATA QUALITY – ANNUAL AUDIT PLAN 2019/20

QUARTER / MONTH	CONVERSION OF REPORTS TO NIA RECORDS	ACCURACY OF CODING PRACTICE	REMOVING OFFENCES (FROM NIA)	RECORDING CLEARANCES	THEMATIC REPORTS / BESPOKE REVIEWS
Q1 July	Family Harm Review				Annual Audit Report 2018/19
August	Family Harm Review				DQ Dashboard Updates
September	Family Harm Review				
Q2 October		Re-coding Practice	Removing Offences		
November		Re-coding Practice	Removing Offences		DQ Dashboard Updates
December		Re-coding Practice	Removing Offences		
Q3 January	Baseline Demand Audit			Clearance Accuracy	DQAM Update
February	Baseline Demand Audit			Clearance Accuracy	DQ Dashboard Updates District DQ Maturity Self Assessments completed
March	Baseline Demand Audit			Clearance Accuracy	DQ Conference
Q4 April		Re-coding Practice	Removing Offences		DQ Dashboard Updates
May		Re-coding Practice	Removing Offences		District DQ Plan Monitoring
June		Re-coding Practice	Removing Offences		Draft Annual Audit Report 2019/20

Conclusion

In summary, the last year has again seen progress in improving the quality of Police data about victim offences. PNHQ's specialist Data Quality and Integrity Team has continued to extend its reach and influence in Districts and workgroups - in particular, providing risk and evidence based support, help, advice and focus on key DQ issues.

In addition, the team designed and delivered another very successful DQ conference, attended by representatives from all Districts. This year the conference was a platform for the launch of a set of tools and resources to assist Districts to build coordinated and aligned plans from which to drive increased training and checking activity.

Moreover, the team has undertaken a series of data quality audits, the results of which continue to drive a range of supplementary activities aimed at continuous improvement, under the banners of: Leadership and Governance; System and Processes; and People and Skills.

New Zealand Police aspires to progressively lift the level of confidence in its core data, and a series of data quality initiatives will continue to be advanced. Looking ahead, data quality work programmed in 2019/20 will include an emphasis on:

- Building further on the partnership with Districts to deliver effective local quality assurance activity, aligned to the national *Data Quality Audit Plan* and local DQ improvement plans
- Partnering with the Service Delivery Group to support the establishment of the national FM&T Service and Digital Case Management (with a focus on developing 'second line of defence' assurance resources and integrating DQ monitoring and performance reporting)
- Partnering with Districts and Heads of Learning at RNZPC to design and deliver effective training resources that support effective offence recording, recoding, and closure and clearance practices
- Partnering with the National Prevention Centre and Māori, Pacific and Ethnic Services to deliver a daily monitoring process for reported hate crime
- Partnering with the National Prevention Centre to improve understanding of family harm recording practice (outputs and outcomes), as well as enabling improvement in 'second line' management controls
- Partnering with National Communications Centres and Districts to improve systems, processes and practices, ensuring the efficacy of offence recording originating from emergency and non-emergency contact channels
- Successful completion of deliverables set out in the national *Data Quality Audit Plan 2019/20*
- Continued evolution of NRS and LRT Codebook
- Continued enhancement of all DQIT's quality assurance products, including a refresh of the Data Quality Assurance Manual (DQAM)
- Continued focus on deliverable in the Alerts Project, including a refresh of NIA Persons Node
- Partnering with the Ministry of Justice to enable the successful completion of Year 2 roll out of New Zealand Crime Victims Survey
- Delivering a joint Data Quality and Service Delivery Conference in March 2020; and
- Working to improve clearance policy and practice with MPES, NCIG and other stakeholders, in particular enabling the creation of an effective Supported Resolutions (out-of-Court disposals) Framework.