

*Assurance
Group*

Annual report on Police data quality

Data Quality and Integrity Team

October 2020



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OUR BUSINESS

TĀ TĀTOU UMANGA



Purpose

Police recognise high quality data about incoming reports is critical to providing quality services. Data is an asset that helps Police provide a service to victims and the wider public, as well as better understand and respond to demand. Patterns in data allow Police to identify opportunities to prevent and reduce harm.

Police also recognise that consistent, accurate, timely and reliable data can only be achieved if it is actively monitored and managed. In 2015 Police created the Data Quality and Integrity Team (DQIT) and entrusted them to lead that work.

This is the latest annual report summarising progress made by DQIT in 2019/20.



Quality Data
Helps us to:

Deliver Services
New Zealanders
Expect and Deserve

Take Every
Opportunity to
Prevent Harm

Prevent Crime
Through
Exceptional Policing

Introduction

The Data Quality and Integrity Team (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 *National Recording Standard (NRS)*

Maintaining NRS and related offence, incident and alert metadata and management tools and associated education resources.

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.



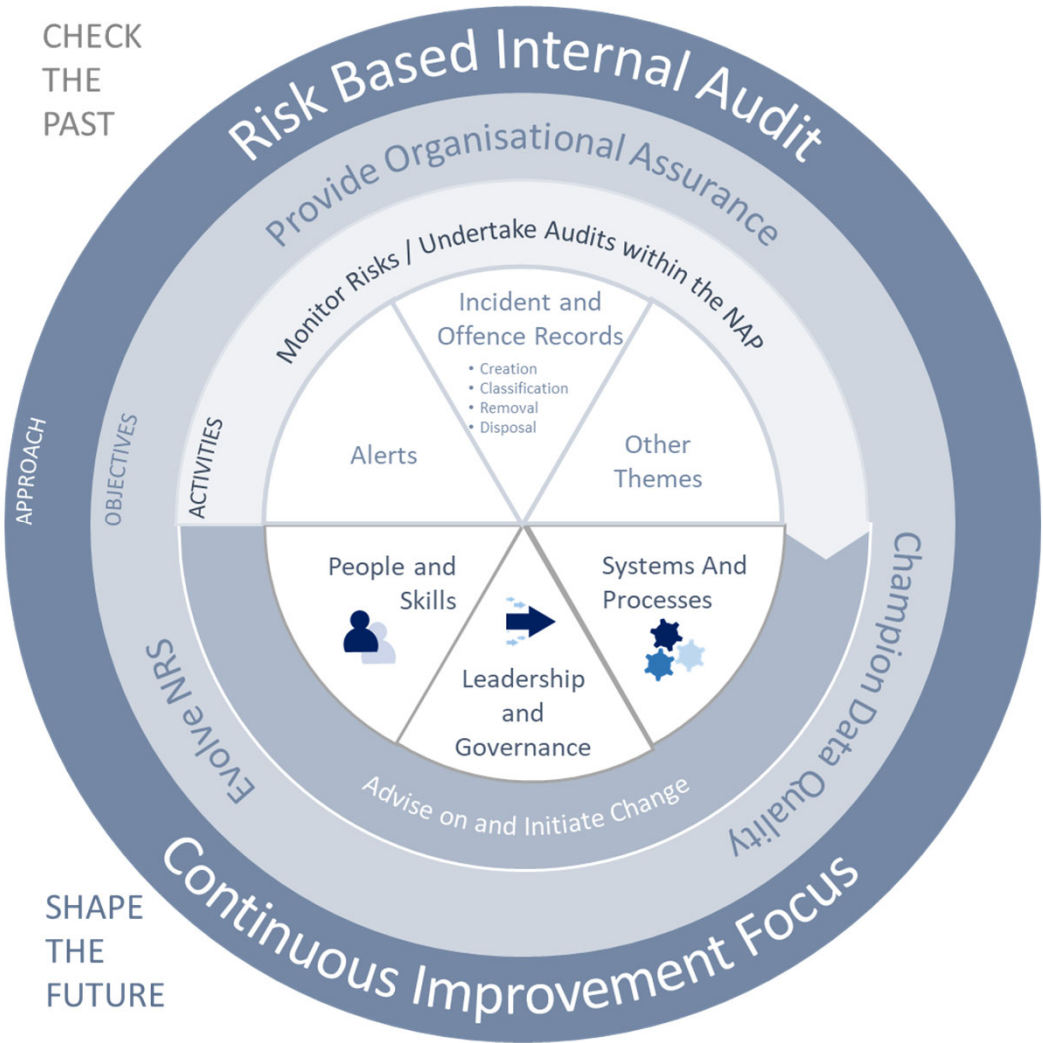
The team delivers against these objectives by monitoring data quality risk areas to inform an annual Data Quality National Audit Plan.

The team undertake a range of audits and reviews, guided by the Audit Plan topics and other themes. Alert data was also identified as a risk to the organisation a number of years ago, and the team have been leading work to improve alert-related practices ever since.

Audit and review data is analysed, resulting in reports containing recommendations to improve data quality that can be broken down into actions for leadership and governance, systems and processes and people and skills.

The team then work proactively to progress the recommendations. At times they manage the change required (such as with the work on alerts), but often they partner with other workgroups in Police to ensure the recommendations are successfully adopted lead to improvements.

Importantly, DQIT members also provide expert advice and support for organisation-wide change initiatives that have the potential to impact on future offence and incident recording processes.



Offence and Incident Recording

Record Creation

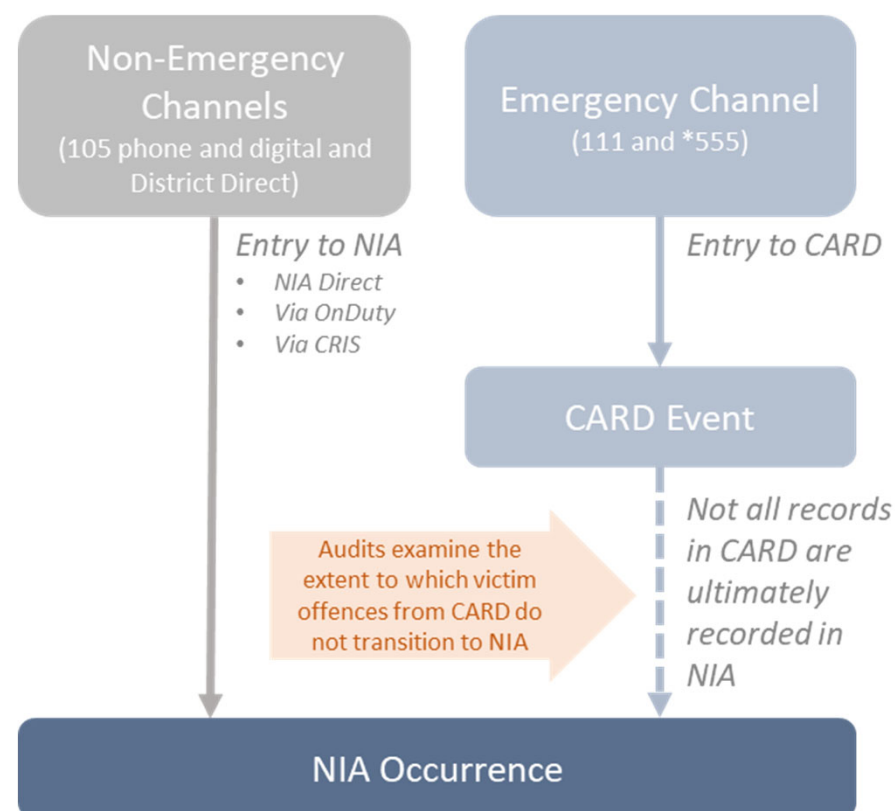
Finding Lost Victims

Strand 1 - Record Creation examines the extent to which an initial report does not end in a NIA record when required by the *National Recording Standard*.

When a report of a victim offence is received by the non-emergency channel a record is created directly into NIA, capturing the victims details. This accounts for the majority of victim offences reported to Police.

However, when people report offences or incidents to Police through the emergency channel, initially information about that report is recorded in the dispatch system (CARD) and only some of these are later recorded in NIA.

If the report relates to a victim offence the *National Recording Standard* requires it to be recorded in NIA. This is because the CARD system is not able to capture the victim's details in a structured way, so without a NIA record, the victim's details are effectively 'lost'.



Finding Lost Victims

Result Codes

Within CARD, staff have the ability to close the CARD event with a result code that indicates what they intend to do with the report. When a CARD event is dispatched for attendance, staff have the option to result:

- K1 (which indicates they don't intend to create a NIA record)
- K3 (indicating there is evidence an offence did not occur (NIA is then not required),
- K6 or K9 (both of which indicate they intend to create a NIA record).

When a CARD event is not dispatched, the result code is 'Cancelled'.

It should be noted that the result codes don't force or prevent NIA entry to occur, so in reality the result code does not determine if a record ultimately is recorded in NIA.

Linking CARD to NIA

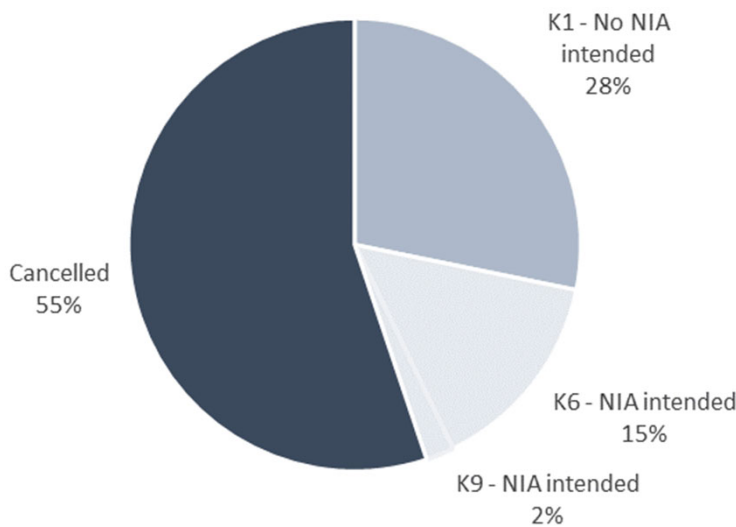
When a NIA record is created, policy requires it to be linked to the originating CARD event where one exists. However, NIA records can be created without linking, this is a manual transaction. The reporting system (SAS) does system match some CARD and NIA records that appear to relate to the same report, but are not linked.

A 'Cancelled' CARD event cannot be linked to a NIA record.

Most unlinked CARD events coded victim offences are made up of CARD event records that are Cancelled.

When records are captured in both CARD and NIA and are not linked or system matched, they count twice in official statistics. While it is good that victim details have been captured, when this occurs it still represents a data quality issue.

Proportion of unmatched CARD by result code



Source data: Unmatched CARD Victim Offences from calendar year 2019

Unlinked CARD events

Given result codes don't provide the full picture, DQIT monitor and check CARD records that do not appear to have transitioned to NIA (unmatched CARD), to help in identifying whether the victim's details have been captured.

Victim offences recorded through the emergency channel result in one of five scenarios. Three of these scenarios are found in 'unmatched CARD' reporting.

Five scenarios

The adjacent diagram also shows however, that while this reporting is a useful indicator and starting point, 'unmatched CARD' finds 3 different scenarios, only one of which means victim details have been lost. Because of this, the true extent of lost victims can only be determined by manual audit.

Given these facts, DQIT have focussed attention on a 3 pronged attack to improve the rate at which initial reports of victim offences through the emergency channel result in the capture of victim details in NIA.

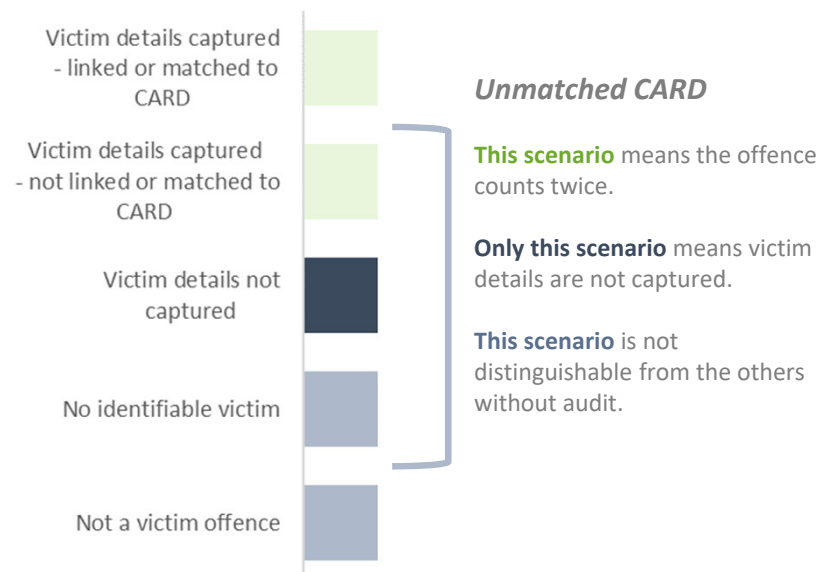
- Reduce the use of K1 to close victim offences in CARD.
- Increase the rate at which victim offences in CARD are linked to victim offences in NIA.
- Reduce the use of Cancelled to close victim offences in CARD.

Three Indicators

Three indicators can be used to track progress, none of which tell the whole story:

- **Indicator 1 – K1 Victim Offences.** While some CARD events closed K1 do end up being recorded in NIA, the use of the result code shows that officers do not know or understand the NRS recording rules.
- **Indicator 2 - Unmatched CARD.** CARD events that are not linked to a NIA identifies 2 scenarios that are not compliant with NRS policy – either failure to record, or failure to link.
- **Indicator 3 – Cancelled Victim Offences.** As the largest contributor to 'Unmatched CARD' and with system blocks to linking, Cancelled event volumes and proportions have a major impact on the rate at which Police fail to record victim details in line with recording policy.

The 'Five Scenarios'



Audits

Hate Crime Review

DQIT conducted an audit of Hate Crime and published a Hate Crime Review. Within that report, DQIT provided commentary on the rate at which Hate Crime related victim offences were recorded in NIA in line with recording policy. It outlined the primary causes of lost victims and records and listed a range of recommended actions to improve.

The audit found that 46% of records that should have had a NIA record were not recorded in NIA and 51% of reports with both CARD and NIA records were not linked.

The audit covered coding and flagging accuracy and record closure at the same time. These topics are covered in detail later in this report.

Because a large proportion of reported Hate Crime relates to Public Order offending, issues that were identified in the Public Order audit from 2018 were also found in this review. Unsurprisingly, recommendations relating to improvement of record creation echoed those from that earlier audit.

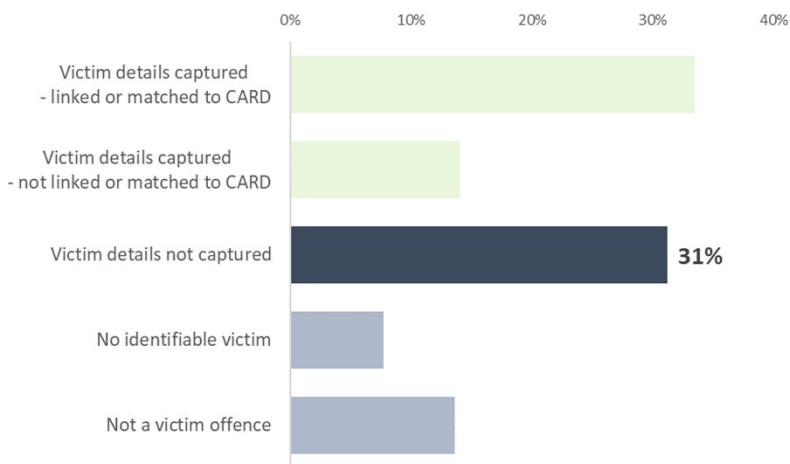
CARD events coded Sexual Assault, result K1

The *National Recording Standard* (NRS) requires all Sexual Assaults to be recorded in NIA. An audit was completed examining almost 300 reports coded as Sexual Attacks received since 2018 that were closed in Police’s dispatch system in a manner which indicated that no NIA record was to follow (resulted K1).

The audit found that almost half of reports were recorded in NIA. However, it also identified just under a third of the offences should have been recorded in NIA but were not.

Early findings and case studies were shared directly with the Emergency Communications Centre management team and added weight to the need for improvement initiatives outlined in previous audits to be progressed.

CARD events coded sexual assault, result code K1



Data Source: CARD Events coded sexual assault offences and resulted K1 between 1 January 2018 and 30 September 2020.

Recommendations

Collectively the audits resulted in a range of recommendations that fall within three broad areas:



Leadership and Governance

- Investment in IT systems and processes flowing from the Emergency Communications Centre.
- Invest in national training for District and Emergency Communications Centre staff.
- Clear leadership messaging about recording expectations.



Systems and Processes

- IT changes to force CARD to NIA transition from the emergency channel.
- Develop an alternative process for finalising victim offences reported to Emergency communications that are not dispatched (Cancelled CARD Events).
- Establish an agreed process for 'no victim identified' for dispatched and not dispatched.
- Establish QA processes to ensure all CARD events coded as victim offences are concluded properly.
- QA process for Hate Crime.
- Changes to the Communications Centre processes for prioritisation, dispatch and assignment, and introduce QA process.



People and Skills

- Training for District staff in basic recording rule principles (requirement to record victim offences in NIA).
- Training for Communications Centre staff in basic recording rule principles (requirement to record victim offences in NIA) and what this means for them.



Leadership and Governance

ACTIONS

Strategic Partnerships

During 2019/20, DQIT have strengthened strategic partnerships with leadership teams and groups managing Police primary reporting and case management channels. In addition, this year DQIT have successfully influenced the creation of national training courses aimed at improving record creation (and other aspects of NRS compliance):

Emergency Communications Centre

Their management team have sent strong messaging to their staff about service expectations and their role as first contact with victims. In addition, they have committed to targeted training and investigation into significant system and process improvement.

Training Service Centre

The Training Service Centre committed resources to develop basic national training material, and are in discussions regarding further support.

Service Group

The team have initiated and led joint work with Service Group to better align and integrate case management and data quality monitoring, management, training and QA processes. The work includes clarification of roles and responsibilities for key decisions and tasks within those processes.

Reframe

DQIT have contributed to a portfolio of projects known as Reframe, that is designed to improve Police's end-to-end resolutions framework. Reframe has the potential to re-align some key features of recording processes.





Systems and Processes

ACTIONS

Report to Station / Cancelled CARD event Process Changes

The Emergency Communications Centre has initiated scoping work to address highlighted issues with the 'report to station' process, as well as the broader process resulting in the closure of CARD events using the 'Cancelled' result code.

Changes to 'Responder'

Restrictions were made to the application frontline staff are able to use to re-code and close CARD events – 'Responder'. The changes meant that frontline staff were no longer able to result victim offences K1 or re-code them using this application.

NIA Changes

Following requests submitted in 2019, 2020 saw NIA changes that made it easier to find and link related CARD records from within NIA screens.

Changes were also made to the NIA 'End of Shift Report' to help supervisors identify any missed records. Updates were also made to the 'how to' guidance material for End of Shift Reports.

DQIT initiated two more requests, relating to ensuring frontline staff can easily identify on their mobile devices that a NIA record is required, and improve the ability for supervisors to see when these reports have not been submitted, by making these visible in the Case Management screens in NIA (not just the End of Shift Report).

From Sunday 28 June - What is changing?

You Can't Miss It

- The CARD event number is now the first thing you are asked to complete when creating an occurrence in NIA.
- If you open an existing occurrence and there is not already an associated CARD event, a button is clearly available to allow you to "Associate a CARD Event"

You Can Easily Find Your CARD Event Number If You Don't Know It

- If you don't know the CARD event number, you can now search for it in the NIA screen.
- Within a date range you set you can search for it by your unit call-sign, station or QID.

Query 'NIA CARD event' for each 'Unit' you supervise



People and Skills

ACTIONS

National Basic Training - CEP

When Police launched the Continuing Education Programme (CEP), DQIT partnered with the Training Service Centre to create a range of web-based training materials that included short animated videos, quizzes and self-paced training presentations. This material covered basic recording requirements and why they are important. Two courses, each made up of 5 modules were released, one for ‘individual contributors’ and another aimed at ‘team leaders’.

Communications Centre Training

The Emergency Communications Centre training staff have initiated work on Offence and Incident recording training packages, designed for staff working in the Emergency and Non-Emergency call taking and Online Reporting channels.

Core Data

Our practice

What's the *Core Data* you must enter into our Offence and Incident records?

The Framework

Our practice

Where are our Offence and Incident records held? Do we have rules about recording Offences and Incidents?

Understanding and using the (NRS)

Our practice

Do you know enough about the NRS policy? Can you confidently apply the principles and rules of Offence and Incident recording?

END OF SHIFT REPORT	
VICTIM OFFENCE	NO NIA REPORT
COMPLETED	
VICTIM OFFENCE	K1
VICTIM OFFENCE	K3
VICTIM OFFENCE	NO NIA RECORD

SUPERVISOR

Recording in CARD for Frontline

National Recording Standard Self-Check Quiz

Data Quality and Integrity team
1st 2nd 3rd 4th 5th

Accurate and consistently recorded data supports Our Business





Progress

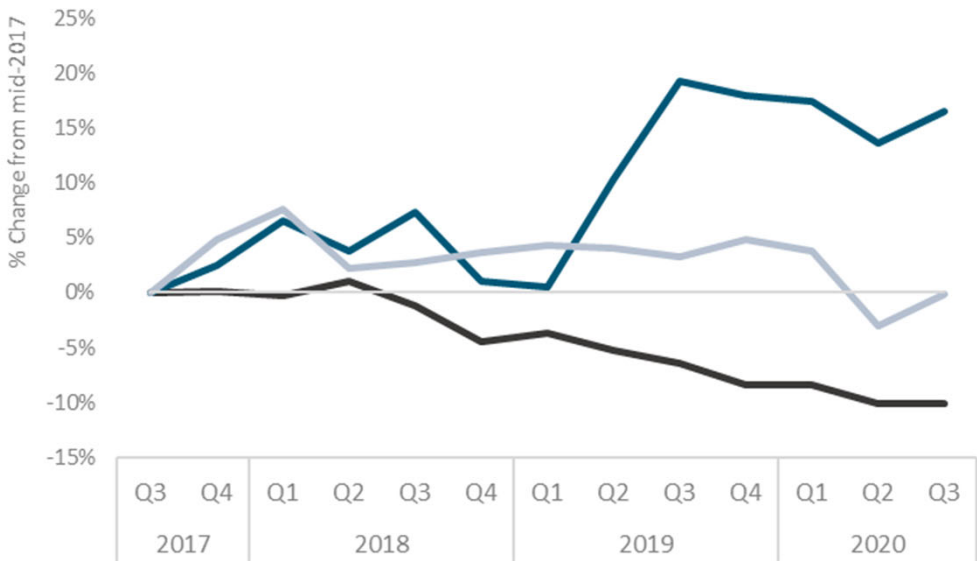
Data shows improvement since mid-2017

The decrease in the use of K1 indicates officers are increasingly aware that NIA is required for all victim offences.

The increase in linked victim offences indicates that systems and processes are helping to ensure CARD and NIA are linked when required.

The recent drop in Cancelled events is likely due to the drop in overall demand because of the Covid-19 lockdown; but promisingly, Q3 has not returned to 2019 levels. This could be early signs of the changes in Communications Centres policy.

Percentage change since Q3 2017 for 3 indicators of victim offence record creation and linking



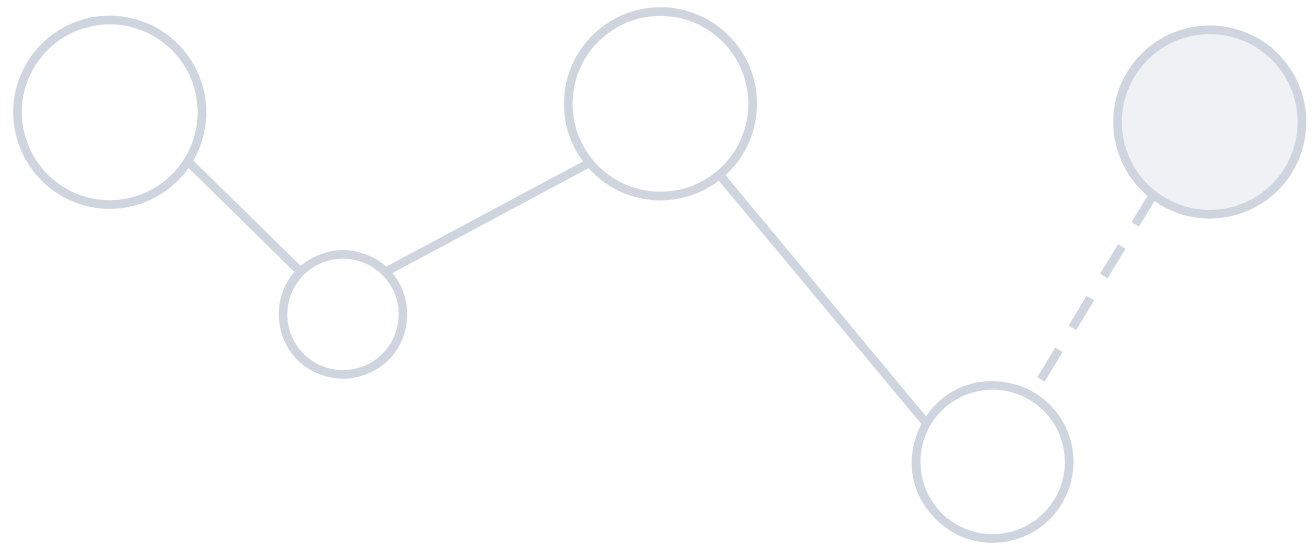
Indicator 2: The proportion of victim offences that are linked to NIA has increased by 16%, from 53% to 69%.

Indicator 3: After some years of increase / no change, there has been a recent reduction in the proportion of Cancelled victim offences.

Indicator 1: The proportion of victim offences closed K1 has decreased by 10% from 23% to 13%.

Data Source: Data relating to K1 and linked victim offences is calculated as a proportion of CARD events coded victim offences that have been resulted 1,3,6 or 9, shown as a change in the proportion since Q3 2017. Cancelled Events data is calculated as a proportion of all CARD events coded victim offences.

Next steps



DQIT have initiated work and established partnerships with relevant workgroups to achieve our aims:

- Reduce the use of K1 to close victim offences in CARD.
- Reduce the use of Cancelled to close victim offences in CARD.
- Increase the rate at which victim offences in CARD are linked to victim offences in NIA.

In the coming year DQIT aim to progress these three aims by:

Clarifying what happens where there is no identifiable victim

Developing an agreed, clear, process and policy for coding / resulting CARD events relating to victim offences where no victim is identified. These processes need to be clarified for both dispatched and cancelled CARD events. This process must make these scenarios distinguishable from others within 'Unmatched CARD'.

Address 'Cancelled' events process

Continuing to work with the Emergency Communications Centre and Service Group on an alternative process for events relating to victim offences with identifiable victims that are not dispatched (i.e. Cancelled CARD events).

Automate CARD to NIA transition

Continuing to work with ICT to introduce system controls to ensure all CARD events coded victim offences, with an identifiable victim, automatically result in a linked NIA record.

Offence and Incident Recording

Classification Accuracy

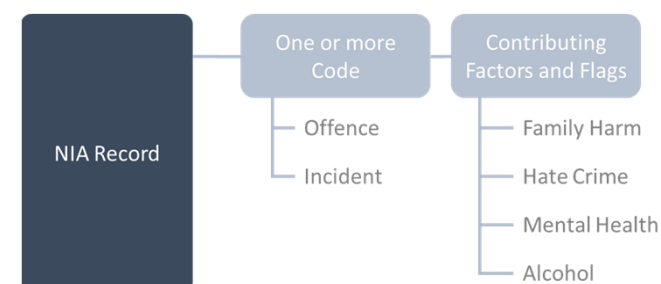
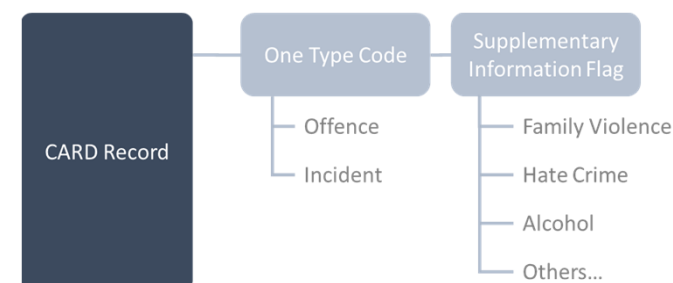
Coding 'what happened'

Strand 2 – Classification accuracy examines the extent to which records are classified correctly, with codes and flags that reflect what was reported to have happened.

NIA and CARD records are able to be coded with an offence or incident code. NRS requires these codes to accurately reflect what was reported.

Each offence or incident can also attract one or more contributing factor or flag.

DQIT examine the accuracy of codes and flags in audits. To target to risk, the team check re-codes, as these reflect scenarios where there has been a re-consideration about what the most accurate code should be.



Coding ‘what happened’

Every year the team checks re-coding, with a particular focus on offences that are downgraded. This year, the team also checked accuracy of the initial coding within the two audits and published the results of a third.

Re-Coding

Downgrades

This year, DQIT audited ‘Risky Re-codes’; those which effectively ‘downgraded’ an offence to a lower classification.

Incident to Offence re-coding

This year a review was also done of records that were initially recorded as incidents but were re-coded to an offence. The aim of this was to provide some insights into the accuracy (or otherwise) of initial coding.

Mis-coding in NIA

Family Harm

A detailed audit of Family Harm recording was undertaken in early 2019. Results of the audit were published during this reporting year.

Hate Crime

The Hate Crime audit also checked the accuracy of initial coding and Hate Crime flags.

Mis-coding in CARD

Sexual Assault

The accuracy of coding was also checked in the audit of CARD events coded Sexual Assault that were closed in CARD K1.

Audit Results

Re-Coded Downgrades

This audit examined all re-coded (downgraded) burglaries, robberies and sexual offences, as well as a representative sample of all other Recorded Crime Victim Statistics (RCVS) offences.

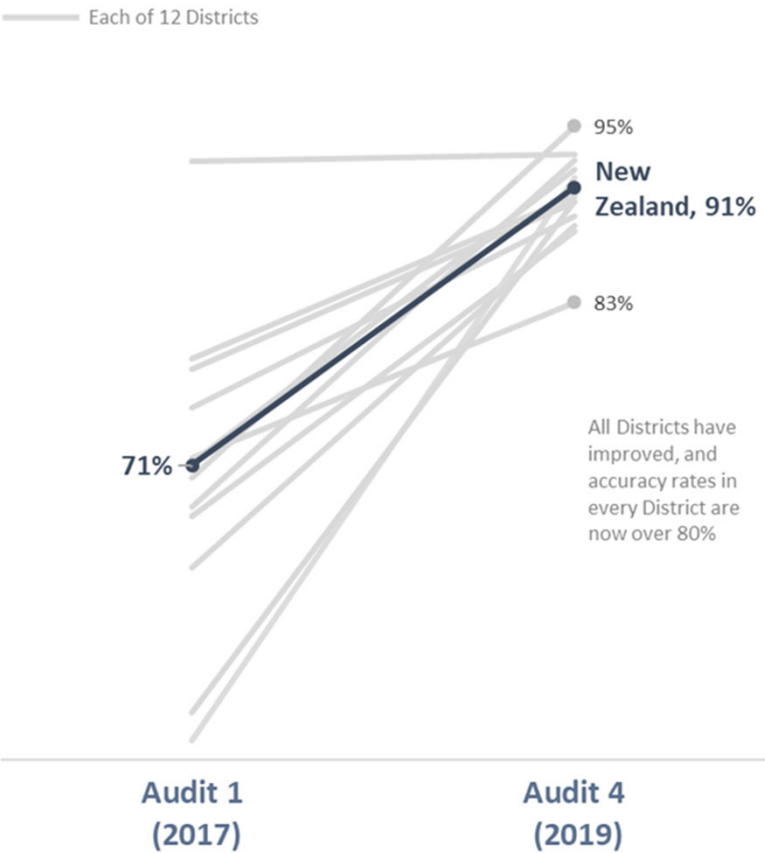
The accuracy rate was the highest since audits began in 2017, with a national result of 91%.

Accuracy rates for each offence type remained very high at:

- Burglary 91%
- Sexual Offences 93%
- Robbery 83%

The spread of results across the country is now fairly tightly grouped around the national average. The District with the lowest accuracy rate was 83% and the highest being 95%.

Change in re-coding accuracy between Audit 1 in 2017 and Audit 4 in 2019



Incident to Offence Re-coding

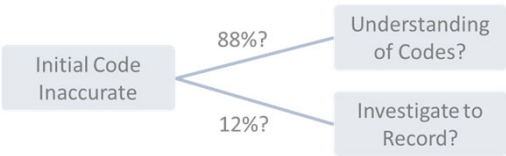
An audit was completed to identify the underlying trends for records that were re-coded from incident to offence codes. It was noted that while the re-coding rate **is very low** (under 0.6%), it has been steadily increasing since the introduction of online reporting and the structural re-alignment of Police’s Service Group.

The audit found:

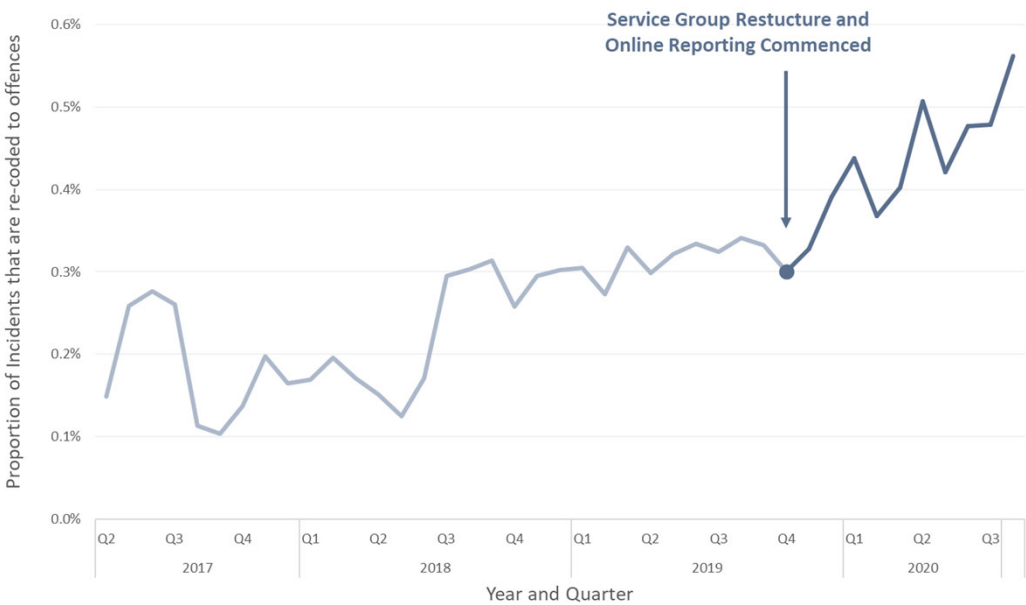
- For the majority of records, the re-code was needed because the initial code was incorrect (97%). It was not as a result of new information gathered after the initial report.
- While introduction of Online reporting and Service Group changes coincide with the increase, the majority of re-codes stem from the communications / dispatch channel.
- A high proportion (88%) of the re-codes were accurate, similar to re-coded downgrade audit results.
- Most re-codes occurred during a subsequent review of the record, with almost 50% picked up during review within File Management Centres (FMCs).
- The processes that require FMC input reviewed and corrected codes quickly, while other channels were slow to correct errors, which sometimes led to lost opportunities to investigate and resolve the offence.

It is difficult to know exactly what caused the initial mis-coding

to occur. It is likely many are due to a lack of understanding of the recording rules. The audit identified approximately 12% had circumstances that indicated that officers may have used incident codes initially to record what happened while completing their investigation. They subsequently re-coded at the point of filing charges, indicating potentially an ‘investigate to record’ approach.



Proportion of incident records that are later re-coded to offences



Hate Crime – Offence and Incident Coding

The Hate Crime Review examined the accuracy of coding of incoming reports. A large proportion of Hate Crime is made up of public order offending. Within this group of offending it is common for offences to be coded as incidents (downgrading).

Within Police’s call centres there is a tendency to code threatening language offences as more serious threat offences (upgrading).

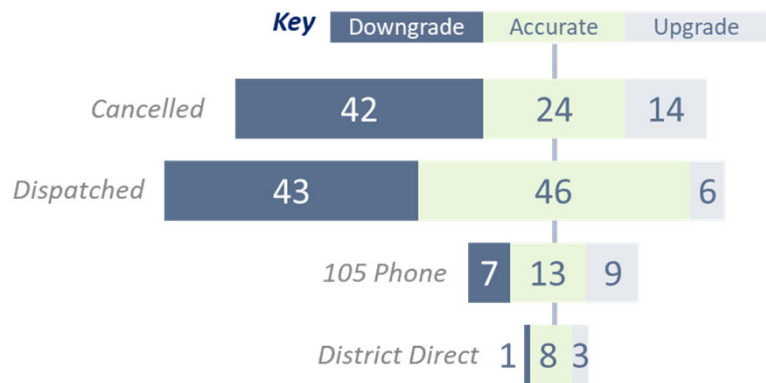
Together this means that only around 40% of these offences are coded accurately.

CARD events coded Sexual Assaults, closed K1

A detailed examination of each report found that of the 442 records that were closed K1, 51 were found not to relate to a new report of a Sexual Assault (i.e. were mis-coded) and a further 9 were field events with no details, which were also likely to be ‘enquiries’ about existing reports. Therefore, in total 60 (14%) were not sexual assaults at the point of initial recording in CARD.

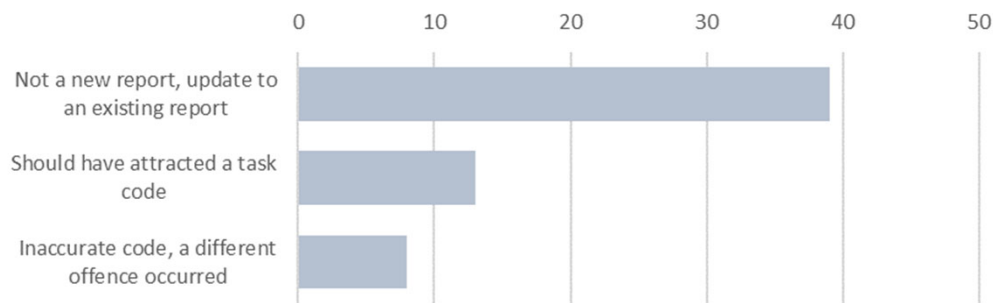
The cause of these mis-codes was varied, but primarily was due to staff creating and coding records as offences when the call or report related to an existing record.

Accuracy of Hate Crime Offence Coding



Source data: Hate Crime Review 2019 226 Hate Crime reports from both CARD and NIA

CARD events coded Sexual assault result code K1 Breakdown of records that were mis-coded



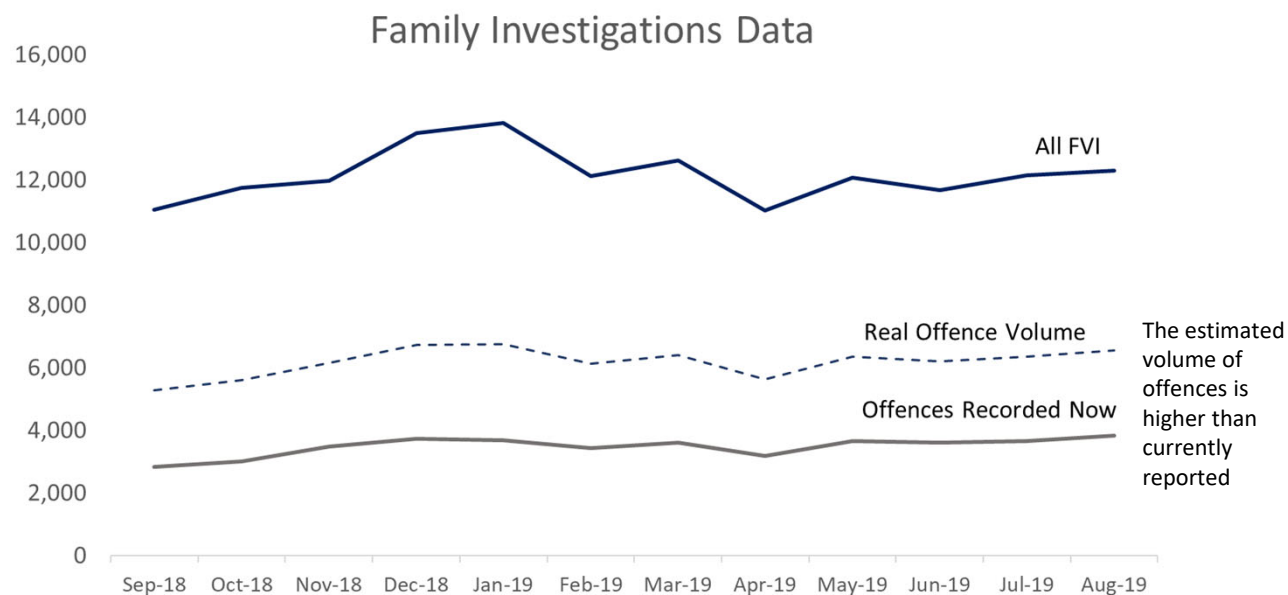
Source data: Unmatched CARD events coded Sexual Assault and result code K1 - 1 Jan 2018 to 30 Sept 2020. Total 442 records K1, 294 unmatched to NIA.

Family Harm

A comprehensive audit of Family Harm recording was completed in 2019, but reporting was delayed until early 2020.

The key findings of this audit were:

- Regardless of the code used, family harm reports involve risk based, safety focused, preventative approach. However, many reports that should be coded as offences are recorded as incidents (5F).
- There are a number of different ways to count Family Harm which can be confusing
- The way Family Harm records are captured in NIA does not structurally align with how they are counted or managed
- Reports received outside the emergency channel do not always result in FV flagged NIA records



Source data: Family Investigations dataset

All FVI - includes all 5F and offence codes flagged with the FV indicator in NIA

Real offence volume is the estimated volume if offences were accurately coded,

Offences Recorded Now represents Family Harm flagged records coded as offences.

Hate Crime – Flags

The ability to accurately identify Hate Crime is increasingly important to Police and other agencies.

In April 2019 a ‘contributory factor’ Hate Crime flag was added in NIA. A similar flag also exists in the CARD system. The intention is to use these flags to identify Hate Crime reports that can be a variety of offence or incident codes. There was an expectation that it would take some time to educate staff about Hate Crime, its definition and the existence of and requirement for flagging.

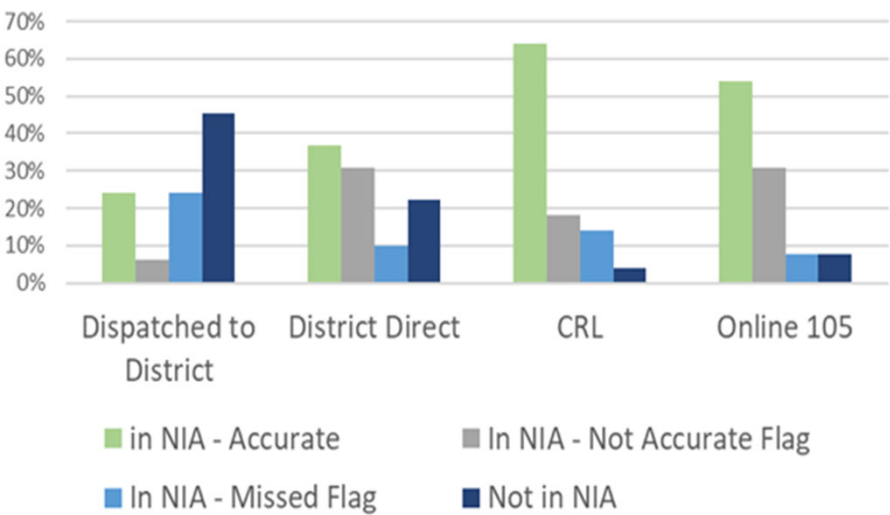
The Hate Crime Review examined flag accuracy in April 2019, and two subsequent snapshot audits were conducted in April and August 2020 to track progress.

The most recent audit of Hate Crime flag accuracy found that reports taken through the non emergency call centre were the most likely to result in a NIA record, with an accurate flag. Reports taken by the Emergency Communications Centre, then dispatched to District, were much less likely to result in a NIA record at all; and, if a NIA record is created, less likely to have an accurate Hate Crime flag.

DQIT are working with the Training Service Centre to improve awareness and have instigated a daily checking regime to find (and potentially fix) flagged records.

In August 2020 DQIT published a comprehensive Hate Crime Stocktake report.

NIA Recording and Flag Accuracy by Channel



Source data: Hate Crime audit (August 2020) including free text keyword searching and flagged record review.

Recommendations

Re-Coding Downgrades

DQIT have already ensured that system and process changes mean that re-coding within NIA is restricted to a small number of trained staff.

Recommendations now relate to implementation of routine 'second line' checking for re-coded offences.

Re-Coding Incidents to Offences

The results of the re-coded incidents to offences audit indicate initial coding accuracy requires more examination.

The report recommends routine checking of cases originating from 105 and Front Counter with at-risk incident and task codes prior to filing.

It also recommends Front Counter and 105/Online staff should receive training that supports them to code correctly at the first point of contact.

Family Harm Coding

The Family Harm Review detailed 36 recommendations. Broadly the main recommendations included:

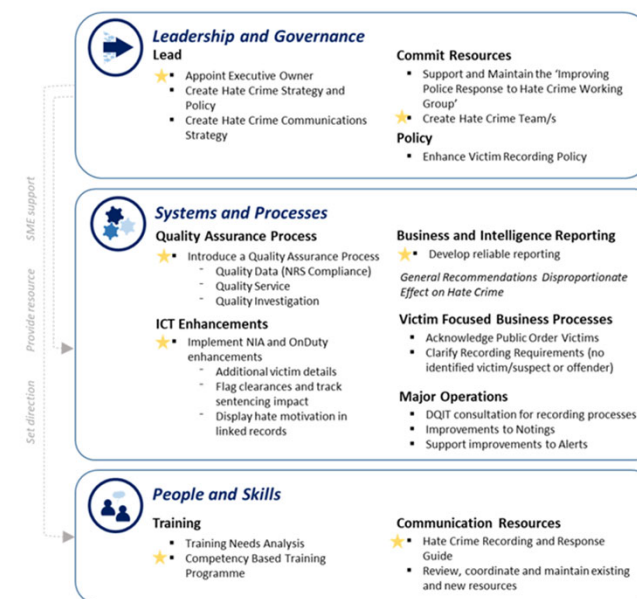
- NRS offence recording training
- The creation of a *Family Harm Coding Guide*
- Changes to the CARD process so 5F is not the 'default' code
- Improvements to the QA checking process
- Consult and redraft counting rules for Family Harm.

Hate Crime Flagging

The DQIT published a comprehensive 'Hate Crime Stocktake Report' which provided all the information gathered over the past four years of DQIT work on the subject.

The report provided a summary including 18 recommended actions to improve Hate Crime recording and Police's response to Hate Crime.

Summary of Recommended Actions - Hate Crime



Source : Hate Crime Stocktake Report September 2020



Leadership and Governance

ACTIONS

Strategic Partnerships

As indicated in the previous section, DQIT have forged a number of strategic partnerships this year that are starting to deliver results. In 2019 the team raised concerns around systemic issues causing offences reported within a context of Family Harm to be recorded as incidents.

Prevention Group Partnerships

DQIT have engaged with relevant roles in the National Prevention Centre, such as the Family Harm Coordinators and Victim Managers.

DQIT representatives were invited to presented findings at workshops and helped raise awareness of recording issues, and how they flow on to broader issues with response and meeting an increasing demand.

Emergency Communications Centre and Family Harm

Following extensive reporting by DQIT on Family Harm recording in early 2019, these two groups have agreed to work together to overcome system issues that result in incentives to code Family Harm offences (at least initially) as incidents within the dispatch system.

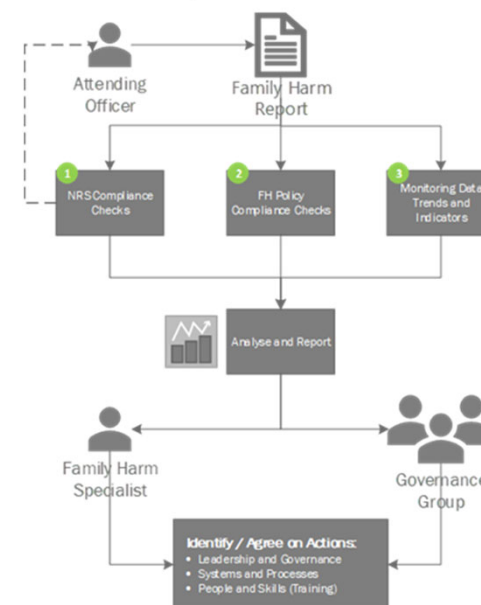
The DQIT have worked with both teams, presented findings at workshops and helped raise awareness of this issue.

Leading Change – QAIF Process for Family Harm

DQIT are assisting the Family Harm team to create a new and improved model for their Quality Assurance and Improvement Framework (QAIF).

Together the two teams are examining ways in which the traditional detailed review of ‘risky’ records by Family Harm specialists can be complemented by routine monitoring of data trends, and routine QA checks for record creation and accurate coding.

Continuous Improvement QA Process



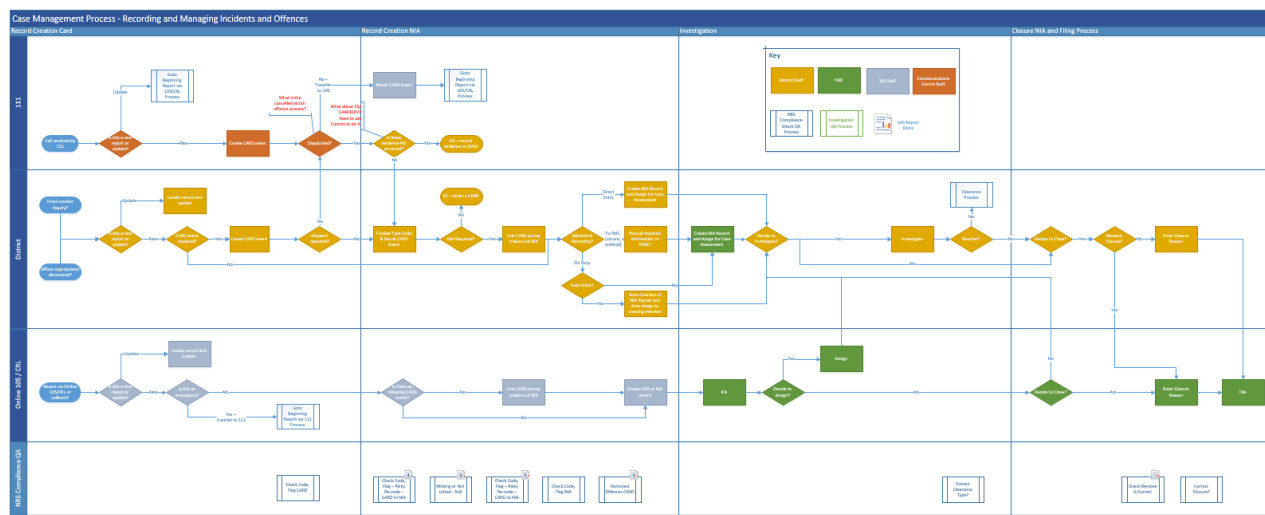
Evidence Based Policing Centre

The two teams have process mapped stages of case management for each reporting channel and identified points where quality assurance checking should occur. This sets the scene for a more methodical approach to a wide range of aspects of case management and data quality, including categorisation accuracy.

- performance reporting
- training material and
- providing clearer direction in regard to roles and responsibilities within the Case Management process.

The Evidence Based Policing Centre have initiated a review of the ways Family Harm and Family Violence is counted and measured by Police.

Police are also working with the Ministry of Justice in regard to how the Ministry will report Family Violence related convictions in the future.





Systems and Processes

ACTIONS

Re-code QA processes

DQIT are working in partnership with Service Group to introduce regular QA checking of re-coded downgraded offences for every District.

A trial template has been developed and training material is being prepared to assist those doing the checks.

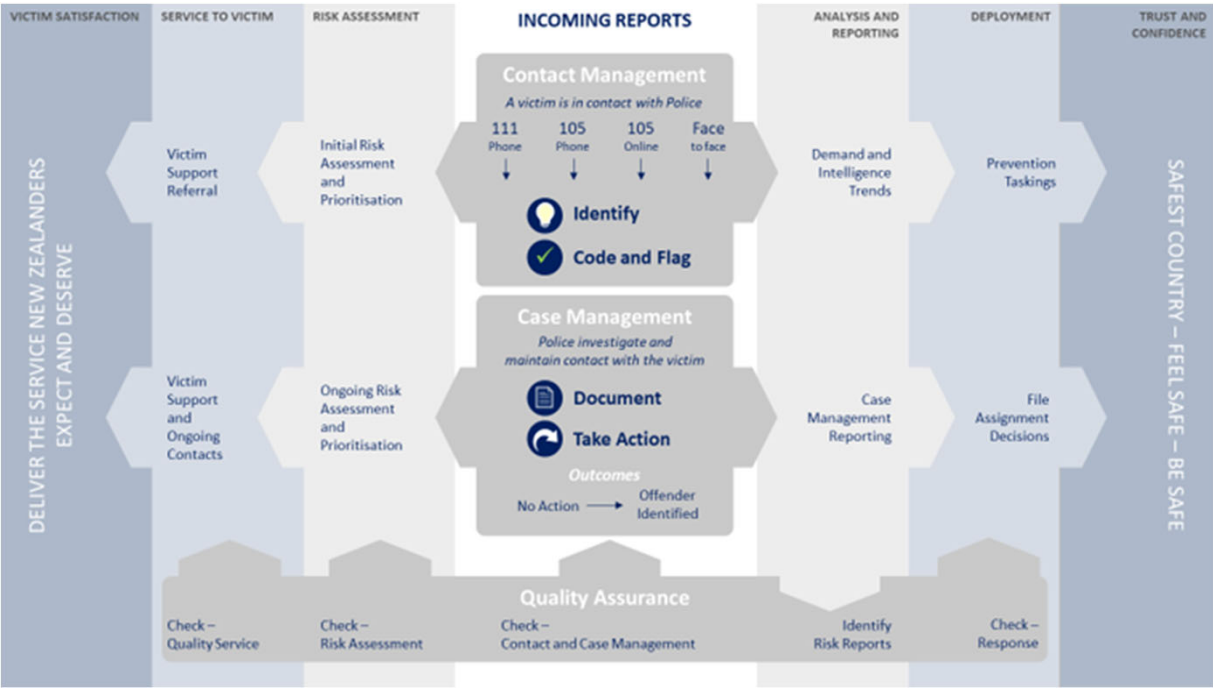
Communications Centre QA Process

Communications Centres have appointed staff to undertake quality assurance (QA) checks. The DQIT is aware that checks include re-code downgrades within the CARD dispatch environment. QA staff are following up with Districts when the decisions appear not to comply with NRS rules.

Quality Assurance Model

As part of the reporting on Hate Crime, DQIT have promoted adoption of a comprehensive QA checking regime. The model is intended to check NRS compliance, along with aspects of investigation and service quality checks, to promote improved service to the public.

DQIT have trialled the introduction of this process for Hate Crime and are using this as a pilot to promote the concept more broadly, for example in the Family Harm QAIF process.



Improving Hate Crime Flag Accuracy

With a view to improving Hate Crime flagging accuracy, DQIT requested and led two important NIA changes.

The changes mean a Hate Crime flag in CARD automatically transitions to NIA.

Secondly, within NIA changes were made to allow the addition of Hate Crime Type, with the ability to add multiple types. As well as providing better information about the nature of Hate Crime, this change is intended to reduce the number of false positive flags.

Hate Crime Quality Assurance Checking


In April 2020 DQIT initiated and have continued to trial a comprehensive QA process for all flagged Hate Crime records. This process has involved the creation of business reports that list all Hate Crime flagged records from CARD and NIA then checking each of those records for accuracy.

Where errors in flagging within NIA are found these are corrected, unlinked records are linked, and more recently, where there are concerns about Police’s response these are followed up.

The QA template has been reviewed and streamlined. Reporting on the process was included in DQIT’s comprehensive August 2020 Hate Crime Stocktake report.

DQ News - NIA changes to Improve Recording of Hate Crime, and other Contributing Factors

[View](#)
[Edit](#)
[Revisions](#)



NIA changes to Improve Recording of Hate Crime, and other Contributing Factors

26/06/2020

We record a range of information about offences and incidents to help us understand who did what to who, when and where. This 'Core Data' drives our case management processes and provides critical trend information for us and our partner agencies.

Contributing Factors are part of our 'Core Data' requirements. Contributing Factors provide valuable information we cannot gather from the offence or incident code about drivers of crime and other demand such as Mental Health, Alcohol and Hate/Prejudice.

Our audits show that staff do not always accurately record Contributing Factors so changes have been made to NIA that to make it easier to get this right.

Hate:

Yes

Hate crime type:

Add hate crime type

Hate Crime Type

Race/Ethnicity

Family Harm Recording Improvements

The National Prevention Centre is working through recommendations made in DQIT’s Family Harm Audit. It is exploring ways to:

- Change the Emergency Communications Centre coding process
- Change the OnDuty Family Harm application so it does not default to the code 5F
- Creating Training, and sending clear communications to staff about the importance of accurate offence coding.
- Changing the QAIF process.
- Working with EBPC to develop new, meaningful and clear measures for Family Harm.



People and Skills

ACTIONS

National Basic Training - CEP

The CEP material that has been produced for both frontline officers and their supervisors covers the need for accurate coding. It provides advice on the National Recording Standard rules and how to apply them in practice.

The training covers the difference between recording rules and charging guidelines, as well as reinforcing the concept that it is essential to record and code offences first, then investigate, then remove the offence if it is later determined not to have happened (in other words, ‘Record then Investigate’).

Level of Proof – Victim Offences

To trigger recording and to determine the initial code, we start from a point of **believing the informant or victim**.

Then, unless there is immediate evidence to the contrary, if what they report constitutes an offence that requires recording, record it.

Create the initial record, coded as a victim offence – that is Step 1...

3 Different Tests

Recording	Arrest	Charge
Balance of Probability	Sound Case to Suspect	Sufficient Evidence Guidelines

The Steps – Record then Investigate

If later, we get new information, we can change the code, or remove the offence.

Step 1
Record

Step 2
Investigate

- Retain code or
- Re-code or
- Add if required

Step 3
Close

- Keep or
- Remove

Note – Step 2 is sometimes completed during Step 1.

Metropolitan Police

Communications Centre Hate Crime Training

A training module relating to recognising, recording and responding to Hate Crime has been developed for staff working in both the Emergency and the Non-Emergency Communications Centres.

This course aims to improve Hate Crime flagging accuracy, which in turn provides the base required to monitor accurate coding and police response to Hate Crime.

Further training is planned that relates to recognising and coding offences.

Hate Crime Case Studies

DQIT published Hate Crime case studies targeted at both the frontline and management.

Did Police Take the Report Seriously?

Because coding did not accurately reflect the seriousness of what was reported, in both CARD and NIA:

- Did this affect what happened next?
- Do coding decisions reflect attitudes? Consciously or Sub-consciously?
- Could ensuring NRS compliance change attitudes and improve service?

Metropolitan Police

WHAT IS A HATE CRIME?

Recognise, Record, Respond.

START

1 Define Hate Crime

A **Hate Crime** is, any criminal offence which is perceived, by the victim or any other person, to be motivated, wholly or in part, by a hostility or prejudice based on a person's enduring characteristics.

Repeat Offenders - people who offend against people based on an underlying prejudice are a risk to everyone's that community just because of an enduring characteristic they share. We have a duty to act in the public interest, and protect vulnerable people and communities.

2 Define Hate Incident

A **Hate Incident** is, any non-crime incident which is perceived, by the victim or any other person, to be motivated, wholly or in part, by a hostility or prejudice based on a person's enduring characteristic.

3 Enduring Characteristics

Enduring Characteristics, are a person's:

- Race, or perceived Race (including Nationality or Ethnicity)
- Religion (or Faith)
- Sexual Orientation
- Gender Identity
- Disability
- Age

4 Motivated by Hostility

It could be your belief that an offender is motivated by bias, or the victim's, an informant's, or a Team Leader's - **any one** of these is enough to record an event as a Hate Crime. You do not have to agree or weigh up evidence to prove Hate Crime.

Flag to Investigate - we flag Hate Crime based on the potential of Hate Crime as a factor - so this can then be properly investigated.

5 Where do you fit in?

Emergency and Service Group Centres are at the front line of our Hate Crime response. If Hate Crime is recognised and recorded correctly when we first learn of it - this has a rolling impact on the Police response at all levels.

The more we know about Hate Crime - the more effectively we can respond for it to prevent crime and harm.

6 Recognise to Respond

We need to **elevate our response** to Hate Crimes (compared to if prejudice is not a factor). We must recognise and flag Hate Crime, but also act with more priority and urgency.

We want victims to have trust and confidence that we will deliver the service they expect and deserve - This trust must be earned, and that starts with you.

END



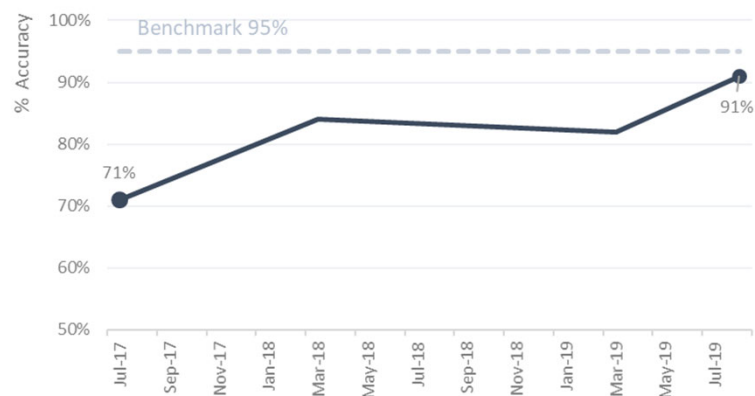
Progress

Re-coding downgrades

As indicated in the audit results, re-coding downgrades are **showing an improvement** across the whole country, when compared to 2017.

While the national result has not yet reached the 'gold standard' of 95% accuracy, this target is now within reach.

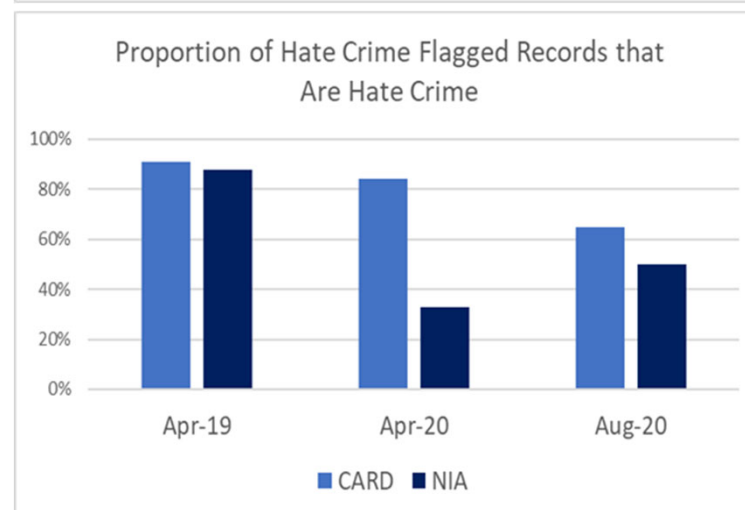
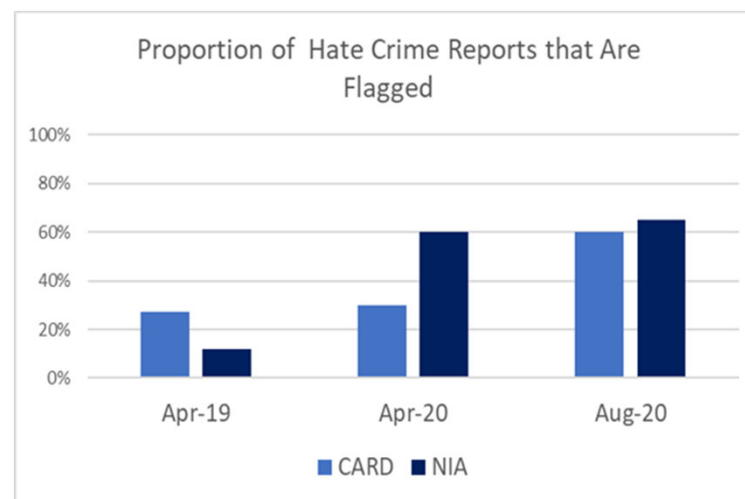
Re-Coding Audit - progress over time



Source data: Re-code audit results 2017 to 2019.

Hate Crime Flagging

Hate Crime flagging has been improving. More Hate Crimes reported to Police are being flagged. However, as this is occurring there is also a reduction in the proportion of flagged records that are Hate Crimes (because of false positives).



Next steps

In the coming year, DQIT aim to:

Improve the Case Management Process

It is expected that analysis of roles and responsibilities within business processes for incoming reports, by channel, will highlight:

- Where there is a lack of clarity in regard to who is responsible for decisions and actions.
- Where there are processes that present fewer opportunities for oversight by staff trained in NRS rules.
- That co-operation is required between Districts, Service Centres and PNHQ to improve data quality and service delivery.

DQIT intend to highlight any concerns and use the established partnerships with Emergency Communications Centres and Service Group to fill any gaps identified.

Progress Quality Assurance Processes

Quality assurance processes for re-coding in both the Emergency Call Centre and within Service Group are being trialled. In this coming year DQIT will work with these groups to ensure these processes are efficient and effective.

The DQIT will also look to pass over the trial Hate Crime QA process once a business owner for Hate Crime is determined.

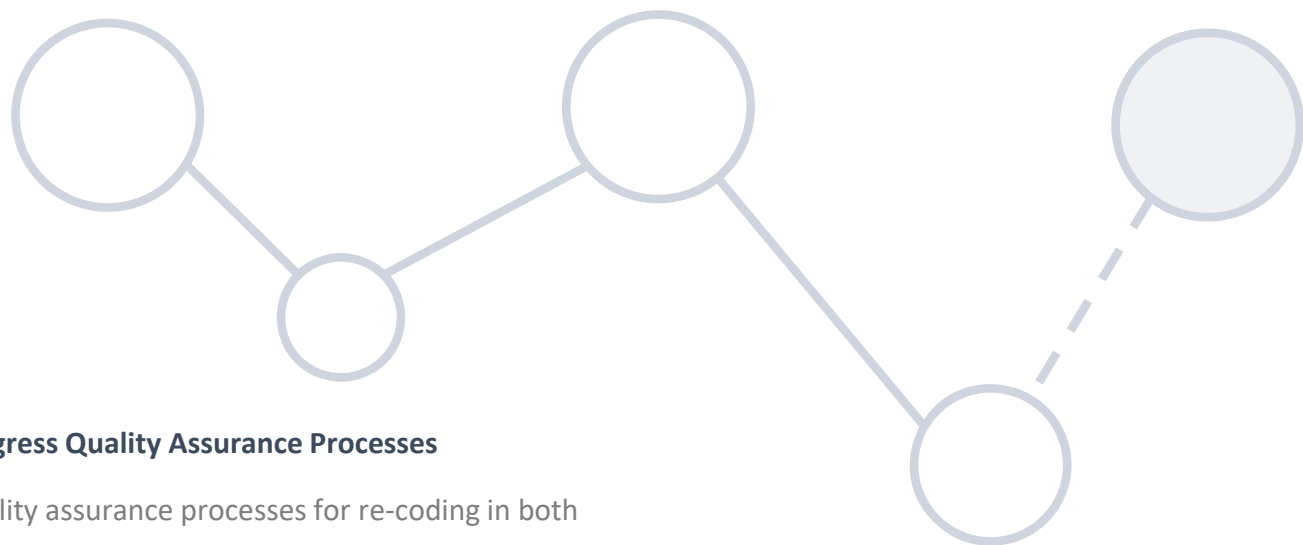
To ensure Family Harm recording improves, DQIT will continue to work with the Family Harm team to improve performance reporting and operationalise the improved model for their QAIF process.

Check Initial Coding

The results of some audits this year indicate that there is work to be done to establish a broader understanding of the accuracy of initial coding (i.e. where re-coding does not occur).

The DQIT National Audit Plan includes a ‘baseline audit’ which will provide useful data on the accuracy of coding of all incoming reports, regardless of initial code.

DQIT will also work with both the Emergency Communications Centre and Service Group, where coding ‘spot checks’ could be implemented as part of their QA programme.



Offence and Incident Recording

Removal Accuracy

Removing Offences Accurately

Strand 3 – Removal accuracy examines the extent to which records are removed when required, and vice versa.

Within CARD the result code K3 indicates that the offence that is coded did not occur.

Within NIA, four closure reasons have the effect of 'removing' an offence:

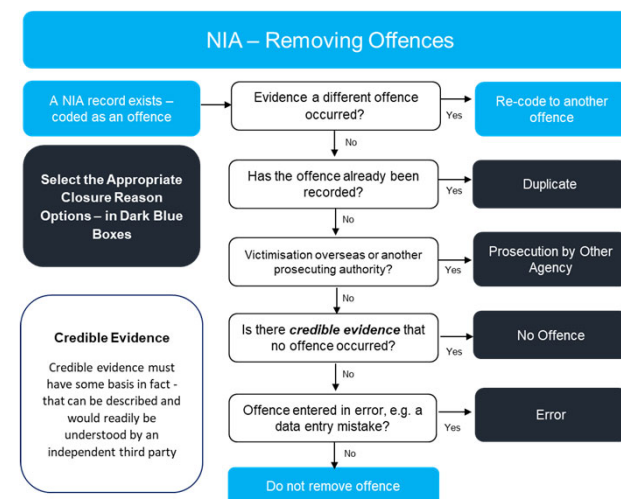
- Not an Offence
- Duplicate
- Error
- Prosecution by Other Agency

DQIT regularly audit removed offences to ensure this is not done inappropriately.

Inaccurate Removals

This year DQIT audited NIA records with these four closure reasons and reported results to all Districts.

This year was the 5th audit of Not an Offence removal reason, so progress of this is able to be tracked over time.



Failing to Remove an offence when appropriate

Given the consequences of this issue does not impact on victims, this topic has been given less attention. This year however, during the Hate Crime audit, some insights were gained.

Audits

Removed Offences

This year DQIT audited all removed offence closure reasons.

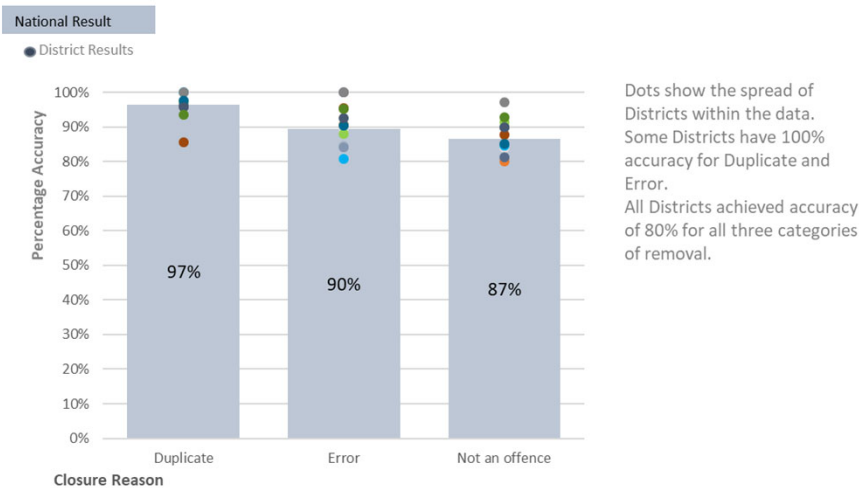
Accuracy rates for Not an Offence closure were the highest they have been since audits started in 2017, at 87%. While this is encouraging, it remains below the 95% goal.

Duplicate and Error were found to have comparatively high accuracy rates, at 97% and 90% respectively.

The volumes of the closure 'Prosecution by other agency' is very small, with four Districts having none.

One District achieved results of 100% for Error and Duplicate, and 97% for Not an Offence.

January to March 2020, Closure Reason Accuracy Audit



Source Data: Jan to Mar 2020 Closure Reason Audit. Note, this chart excludes Closure Reason Prosecution by other agency because the volumes and were very small, disproportionately affecting

Hate Crime Review

The Hate Crime review examined all reports of Hate Crime from first record to final closure. The audit found that **9% should have been closed Not an Offence, but were not.**

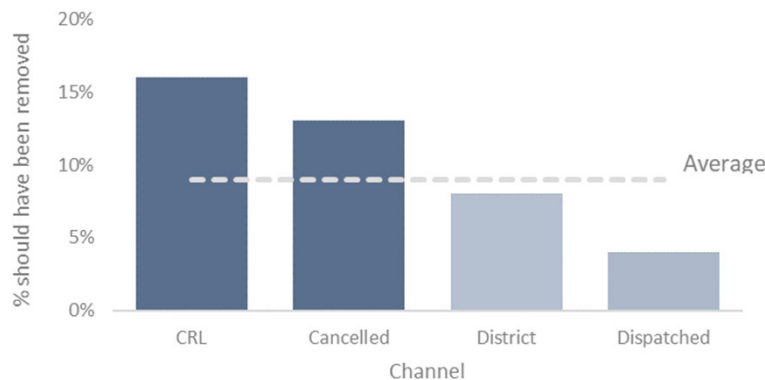
It is likely that these findings are caused by the same issues found in the Re-code incident to offence audit, in that it is likely the wrong code was used at the point of initial recording.

A number of these issues were found when a report was taken via the non-

emergency channel (CRL). If no follow up enquiries are required, this can mean there is little oversight of the record prior to filing.

The second channel which showed this to be a problem was with Cancelled CARD events, where if an offence has been coded, but then goes on to be Cancelled, there is no way to mark this as 'Not an Offence'.

Proportion of Offences in the Hate Crime Review that should have been removed, but were not



Source Data: Hate Crime Review 2019 226 offences from CARD and NIA

Recommendations

Not an Offence

The systems and processes for removed offences has been restricted for some time now.

Recommendations for this topic relate to training and examples. Common themes emerge that need to be covered in training.

Common errors are being collated for inclusion in the ‘Removed Offences Decision Making Guide’ that will ultimately complement the Removed Offences QA process.

Offences that Should Be Removed but Are Not

In partnership with the Emergency Communications Centre, training material that is being prepared for general offence and incident training will include instruction regarding records initially coded as offences that are incorrectly coded.

The review of the Cancelled event process will also look at how to properly dispose of records coded as offences that should have been coded as incidents, that do not require any NIA record.



Actions

Service Group QA Processes

As part of a range of quality assurance processes, Service Group have begun a checking process for Removed Offences.

The Group are trialling an audit template and will report back results and feedback in November. At that stage, changes can be made and the template finalised.

All Districts are participating and the audit sheets are being stored and co-ordinated centrally by Service Group.

Adult Sexual Assault QA Process

Given the risk, the ASA group have agreed to QA all removed Sexual Assault offences. A process has been put in place.



Progress

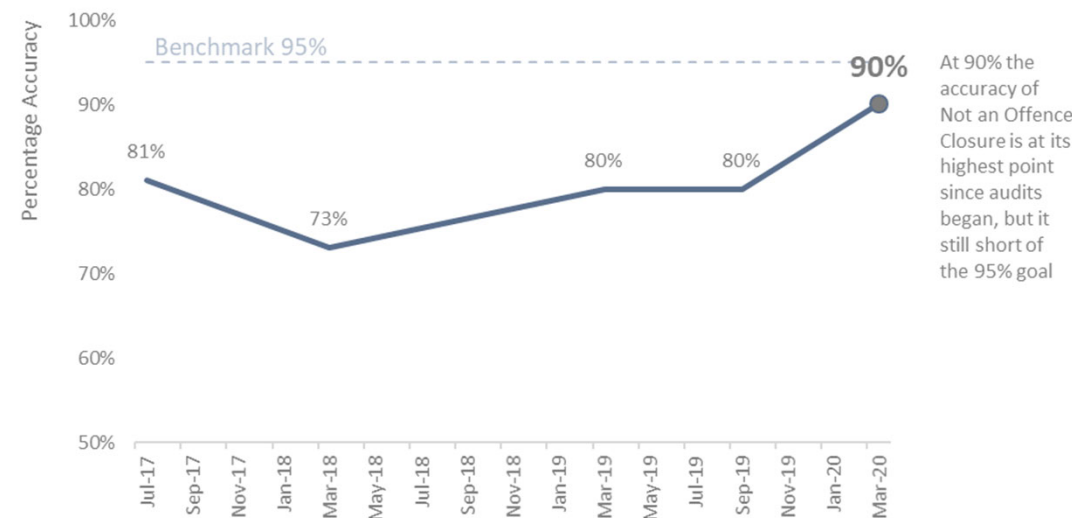
Not an Offence Closure Reason

This year the audit of removed offences looked at all removal reasons, but the results were able to be compared to previous years.

This year the accuracy rate was the highest it has been since audits began, but is still sort of the 95% goal.

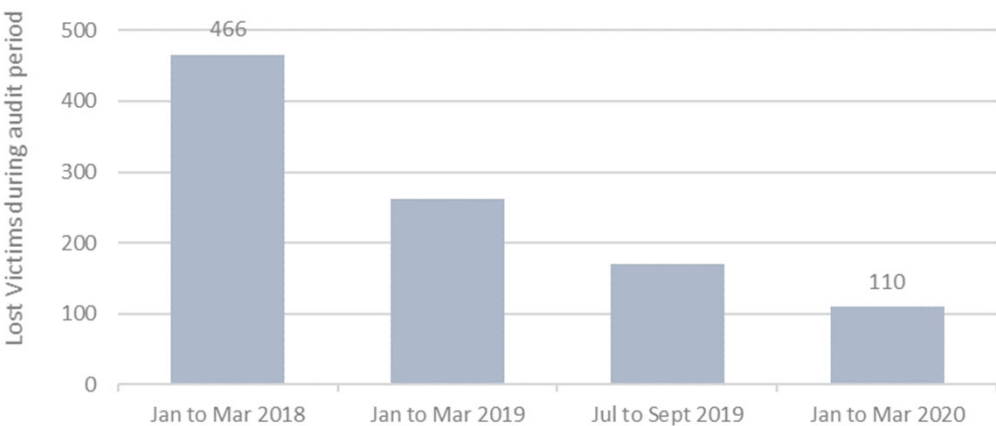
Not all inaccurate closures relate to victim offences. DQIT also track ‘Lost Victims’ to see the impact improvements have for victims. This year the number of lost victims in the audit period was less than a quarter of the figure two years ago.

Not an Offence Closure Accuracy



Source Data: DQIT Audits for accuracy of Not an Offence closure reason - 2017 to 2020

Lost Victims due to inaccurate use of Not an Offence Closure Reason



Source Data: DQIT Audits for accuracy of Not an Offence closure reason - 2017 to 2020

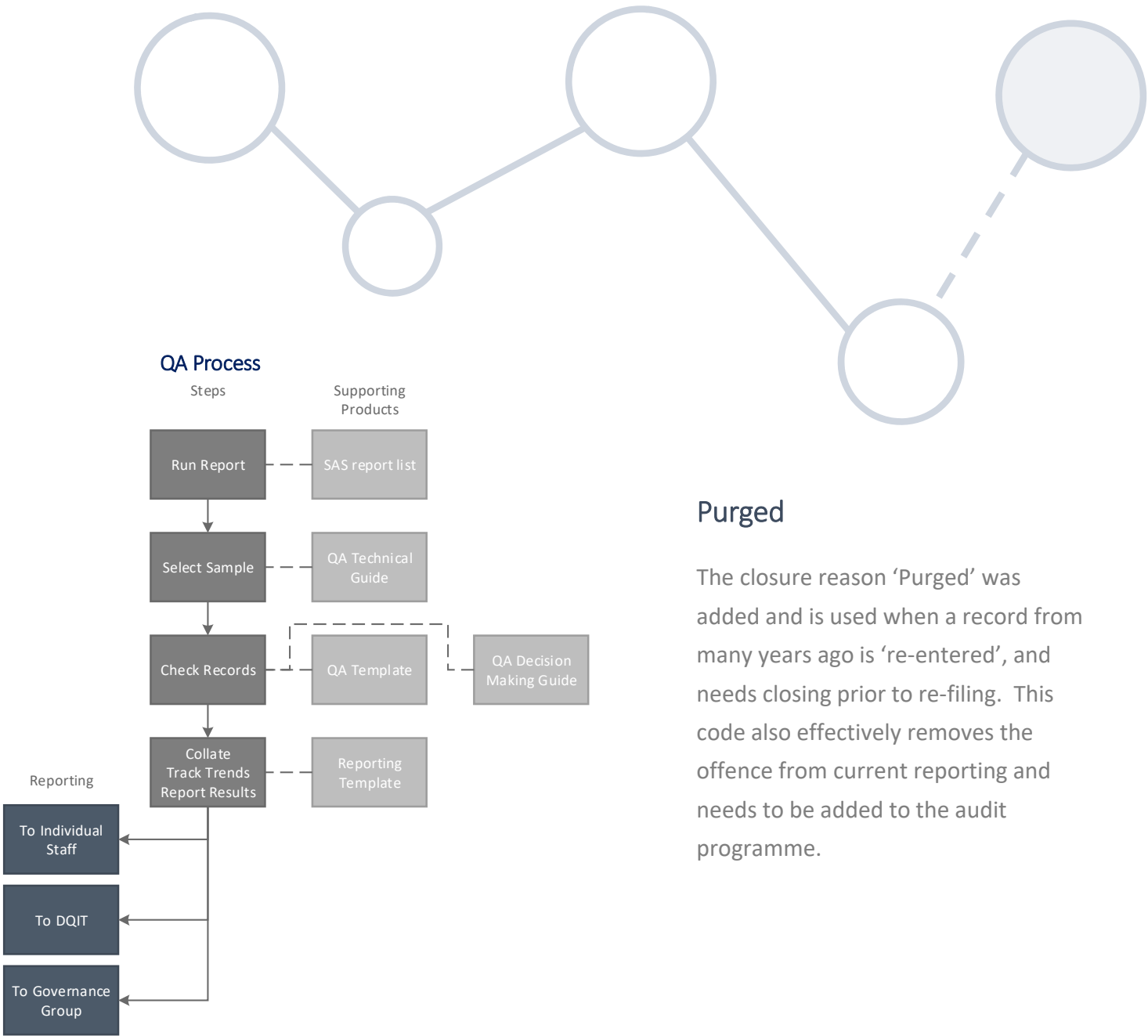
Next steps

Document QA Process / Supporting Material

The team intend to create a full range of supporting products that together make up a Data Quality Assurance Manual:

- SAS Reporting
- QA Technical Guide
- QA Template
- QA Decision Making Guide
- Reporting Templates.

Initially the products would support Removed Offence audits, but this would then extend to other standard audit types.



Purged

The closure reason ‘Purged’ was added and is used when a record from many years ago is ‘re-entered’, and needs closing prior to re-filing. This code also effectively removes the offence from current reporting and needs to be added to the audit programme.

Offence and Incident Recording

Resolution Accuracy

Recording Police Action

Strand 4 – Resolution Accuracy examines the recording of Police closure and clearance types, which between them indicate an ‘outcome’ for victims.

DQIT have not completed any such audits this year, but have reviewed closure reason type trends and advised on some business processes within this strand.

NIA Closure Reason Codes	
Offender Not Identified	No Further Line of Enquiry
	Police Discretion
	Victim Withdrawal
	Witness Unavailable
NIA Clearance Codes	
Offender Identified	Offender Identified
	No public interest
	Offender mentally unfit
	Offender medically unfit
	Statute of Limitations
	Offender died
Offender Not Identified	Custody
	Verbal warning
	Written warning
	Te Pae Oranga
	Youth Referral
	ARLA
Action Taken by Police	Prosecution

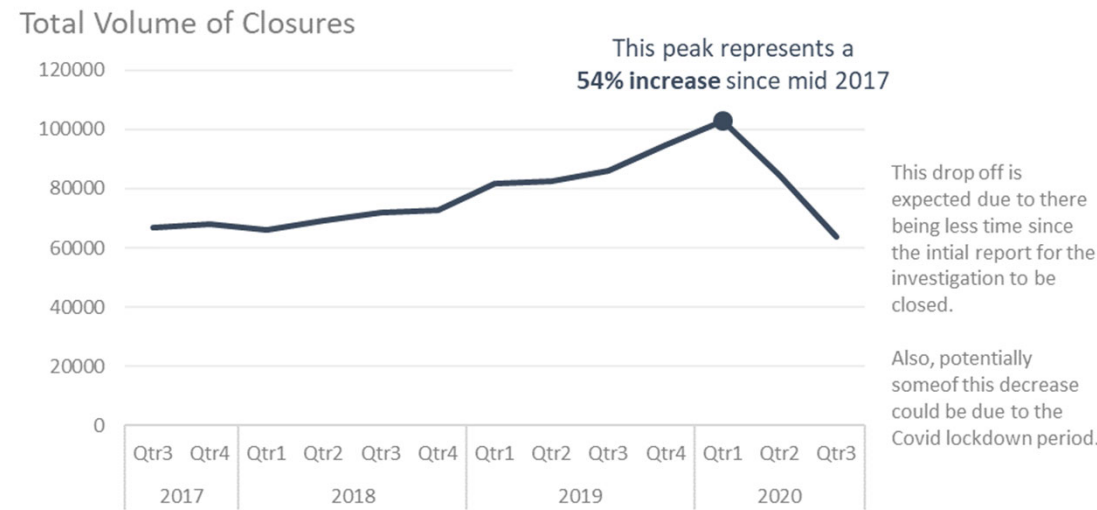
Review

Closure Reason Trends

DQIT monitor use of closure reasons over time to identify trends of interest.

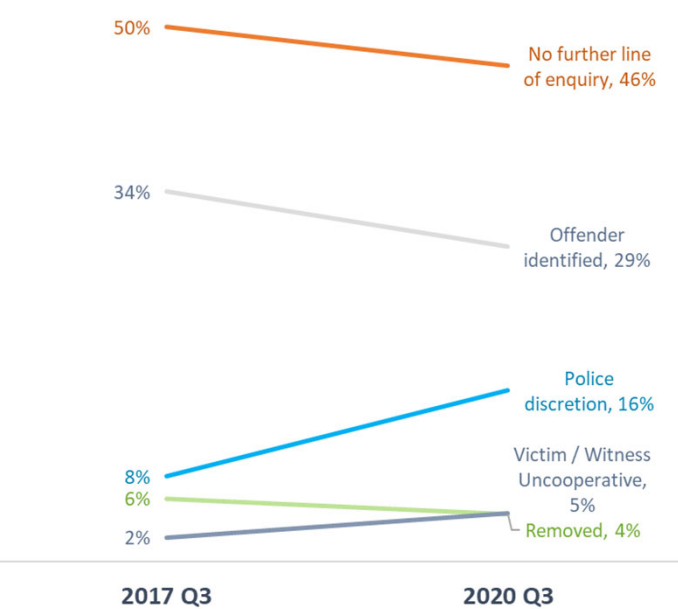
Unsurprisingly, the volume of closures has risen as the volume of reports has increased. This is likely due to the introduction of new reporting channels.

While DQIT have not audited the accuracy of closure reasons (other than ‘removed offences’), the trends indicate that as volumes are increasing, the use of ‘Police Discretion’ to close investigations that have lines of enquiry is increasing. The rate at which offenders are identified is dropping.



Source Data: Volume of all closures (excluding -999 and from Case Statistics)

Trends in Closure Reason
Q3 2017 vs. Q3 2020



Source Data: Proportion of all closures (excluding -999), by closure reason. Note - 'Removed' includes Not an Offence, Duplicate, Error, Prosecution by Other Agency, Purged. Victim/Witness Unco-operative combines Victim Uncooperative/Unavailable and Witness Uncooperative/Unavailable



People and Skills

ACTIONS

Closure Reason Training

CEP training introduced for a range of NRS compliance topics also touches on the use of Closure Reasons.

Distinguish Proceedings

Staff in Service Group and Districts in the Tāmaki Makaurau region have been monitoring for and training in the topic of Distinguish Proceedings. This is where the code used to record the offence can be different from the code used to file charges or proceed against someone using an alternative resolution.

Closure Reason Overview

- Incidents
- Offences with No Offender
- Offences with an Offender
- Removing Offences



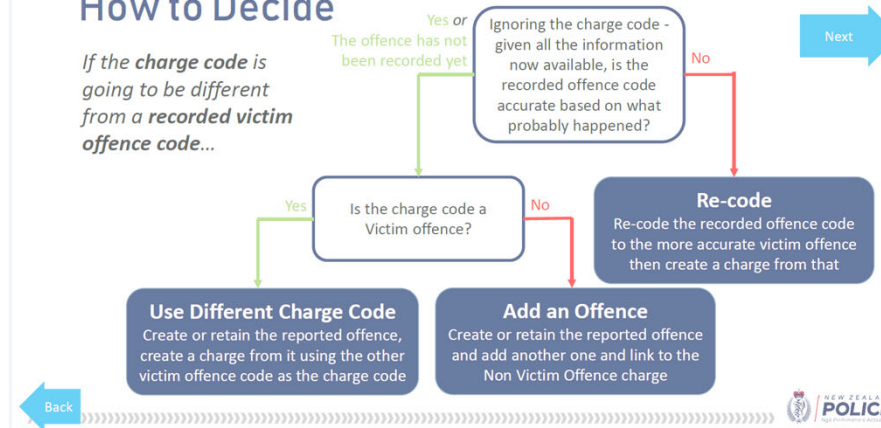
- Today you will learn the NRS Offence Closure Rules and how to apply them

Closure Reasons... tell our story



How to Decide

*If the **charge code** is going to be different from a **recorded victim offence code**...*





Systems and Processes

ACTIONS

Formal Warnings Process

During the Covid-19 lockdown Police moved quickly to improve the formal warning process. The new process made it clearer to staff that formal written warnings could be issued without the need to arrest the offender, and provided standardised forms and letters.

DQIT members acted as advisors regarding the design of the business process and forms. The team also assisted with the production of communication and training material to ensure staff were informed.

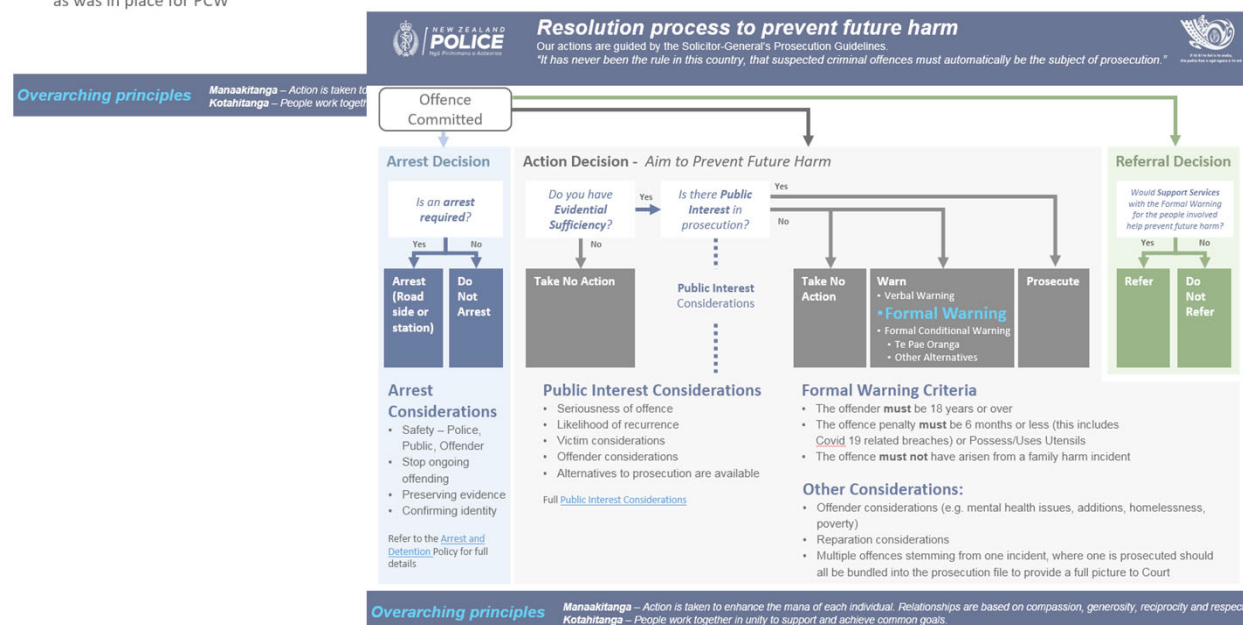


What is changing?

- Introducing Formal Warning – this replaces Pre-Charge Warnings and the Covid 19 Warning Letter
- A Formal Warning can be issued anywhere – at the roadside, or at the station
- No admission of guilt is required
- No arrest is required – arrest is your decision to make if the situation requires it
- Following the creation of an occurrence (e.g. via [OnDuty](#) Offence Report or [Winscribe](#)) the Formal Warning Letter will be posted by FMC
- You need to inform the offender of the Formal Warning and that it can be challenged up to one month later via a disputes process

What is not changing?

- Te Pae Oranga, and other Supported Resolutions are still available
- The criteria and approval process for issuing of a Formal Warning will be based on the same criteria as was in place for PCW

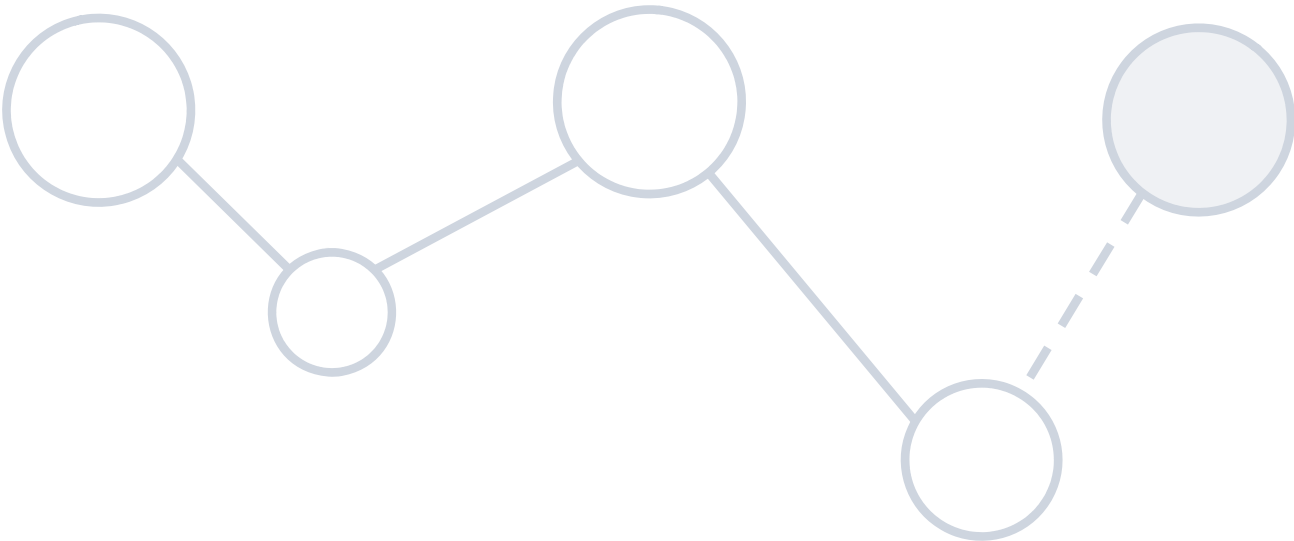


Next steps

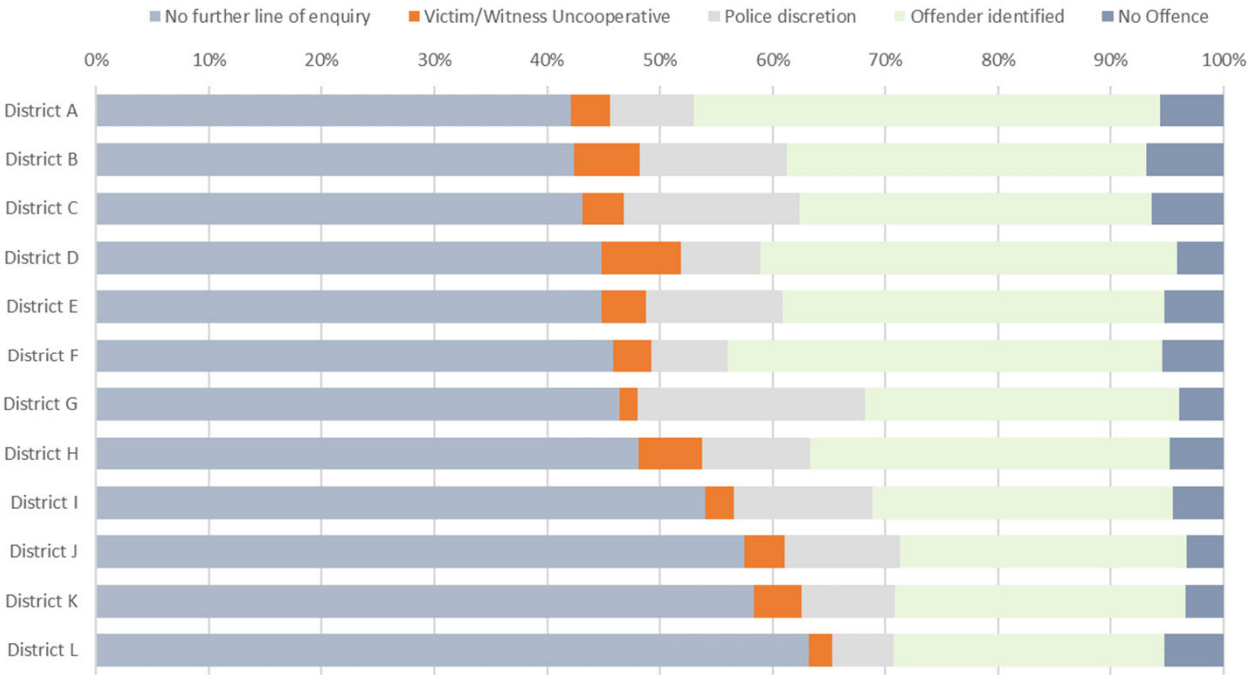
DQIT have programmed an audit and review of closure reasons and clearance types in the coming year.

The consistency with which staff use the codes of No Further Line of Enquiry, Police Discretion and Victim Un-cooperative is of particular interest.

Currently there is some variation in the proportions of each closure reason used between Districts. The cause of this unevenness is not fully understood.



Variation in Closure Reason Use in 2019



Source Data: Closure Reasons by District 2019

Other Themes

Maintaining a DQ Infrastructure

Strand 5 – DQIT are often asked to assist in assessing data quality and improving data recording for topics that don't relate to offence and incident accuracy.

Offence and Incident Code Maintenance

DQIT update and maintain the list of available offence and incident codes and the metadata, recording rules and system controls associated with those codes.

This list is managed in a database that sits within NIA, called the 'Legislative Reference Table' (LRT), and effectively is now the electronic version of a code book for operational staff. It can be accessed from desktop computers, launched from within certain screens in NIA and from mobile devices.

This year DQIT were asked to assist in creating systems and processes and associated resources to respond to the Covid-19 pandemic.

The screenshot shows a mobile application interface for 'Offence Details'. At the top, there is a status bar with 'Voda NZ 4G VPN' and '10:55 AM'. Below the status bar is a purple header with a back arrow and the text 'Select Offence Offence Details'. The main content area displays the following information:

- 4354 - Theft Ex Person Over \$1,000** (with a right arrow)
- 01/01/62 - Current**
- A tabbed interface with four tabs: **Detail** (selected), **NOP**, **Traffic**, and **SP1**.
- Effective**
01/01/62 - Current
- Min Age**
14
- Max Imprisonment Penalty**
7 Years imprisonment
- A section header **LEGISLATIVE REFERENCE** in a light purple box.
- Crimes Act 1961 Section 219 and 223(b)**

Below the legislative reference section is a large, empty light purple rectangular area.

Recording Standard and Code Updates

Update to Offence and Incident Codes

This year a number of new offences came into force requiring codes to be created:

- Arms Amendment Act 2019
- Family Violence (Amendments) Act 2018
- Land Transport (NZTA) Legislation Amendment Act 2020
- Covid-19 Public Health Response Act 2020.

As well as dealing with new offences in the COVID-19 Public Health Response Act, the team made other amendments to cater for Covid-19 situations, updating the Health Act 1956. Some Road Traffic codes were temporarily suspended and new offences and infringement created to cater for Covid situations. DQIT also successfully partnered with Road Policing and ICT to enable Covid infringements to be recorded via mobility devices with effect from 5 June 2020.

General Maintenance

The team have also made an effort to systematically find and fix formatting inconsistencies, errors or missing information. Altogether updates have been made to well over 1,000 different offences in this period.

4373 - Theft (under \$500)	
Current	Link to Act and Section
Start Date	01/10/2003
End Date	Link to Investigation Guide
	Link to Coding Guide
Charging Details	
Act and Section	Crimes Act 1961 Section 219 and 223(d)
Charge Wording	DID STEAL () VALUED AT (MUST BE UNDER \$500) THE PROPERTY OF ()
Notice of Proceeding (NOP)	N/A
Charging Notes	N/A
Min Charge Age	14
Offence Category (Criminal Proc. Act)	2

Covid-19

Covid-19 related codes and records

DQIT assisted in the Police response to Covid-19 by advising on new codes, and the process for recording breaches, compliance checks and enforcement action.

The team assisted with the design of the process and the creation of communications material to help staff understand what they needed to record and code in a range of new situations.

There was significant public interest in Police activity over this time, and these systems and processes made it possible to monitor and report on that activity.



1

8P- Pandemic Response & Recording Processes

Our mission

In the COVID-19 context

MAINTAINING PUBLIC SAFETY, SECURITY & PUBLIC ORDER

PROVIDING ASSURANCE & RE-ASSURANCE

MAINTAINING A PREVENTION FIRST FOCUS

Accountability

This document aims to provide clear guidance to staff so we have a consistent approach that will provide safety and security for the Public and our staff in responding to this unprecedented Global emergency.

The processes have been designed to ensure the information recorded will serve your fellow officers during their interactions with the public as well as critical information required to assist in prioritisation and deployment for both Police and the All of Government team managing the pandemic response.

Our Approach

Engage & Encourage

Educate

Enforce

Find out more

These Pandemic Response Recording guidelines are also available on Checkpoint in the Covid 19 folder. Scenarios are available on the Covid 19 Webpage.

Pandemic Reassurance Activity

Making people safe and feel safe

8PM

Reassurance Check at Essential Facility

8PL

Prevention Directed Patrol COVID-19

8PZ

Pandemic related vehicle check point

→ Create CARD event and K1

Community Compliance Activity

Checking for and enforcing breaches

8PA

72 Hour Self-Isolation Check

8PB

Other Person Check

8PC

Business Check

8PG

Mass Gathering Breach

→ What depends on...

2

Graduated Response – Guidelines

You discover a person breaching Covid 19 rules

- A person not maintaining physical distancing
- A person not self-isolating when required
- A person opening business not observing L3 guidelines
- A person travelling outside of their region for non-essential reasons
- A mass gathering in breach of L3 guidelines

1

Engage

Gather identification details and explanations

2

Check

Alerts showing previous COVID 19 Education
Clearance History - Previous Warnings or Prosecutions for offences 3518 (Health Act) or 7935 (CDEM Act)

3

Decide

Engage & Encourage	Educate	Enforce – Roadside	Enforce – Arrest/Station
No Breach or Breach but misunderstanding or misinterpreting the rules. Low chance of repeat.	Breach found and Some concerns about understanding or future adherence to rules. Some chance of repeat.	Intentional Breaching found. Previous education not understood or not followed. Note: This person can have previous education notings/alerts or warnings.	Intentional Breaching found. Previous education not understood or not followed and Non Compliance with previous or current instructions. Note: This person can be arrested without previous education or warning if necessary.
Take no action	Remind / Clarify / Educate Make the expectations / rules clear	Enforce the Expectations	Enforce the Expectations

4

Act

CARD Only
K1 the CARD event when complete

- 8PB – Person
- 8PC – Business / Organisation
- 8PG – Mass Gathering

5

Record

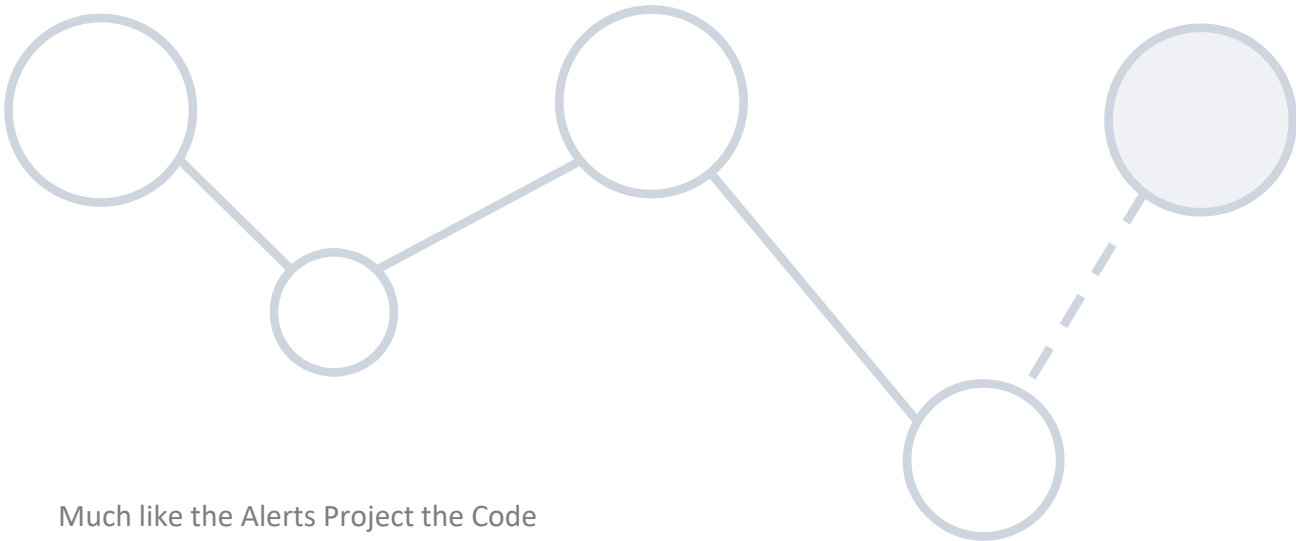
Noting + Alert 1. K6 the CARD Event 2. Create or update the NIA Noting Enter an intelligence noting - noting type COVID 19 Breach. Describe the circumstances and add the person 3. Create NIA Person Alert For each person provided education advice create the Health Other alert Note: If using On Duty Noting FMC will create the alert on your behalf.	NIA Occurrence + Clearance 1. Ask Comms to recode to 3518 and K6 the CARD Event. 2. Follow the formal warning process Note: FMC will create the required records and send a copy of the warning to the person who breached.	NIA Custody + Occurrence + Clearance 1. Ask Comms to recode to 3518 and K9 the CARD Event 2. Arrest the person breaching, process the person and the subsequent offence documentation as for any arrest. Note: As with any arrest, options remain to release without charge, issue a warning or prosecute.
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Next steps

DQIT have for some time wanted to review offence and incident codes.

The team have started this process by engaging with relevant stakeholders in relation to Sexual Offence codes. There is wide stakeholder support to rationalise and re-name some codes to improve clarity and accuracy.

The team intend to tackle sections of codes throughout the coming year. In line for review are codes relating to Drug Offences and Burglary.



Much like the Alerts Project the Code Review aims to simplify and rationalise the existing offence and incident codes.

LEGISLATIVE REFERENCE QUERY CRITERIA

[Link to Intranet Help](#)

QUERY

By Offence Classification (ANZSOC)

07 - Unlawfu... >

071 - Unlawf... >

0711 - Unlawful Entry With Intent/B... >

|

4111 - Burgles For Drugs (Over \$5000) By Day

4112 - Burgles For Drugs (\$500 - \$5000) By Day

4113 - Burgles For Drugs (under \$500) By Day

4114 - Burgles For Drugs (Over \$5000) By Night

4115 - Burgles For Drugs (\$500-\$5000) By Night

4116 - Burgles For Drugs (under \$500) By Night

4119 - Other Burglaries for Drugs

4121 - Burgles (Other Property)(Over \$5000) By Day

4122 - Burgles (Other Property) (\$500-\$5000) By Day

4123 - Burgles (Other Property)(Under \$500) By Day

4124 - Burgles (Other Property)(Over \$5000) By Night

4125 - Burgles (Other Property)(\$500-\$5000) By Night

4126 - Burgles (Other Property)(under \$500) By Night

Multiple codes exist where one would meet organisational needs

Alerts Project

Alerts – DQIT initiated a project to improve the quality and accuracy of Alerts in Police systems. This work is now being progressed by Service Group utilising a DQIT staff member on secondment.

This large piece of work requires a methodical approach, to work through all Alert types and making iterative changes to improve the IT systems and business processes in place for each.

The project aims include:

- Rationalisation - remove the clutter, creating efficient and effective systems, processes and practices
- Automation - remove human error and re-work
- Integration - make technology do the work
- Simplification – built on three simple principles - the 3 P's - clarity of Purpose, Parameters and Process
- Built in reviews and quality assurance - helping our people to do the right things

In previous years the Alert Project identified and implemented a number of ways in which Alerts can be better managed. Things like auto-expiry, review dates, and templated alert narratives have been introduced, and the system has been set up so that all these settings are able to be managed without the need for a NIA release.



Systems and Processes

ACTIONS

In June 2020 a number of IT changes were made to NIA to improve Alert entry and further enhance the infrastructure.

Getting the Structure Right

Alerts were divided into categories

- Staff Safety Flags – safety related information staff need to know
- Flags – information that might be useful
- Orders and restrictions – information about current legal restrictions and conditions on a person
- Action required – information that requires an action to be taken
- Intervention plans – information about plans police have in place to manage a person, family or location

Automation of Alert Entry

Changes were made so that some alerts are automatically created when certain entries are made within an occurrence. This saves time and means there is less chance of missing critical alerts.

This improved functionality will be used for other similar processes, as the team works through other Alert types.

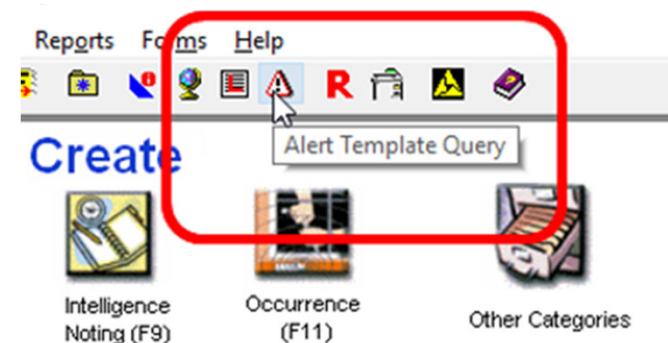
Switching Alerts

In the past, if the wrong alert was entered, or circumstances changed, old alerts had to be removed and new alerts created. Functionality was introduced to allow an alert to be updated / changed, saving time and promoting accuracy.

Standards More Visible

Changes were made to NIA that mean settings and rules are able to be viewed by all staff using the Alert Template Query within NIA. This system is much like the LRT-Code Book, which is home to all the metadata about offence and incident codes.

The information in the Alert Template Query (like the LRT Code Book) is an extension of the *National Recording Standard*. The information held there includes which workgroup 'owns' each Alert, what its purpose is, its parameters – when it is to be used, and the process – who is responsible for recording it, along with preferred narratives and templates. This is where standards and rules are housed relating to entry of Alerts.



Conclusion

Summary of Progress 2019/20

In summary, DQIT's activities target known areas of risk, promoting continuous improvement, using a framework comprising three interlocking themes that target improvements in:



Leadership and Governance



Systems and Processes; and



People and Skills

DQIT continues to champion ethical, victim focused offence recording practice - from the first contact to the file closure of each incoming report. The aim is to reduce harm and support a quality service to victims and the wider community. Accurate records also enables performance monitoring, intelligence led deployment and initiatives, as well as reliable victimisation statistics.

The contents of this annual report show how DQIT's audit and review activity results in actions and recommendations that make a real, positive, difference to data quality.

This year there has been significant team investment in auditing, QA work and IT changes that better enable hate crime to be captured and understood. These are important changes that allow Police to more accurately pick up on and respond to victims of hate crime; and to do so in ways that reduce fear and harm, and promote social cohesion.

Of equal importance is the fact lessons learnt and models developed in the process of making Hate Crime visible will be able to be adapted and applied more broadly in the coming year.

The other significant point of note is the extent to which DQIT have successfully partnered with other Police workgroups, to initiate projects and programmes that have the potential to create a step change in data quality. More specifically, partnerships with the Training Service Centre, Service Group and Emergency Communications Centre have resulted in new training material and reviews of problematic business and ICT processes.

While the flow-on effects of improvements in these areas won't be felt for some time, the potential for significant change is exciting.

Next steps

New Zealand Police aspires to progressively lift the level of confidence in the operation of its data quality systems, processes and practices, so as to consistently enable excellent service to victims and communities.

Priorities for 2020/21 include:

Maintain the Framework

- Continue evolution and delivery of:
 - DQIT’s National Audit Plan
 - NRS and LRT codebook
 - Alerts project
 - Data quality monitoring reports and performance dashboards
 - Data Quality Assurance Manual.
- Provide ongoing support to the New Zealand Crime and Victims Survey (NZCVS). This activity involves two team members on a part-time basis.
- Deliver a successful Data Quality and Service Delivery Conference in November 2020.

Build on progress from this year

- Continue to:
 - Address CARD to NIA transition issues to ensure no victims are lost.
 - Support partner workgroups to move from trial to sustainable QA and QAIF processes.
 - Improve Police’s response to victims of hate crime/incidents.
 - Improve business processes that translate to improved initial response to victims of crime.
 - Develop and promote competency based training resources.
 - Formalise data quality themes into Police’s career progression framework and staff development planning cycle.
 - Work with other stakeholders to rationalise and simplify the range of Offence Codes.

New this coming year:

- Improve resolution policy and practice (including via active partnering with the Reframe and Supported Resolutions projects).
- Embed a five year DQIT business plan for 2021-2025, including resourcing options (e.g., the chance to appoint a first-ever District Crime Registrar in Te Waipounamu), and growing DQIT’s capability to promote and deliver critical assurance activities across Police.

