



**POLICE & CRIME
COMMISSIONER
for Leicestershire**

Prevention | Partnership | Protection

Rt Hon Amber Rudd MP, Home Secretary

6 November 2017

Dear Home Secretary,

Re: HMICFRS: Leicestershire Police Crime Data Integrity Inspection 2017

I write in response to the publication of Her Majesty's Inspectorate of Constabulary's report concerning the integrity of the crime-recording arrangements in Leicestershire Police.

Firstly, while naturally I'm disappointed with the conclusions, I'm not terribly surprised. There are only so many financial efficiencies any force can make before they become counter-productive and cracks begin to show. Leicestershire Police is still reeling from the impact of the £38m in savings which have had to be made since 2009 as a result of Government funding cuts.

The report itself recognises the work to improve recording issues, and indeed welcomes the improvements in the scheduling of non-urgent diary appointments to see victims of crime. Now, all such appointments should take place within 24 hours of the report of a crime.

However, I do feel the report should be considered in context. Last year a new national crime recording audit was introduced and in the same year every force recorded an increase in reported criminality. It is expected that this will be repeated this year.

HMICFRS found that in Leicestershire's force area around 21,000 crimes had potentially been incorrectly recorded. In my view, the most important point that we need to ascertain is has the number of victims increased, have victims been let down or is this down to the changing requirements of the recording mechanism. On the available evidence, I believe this is predominantly an administrative increase.

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That said, I am aware that a number of crimes were incorrectly categorized.

I have naturally discussed the work required to address the findings of this report with the Chief Constable and I'm confident that a full and comprehensive delivery plan has been developed, including additional resources and training.

Progress to date includes:

- A review of the systems and processes in the Contact Management Department, including the way in which incidents are converted into crime reports and addressing any training requirements amongst the staff.
- Crime and performance analysts are helping to identify common errors and a training package in place by early 2018
- All adult and child vulnerability reports are being checked daily for any missed crime which is verified by a new audit scheme introduced in September 2017
- The force is considering available options with regard to reviewing closed incidents to ensure all crimes are correctly recorded. Software solutions are being examined on a regional basis.
- A '24hr' incident flagging process is being explored, focusing on unattended incidents which remained deferred and uncrimed as the 24-hour mark approaches, with a view to triggering the creation of an outline crime report within NCRS deadlines.
- 'Live transfer' (from 23/10/17), whereby callers are transferred, during their initial call, to an Investigation Management officer to record non-urgent crime, reducing the need for call backs and reducing lag time.
- Working practices have been enhanced by the collocation of the Force Control Room, Designated Decision Makers and the Audit Team.
- The Force has had to put more people into its back office line recording functions.



I am determined that the needs of victims of crime will remain paramount. To that end my own office is applying new scrutiny processes to ensure that we are identifying victims of crime and providing the appropriate support and referrals to specialist services where needed. I am also confident that Leicestershire Police Force is dealing with offenders more effectively than ever.

Whilst of course I will monitor the implementation of HMIC's recommendations, the regular progress updates I receive from the chief constable are already reassuring.

Yours truly,
Willy Bach

Lord Willy Bach
Police and Crime Commissioner