

## CAD Incident Review 29July21

### CAD (Computer Aided Dispatch) Review

As part of the National Control Room Strategy An Garda Síochána initiated an internal Control Room Business Process review. In October 2020, this review raised concerns over instances of incorrect early closure of CAD incidents, with the effective result that those CAD incidents did not transfer to the PULSE Incident Management Investigation system.

In November 2020, An Garda Síochána implemented a 'process fix' to mitigate against the incorrect early closure of CAD incidents. This fix, had the immediate positive impact of reducing the incorrect closure of Incidents, primarily by the use of the disposition 'cancel' from 14% to 6%. The disposition 'cancel' remains appropriate in certain circumstances.

CAD incidents that are closed early in the lifecycle are not investigated further. Some of these early closures are valid (for example, duplicate incidents) but incorrectly closed incidents prevent the accurate recording of non-crime incidents and the recording plus investigation of crime incidents. An Garda Síochána has carried out a detailed review of each early closure of key incident types from 1 January 2019 to 31 October 2020. The incident types reviewed were Domestic Violence / Sexual Assault (DVSA), Missing Persons (MISP) and Health related incidents (Health).

The review is ongoing and therefore these are approximate figures and subject to change. However, the general trends (represented by percentages) are unlikely to change significantly. The results, to date, are as follows:

- All 999 calls for service to Garda Emergency Control Rooms were answered with a corresponding CAD incident created
- 1,445,161 Total CAD Incidents during the review period 01/01/2019 – 31/10/2020
- 202,931 CAD incidents were closed with disposition 'cancel'
- 5,871 closed CAD Incidents have been initially identified for review and verification
  - 4,148 DVSA
  - 1,413 HEALTH
  - 310 MISP

The review consisted of the individual assessment of the lifecycle records (original phone call for service, CAD Incident record and Garda Radio Communications Record) of every applicable CAD Incident.

The applicable CAD review incidents were

- 5,871 DVSA/ MISPERs/ HEALTH CAD incidents
  - 3011 (51%) Valid Closure
  - 2860 (49%) Invalid Closure

The review to-date has been and continues to be victim focused. Following risk assessment 48% (of the 2,860 remaining CAD incidents) required caller/ victim engagement follow-up

- 91% of these caller/ victims have now had direct contact from An Garda Síochána, to date

An Garda Síochána is determined that

- Appropriate Engagement with ALL victims affected by the review takes place
- Any necessary immediate action now required is provided
- All follow up services required are provided
- Appropriate recording of PULSE incidents has commenced

All 2860 incorrectly closed incidents will be transferred to PULSE.

- 395 CAD Incidents have now been transferred to PULSE so far as a result of the review to date (this process is ongoing)
  - 13% are Crime incidents and require further criminal investigation/ report externally for official statistics purposes
  - 87% are NON-Crime incidents which include
    - Domestic Dispute, NO Offence Disclosed
    - Child Welfare, Formal Notification to TUSLA
    - Attention and Complaints, No offence disclosed
  - All crime incidents will be fully investigated, this process is ongoing.
    - Non-crime incidents are recorded to help identify patterns of concern but are not investigated further.

The Garda Commissioner reiterates An Garda Síochána commitment to victims of Domestic Abuse and continues to appeal to any person who maybe a victim of abuse or who knows of a family member or friend who is a victim of such abuse, that information is important to us and we ask that you make contact with An Garda Síochána. If you require urgent assistance or support, please call 999 or 112, we are there to listen to help and to protect.

The Garda Commissioner also welcomes the appointment of Mr. Derek Penman by the Policing Authority to carry out a preliminary assessment on the adequacy of the review being undertaken by An Garda Síochána. An Garda Síochána will assist Mr. Penman fully in his examination.