# INCIDENT

## MANAGEMENT

## UNITS

# A CORPORATE
# POLICY

# **CONTENTS**

## Unit Management

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## 1. INCIDENT MANAGEMENT UNIT AIMS **AND** OBJECTIVES

- To receive all non-urgent telephone calls and correspondence from the public for the Area.
- To deal effectively with the public on the telephone and through correspondence, thereby reducing the unnecessary deployment of police officers to the scene of incidents.
- To forge and co-ordinate partnerships/contacts with other agencies and organisations.
- To be the central point for problem solving policing, by tracking, scanning, analysing, responding and assessing identified problems.

## 2. AREA INFORMATION SYSTEMS

The IMU will administrate the following systems:

- Command and Control system
- ICJS Crime Reporting System
- Force Intelligence System
- PNC 150 - Stolen Vehicles
- Informants (Intelligence Unit)
- Area Crime/Incident Pattern Analysis
- Media liaison (general crime and incidents only. Serious offences will be dealt with by SIO.

## 3. PARTNERSHIP - EXTERNAL AGENCIES AND ORGANISATIONS

The IMU will act as the central contact point for general enquiries from the below, the list is not exhaustive.

- Victim Support (via C.L.O.)
- Local Authority (Inc Housing)
- Housing Associations
- Social Services
- Trading Standards
- Retailer Associations "
- Second Hand Dealers
- Other Forces
- Cash in Transit

4. STRUCTURE (local arrangement) £g City and Kirkdale IMU

| Staffing Levels | Incident Unit | Intelligence Unit | Total |
|---|---|---|---|
| **Inspector** | | | **0** |
| **D/Sergeant(s)** | **1** | 1 • | 2 |
| **Sergeant(s)** | **1** | | 1 |
| **D/Constable(s)** | **1** | **0** | **1** |
| **Constable(s)** | **16+ 3 part time** | **4** | 23 |
| **Civilian Support** | **1** | 2 | 3 |
| C.P.0 (s) | 1 | | **I** |
| Totals | **24** | **7** | **31** |

### Equipment

| | Incident Unit | Intelligence Unit | Total |
|---|---|---|---|
| Terminals with C&C, ICJS and PNC | 7 | **1** | **8** |
| Terminals with C&C and PNC | 4 | | **4** |
| FIS Terminals | 1 | 6 | 7 |
| Tel Ext (outside lines) | 5 | **1** | 6 |
| Fax Machines | **1** | **1** | 2 |
| Maplnfo Terminals | **1** | | 1 |
| Scanner | **1** | **1** | |
| Colour Printer | **1** | 3 | 4 |
| Laser Printer | **2** | 0 | 2 |

### PC's with support printer

Microsoft office suite        FIS terminals have this facility

| Hours of Operation | Incident Unit | Intelligence |
|---|---|---|
| Everyday | 08.00 to 22.00 | 08.00 to 18.00 |

| Parade Stations Served | Staff duties FIS Link in Parade Room |
|---|---|
| St Anne Street | Rolling briefing screen and wall boards |

## 5. SUPPORT FOR OPERATIONAL STAFF (Corporate Standard)

- Analysts 9-5 weekdays
- Input Clerk 9-5 weekdays

6

## 6. THE ROLE OF THE INTELLIGENCE UNIT (Corporate Standard)

- To collate all sources of information on crime and community policing
- To use the information to engage in problem solving
- To identify crime patterns and hotspots
- Identify disorder patterns and hotspots
- To identify re-occurring problems
- Produce target packages
- To facilitate the analysis of SARA's
- To operate a target package tracking system
- To operate repeat victim identification system
- To operate an offender flagging system
- To develop and implement a real time intelligence briefing system
- Promote the free flow of information
- Liaise with other agencies and departments, both internal and external
- To promote the development and effective use of informants
- To be the focal point for all policing operations and ensure those operations are intelligence driven
- To produce accurate information for the Area Management team through an Area Tasking and Co-ordinating group
- To assist in the Risk Assessment Process, including the management of sex offender under the Sex Offenders Act 1997

### 7. PERFORMANCE INDICATORS (Corporate Standard)

### <u>INTELLIGENCE UNIT</u>

- A dedicated input capability will be provided for placing intelligence on the Force Intelligence System.
- The intelligence researcher(s) and Crime Prevention Officers) will be supervised by the Intelligence Manager
- The registration of informants as per Force Policy

### <u>INCIDENT UNIT</u>

- To answer 85% of all non urgent telephone calls within 30 seconds
- To achieve a public satisfaction rate of 70% for the handling of non-urgent calls

The IMU will administer the collation of the following performance indicators on a monthly basis for the information of the Area Management Team:

- Force crime statistics - relevant to the Area
- Details of backlogs on ICJS
- The number of crimes reported by the telephone to the IMU (no initial deployment of staff)
- Crime pattern analysis results and audit forms (pages 38 IMU's the Corporate Standard)
- The answering of correspondence within 10 days

## 8. TELEPHONE REPORTING OF CRIME AND INCIDENT (Corporate Standard)

The following crime reports **and** incidents will be accepted over the telephone by the IMU and will not require **the depioyment** of **a** police officer or referral to the District Communications Centre (exemptions below)

- Abandoned Vehicles
- Abnormal Loads
- Animals
- Anti-Social Behaviour
- Audible Alarms
- Assaults
- Bomb Calls
- Burglary
- Contamination of Food
- Counterfeit Currency
- Criminal Damage (including minor Arson
- Drugs/Information
- Emergency Air Ambulance
- Firearms Incidents
- General Nuisances
- Hazardous substances
- Historical Domestic Disputes
- Indecent Exposure
- Kidnap Situations

- Lost and Found Property (including dogs)
- Low flying Aircraft
- Making off without Payment
- Malicious Telephone Calls
- Missing Persons/Absent From Care
- New Age Travellers
- Noise Pollution
- Prosecution from Harassment
- Racially Motivated/Homophobic Incidents
- Road Traffic Collisions (as per Special Billboard 20/03/98)
- Suspicious Incidents
- Thefts including:
    Theft of Pedal Cycle
    Theft from Motor Vehicle
    Theft Other eg Off Licence
- Theft of Motor Vehicles/UTMV
- Traffic Matters (other than RTC)
- Youths Causing Annoyance

# ABANDONED VEHICLES

**Stolen/Abandoned/Obstructing vehicles, either on a road or other place where the public have access:**

## DISPOSAL

- Create log
- Print out log for vehicle officer
- Crime report if appropriate
- PNC 150 if required
- Raise SARA if appropriate

## CALL HANDLING PROCEDURE

- Establish the facts
- Assess danger to public/obstruction
- Investigate reason for abandonment eg, PNC check 21 caller to check with neighbours
- Where appropriate take steps to secure any evidence
- Trace and inform registered keeper (if not stolen) and make arrangements for them to collect vehicle and advise them of financial and legal consequences if they fail to do so
- If owner not known send pro forma notice to local authority for 7 day removal order (if in dangerous position arrange for immediate removal under vehicle recovery schemes via DCC)
- Fax sureway if the vehicle does not have road tax
- If a stolen vehicle, transfer the log to H20V in order for them to remove from PNC
- Raise a SARA if appropriate

NB The IMU can assist in owner enquiries if requested to do so by the DCC only if there is a contact telephone number.

## SUPERVISORY ROLE

- Use discretion about deployments and vehicle recovery
- Ensure accurate and quality closure of log
- Ensure that SARA is raised where appropriate

C&C Result Code: 92

## ABNORMAL LOADS

**An Abnormal Load is defined as follows:**

**For Trunk Roads**

- 13ft 6ins (4.1 1m) wide and over 85ft (25.9m) long (weight lOOt)
- 80 tonnes in weight or over

**For Motorways**

- 14ft 1 in (4.3m) and over, and 85ft (25.9m) over the special order length (weight 80t)
- 100 Tonnes in weight or over

**Any vehicle which exceeds any one of these categories will be classed as an abnormal load and therefore require escorting through the Merseyside Police Area**

## CALL HANDLING PROCEDURE

- Create a log (advise the driver an escort will be arranged bearing in mind commitments at the time) and send to the DCC.
- All logs are kept on terminal H77Z.

- **NB** All loads are scrutinised by the Abnormal Loads Officer. This Officers gives permission for any movements throughout the Merseyside Police Force Area.

**C&C Result Code: 49**

II

# ANIMALS

**This relates to the reporting of lost and found animals, animals dead or injured on the highway or public place, and cruelty to animals, reports that do not require an immediate response:**

## DISPOSAL

- **Create log**
- **Consider raising SARA if** appropriate

## CALL HANDLING PROCEDURES

- **Lost Animals** - divert call to enquiry office
- **Found Dogs** - divert call to enquiry office
- **Animals dead on the highway/public area** - the relevant authority will be informed and asked to arrange collection
- **Injured animals on the highway/public area** - a log will be created for a patrol to attend prior to Vet Taxi being summoned.
- **Reports of cruelty to animals** - where an immediate response is not required, consult with RSPCA if available - allocate through IMU Supervisor
- **Animals straying on the highway/public area** - this will always be an immediate response where they have strayed onto a road, however, because of difficulties in tracing owners of these animals, the IMU will be notified whom the owner is when traced so that a historical record can be kept of owners of animals and this record can be referred to in future cases of reported straying animals, thereby, saving police enquiry time  This information is then to be included in the useful telephone directory
- Prosecution should be considered for this offence
- Consider raising SARA where appropriate

**C&C Result Code: 87**

## ANTI SOC!AT, BEHAVTOTTR

**Anti Social Behaviour is any behaviour which affects the quality of life of our community:**

## DISPOSAL

- Create a log
- Raise SARA if appropriate

## CALL HANDLTNG PROCEDURE

- Establish the facts, consider deployment if necessary
- Is the caller a **repeat victim** (do incident recall)?
- Consider welfare issues
- Advise the caller that LASBU can assist if they contact their local area housing office who will refer them

NB LASBU will co-ordinate a number of issues resulting from the Crime and
   Disorder Act ie, Child Curfew Schemes, Anti Social Behaviour Orders

- **NO NOT GIVE THE LASBU TELEPHONE NUMBER TO THE PUBLIC**

- Establish if property concerned is council or privately owned

NB LASBU is driven by Liverpool City Council and cannot be utilised by private
   owners unless their property is situated within a local authority housing estate

NB Similarly, the reporting procedure is applicable to the Housing Association

NB Liverpool Anti Social Behaviour Unit only serves 'C District. However, A,
   B and D Districts can refer reports of anti social behaviour to their local Area
   Housing Offices

C&C **Result** Code 51-55

13

## AUDIBLE ALARMS

## DISPOSAL

- Create a log
- Consider raising SARA if appropriate

## CALL HANDLING PROCEDURE (Class 'B> Alarms)

- Establish the facts.
- If the alarm has just activated and an incident may be in progress, send high priority log to DCC for deployment.
- If not, may a burglary have occurred or has the alarm been sounding for some time?
- If the caller has checked the premises concerned and they are secure, advise the caller that they can contact the Environmental Health Officer regarding the noise factor. If insecure, an officer will be deployed
- Consider keeper of keys .... once a log is created +KH will show any details of Keeper of Keys for the IMU to contact
- Raise a SARA if appropriate.
- Obtain KOK's details for future reference.
- +AD will show information in relation to recent/number of burglaries at premises.

ACPO Intruder Alarm Policy aims to provide an effective response to genuine intruder alarm activations. The policy introduces four levels of response for Class 'A' Alarms

1. Full Response - Immediate Police Response
2. Reduced State of Response - Police response is desirable but attendance may be delayed, eg, due to resource availability or higher priority calls being attended
3. Withdrawn - No police attendance - keyholder response only
4. Personal Attack Alarm withdrawn

C&C Result Code: 69

14

# ASSAULTS

**This includes all Assaults under the offences against the Persons Act which do not require an immediate response:**

## DISPOSAL

- Create a log
- 52a for Section 39 Assaults upwards
- Determine if the IP has been subject of similar offence within past 12 months (Repeat Victim) if <u>YES</u> print copy of log to CPO for information
- Consider raising SARA if appropriate

## CALL HANDLING PROCEDURE

- Establish the facts
- Complete 52a (if appropriate) including first description of the offender
- Observation message if appropriate
- Welfare issue ie, Victim Support
- Make any immediate enquiries as appropriate

    A. If offender is known - allocate for investigation via IMU Sergeant if not IRIR
    B. If offender is not known - allocate for investigation via IMU Sergeant (if appropriate)
    C. If an Assault has been committed which is of a serious nature, it will require an urgent response and further investigation, therefore IMU complete a High Priority Log in order that the DCC can deploy the appropriate resource

- Make an appointment for the victim to attend the police station in order that an IMU officer can obtain a statement (if the IP is unable to attend via the appointment system, consider a deployment)

C&C **Result** Code: **31-34**

# BOMB CALLS

## DISPOSAL

- Create a log
- Complete Bomb sheet

## CALL HANDLING PROCEDURE

- Send log immediately to FIM/DCC Sergeant.
- Record the following information

    - Exact time of the call and exact words used
    - How are you aware the time is accurate?
    - Length of call
    - Question/answers:
        - Where is the bomb right now?
        - When is it going to explode?
        - What does it look like?
        - What kind of bomb is it?
        - What will cause it to explode?
        - Did you place the bomb? Why?
    - Any code word used - (do **not** put this **on the log),** give the code to the FIM verbally
    - Background noises
    - Approximate age of caller
    - Gender of caller
    - Nationality of caller
    - Callers command of the English language, ie, speech, accent, call delivery etc

- Inform the duty Inspector
- Maintain radio discipline

The DCC Supervisors will identify and alert the incident commander

## SUPERVISORY ROLE "

- Monitor and deploy resources as necessary

C&C **Result** Code: 72

# BURGLARY

## DISPOSAL

- Create a Command & Control log
- Incident recall will establish if this is a trend
- Raise a SARA if appropriate

## CALL HANDLING PROCEDURE

» The incident log should contain the following information

- Is it happening now? (IRIR)
- Are they still there/nearby? (IRIR)
- Was anybody seen/descriptions?
- Were they using a vehicle, any details?
- Direction of travel?
- Callers full details/location
- Whether or not a confrontation burglary?
- Is the caller elderly or vulnerable?
- Any bogus officials involved?
  - Who were they impersonating?
  - Did they show any ID?
  - Did they make an appointment to return?

- Observation message if required
- Consider welfare issues ie, VSS
- Is the caller a repeat victim? (use repeat codes)
- Refer to Crime Prevention Officer for Gold, Silver, Bronze approach to crime prevention
- Create a SARA if appropriate

Burglaries require that a patrol is deployed to the scene and the report cannot be taken on the phone except: Burglary Shed/Garage (not connected to dwelling by a door ie access from a dwelling) - HO circular dated 20/12/94

## SUPERVISORY ROLE

- Monitor and deploy resources as necessary
- Ensure SARA is raised were appropriate
- Allocate crimes for investigation

C&C Result Code: 21 (Dwelling) 22 (Other)

## CONTAMINATION OF FOOD

### DISPOSAL

- Create a log

### CALL HANDLING PROCEDURE

Criminal Acts of contamination or interference with goods and associated threats will be investigated by the police. In many cases, the demands will be covert and the threat of publicity of product contamination could, in itself, inflict great economic loss on the organisation involved, thus bringing pressure to bear upon the intended victim.

The success of any investigation will depend on the closest co-operation and support of the food industry generally. Individual organisations will have their own contingency plans.

Failure to follow these instructions may cause loss of life or serious injury to consumers of contaminated products, unnecessary public anxiety, massive financial loss to the producers and retailers, and serious harm to any police investigation.

On receipt of the call:

- Create a detailed log and send to the DCC/FIM
- Notify CID
- Notify duty Inspector

C&C Result Code: 79

## COUNTERFEIT CURRENCY

### DISPOSAL

- Create a log
- Complete NCO1
- Raise SARA if appropriate

### CALL HANDLING PROCEDURE

- Establish facts
- Complete NCO1 if there is a possible suspect of NC02 if recording for statistical purposes only
- Ask caller to bring currency to police station. If this is not possible send pro forma letter, delivery envelope and exhibit bag
- Consider any welfare and intelligence issues
- Where the offender is known and at scene send log to DCC for deployment.
- If left scene ask witness to attend police station by appointment for statement to be taken (or make use of pro forma statement)
- If there is video evidence ask caller to view video to assess the value and bring it to the police station or post it via registered post
- Raise SARA if appropriate

### SUPERVISORY ROLE

- Ensure incoming currency is married with the required NCO1 or NCO2
- Keep a pending file of NCO1 and NC02 (to be audited every 4 weeks at which time any outstanding currency should be collected)
- Ensure that SARA is raised where appropriate

C&C **Result** Code: 29

## CRIMINAL DAMAGE

### DISPOSAL

- Create a log
- Incident recall will establish if this is a trend
- Raise a SARA if trend established
-

### CALL HANDLING PROCEDURE

- Establish the facts
- Observations message were appropriate
- Welfare issues ie, VSS
- Complete 52a if the facts constitute a crime, if not, provide the caller with a log number
- If the offence is witnessed, consider slow tracking for a statement to be obtained via the appointment system

NB If the offender is known, slow track, if possible

- Establish if the caller is a repeat victim and use repeat codes
- Refer to Crime Prevention Officer, if appropriate
- Commence a SARA if appropriate

### SUPERVISORY ROLE

- Monitor and deploy resources as necessary
- Ensure SARA is raised were appropriate
- Allocation of crimes for investigation

*C&C* Result Code: 28

## DRUGS/INFORMATION

### DISPOSAL

- Create a log
- Incident recall will establish if repeat caller
- Complete an intelligence sheet (including the log number)
- Raise a SARA if appropriate

### CALL.HANDLING.PROCEDURE

- Obtain the information
- Consider a deployment based on the.facts
- Supply all details to the Field Intelligence Office
- If information requires immediate action of a covert nature, telephone/page the Field Intelligence Office and update them

NB  In 'Informant' field type 'see intel sheet'.  Do not disclose the personal details of the caller on the log

- Always place details of the informant on a separate sheet
- Always include the provenance ie, how does the informant know the information?

C&C Result Code: 85

## EMERGENCY AIR AMBULANCE

### DISPOSAL

- Create a log

### CALL HANDLING PROCEDURE

- Establish full details:

  - Where is it coming from?
  - Where is it going to?
  - Any special requirement?
  - Contact numbers?
  - Estimated time of arrival?
  - Type of aircraft?

- Notify the duty Sergeant
- Send log to the DCC for all emergency services to be informed (including FIM) and for deployment to be made

C&C Result Code: 84

## FIREARMS INCIDENTS

### DTSPOSAL

• Create a Command & Control log

### CAUL HANDLING PROCEDURE

• Establish the facts/obtain full details
• Send the log to the DCC Sergeant to grade

NB The DCC will retain full ownership for this nature of incident

• Confirm as far as possible the location of the suspect and that firearms are involved

### OBJECTIVES

The objective of all police firearms operations is to identify, locate and contain and thereby neutralise the armed suspect by the safest possible means

### PRIORITIES

It is the duty of the police to safeguard the public and this must be their first priority. However, the police must not endanger their own lives or the lives of their colleagues in a desperate attempt at rescue or early arrest. The physical welfare of an armed suspect must not be given greater consideration than that of police officers. Operational priorities can be summarised as:

a) The safety and well being of the public at large
b) The safety of police officers
c) The safety of the armed suspect, which should only be considered when this can be done without unnecessary risk to the public or the police

### SUPERVISORY ROLE

• Monitor and advise

C&C Result Code: 94

# GENERAL NUISANCES

**These involve issues/events that affect quality of life such as noise, litter, pollution, abusive/bad behaviour or similar complaints that often occur:**

## DISPOSAL

- Create a log
- Intelligence form/FI4 if appropriate
- Raise SARA if appropriate

## CALL HANDLING PROCEDURE

- Establish facts
- Investigate ... give appropriate advice - consider other agencies ie, any partnership involvement such as local council, services etc
- If neighbour dispute try to resolve with both parties on the telephone
- If trend established by searching on incident recall, commence SARA process

NB Customers can be referred to LASBU if in the Liverpool District (see Anti Social Behaviour)

## OFFENDER KNOWN

- Obtain intelligence of similar incidents
- Send to Sergeant for officer to obtain evidence, arrest, report etc

## OFFENDER NOT KNOWN

- Gather evidence of similar incidents ie, print off C&C logs
- Consult with IMU Sergeant if appropriate for target packages
- Update IP and C&C with whom enquiry passed to

## C&C Result Code: 51 to 58

## HAZARDOUS SUBSTANCES

The following guidelines (Special Order 04.02.92) have been formulated on the basis that the safety of Police Officers, colleagues in other Services and the general public is of prime importance.

- Establish the facts
  - Exact location
  - Nature and extent of incident
  - Where possible, keep the informant on the line or obtain a safe contact telephone number
- Create a log and send to the FIM

NB Any substance that may endanger life, requires a Police deployment. The DCC have established procedures with Merseyside Fire Brigade and the Local Authority.

# HISTORICAL DOMESTIC DISPUTES

## DISPOSAL

- Create a log
- Raise SARA if appropriate

## CALL HANDLING PROCEDURE

- Establish the facts

When dealing with a domestic dispute you must ask the below questions and record the replies on C&C log:

Q.    Exactly what time, date and location did the incident occur
Q. Brief circumstances - including exact injuries
Q.    Victims full details - including telephone number
Q.    Offender details
Q. Details of children in household - where they present at the time of the incident
Q.    Any current injunctions, court orders, bail conditions?
Q.    Any previous involvement with the DVU?

NB    Always result code 59

   (i) If a Common Assault:
        Victim should be advised to telephone police on 999 when domestic
        Incident imminent or in progress.  Give appropriate advice (ie,
        Solicitor, injunctions).  Complete D0M4 and fax to DVU

   (ii) If the Assault is of a more serious nature:
        Consider the victim's wishes. If a victim does not wish to make a formal
        complaint of Assault complete D0M4. If a complaint of Assault is made
        treat as a report of crime

- Consider any welfare issues - Victim Support etc
- Raise SARA if appropriate

C&C Result Code: 59

## INDECENT EXPOSURE

**Indecent exposures that do not require an immediate response ie, it is not presently occurring and the offender is not at the scene and it is not known:**

## DISPOSAL

- Create a log
- Complete intelligence report
- Consider raising SARA

## CALL HANDLING PROCEDURE

- Establish the facts
- If offender not at scene, follow the below procedure (if at scene send High Priority Log for DCC for deployment)
- Consider age of the victim ie if a child, requires a more speedy response
- Complete 52a if appropriate
- Observation message where appropriate
- Consider welfare issues
- If on investigation an offender is likely to be identified allocate for further investigation via IMU Sergeant - statement can be slow tracked
- Inform IP of course of action taken
- Raise SARA if appropriate

## SUPERVISORY ROLE

- Ensure appropriate actions have been taken
- Allocate for appropriate officer to investigate where necessary
- Ensure intelligence reports submitted
- Ensure SARA is raised if appropriate

C&C **Result** Code: **39**

# KIDNAP SITUATIONS

**Kidnap** - **"The taking or carrying away of one person by another, by force or fraud, without the consent of the person so taken or carried away and without lawful excuse"**

**Tiger Kidnap** - **"The abduction or holding of a hostage (or the threat to do so) with the intention of forcing an employee or another to assist in the IMMEDIATE theft of money or other valuables from any institution, or secure the IMMEDIATE payment of a ransom by a relative or another"**

**NB**     **Action in case of either Kidnap incident:**

- Police response must be secret
- Police response must be speedy
- Visible signs of police activity may have disastrous consequences

## CALL HANDLING PROCEDURE

- Establish details of incident
- Establish whether the kidnap is in progress in a public place
- Reassure complainant and deal sympathetically
- Agree a code word for future contact with the complainant (eg, 'apple'). Ensure they understand they are NOT to use it themselves, but the police will use it in every subsequent communication as an introductory statement. Genuine police contact will always contain this code word, if it is not immediately given the victim must treat the caller as dangerous/bogus
- Tell the complainant the investigation is now a priority and will be dealt with secretly (stress the need for secrecy)
- Give complainant a pre arranged **dedicated telephone** number to recontact police if required (the FIM has a list of these numbers)
- Create incident log and switch to DCC/FIM
- Do not send a police officer to the scene, the DCC will do so if an extreme emergency
- Do not broadcast details over force or personal radios
- Do not call if contact is lost
- Obtain details of caller eg, name, telephone number, location, name of other people with caller
- Tell caller to remain at scene with all other people there. A specialist officer will contact them
- Tell the caller NOT to contact or inform any other person
- Advise caller to note the content and time of any further calls from the opposition and NOT admit that the police are involved

28

- Advise the caller not to tidy the scene and to preserve any documentary or other evidence
- Inform DCC/FIM who will inform the Senior Detective on duty, if 'TIGER' kidnap, the NCS Branch Commander or NCS duty officer

C&C Result Code: 33

## LOST AND FOUND PROPERTY
## ^INCLUDING DOGS1

### DISPOSAL

- Create a log and send to the Enquiry Officer for details to be entered into the Lost/Found property books.
- Divert call to enquiry office for report to be taken
- Inform Dog Warden or deploy officer if appropriate
- Consider raising SARA if appropriate

NB If further information is required, it is the responsibility of the Enquiry Officer to recontact the informant.

### CALL HANDLING PROCEDURE

- Enquiries as to lost and found property will be passed to the front counter at appropriate police station in order to prevent duplication via C&C log.
- The caller will be asked to keep any found property or bring it to the police station (if they refuse enquiry officer is to arrange collection)
- Where appropriate, ie, lost drugs, press release to be arrange through IMU Sergeant
- If report concerns a dog that has bitten a person and they wish to make a complaint then a deployment should be made by the DCC or the offence can be slowtracked - if less serious
- If the report concerns a stray dog unless there is any present danger then the Dog Warden will be informed
- If the dog is endangering the public the Force Dog Section will be deployed
- Raise SARA where appropriate

C&C Result Code: 93 (87 for animals)

## LOW FLYING AIRCRAFT

### DISPOSAL

- Create a log in order to register the call
- Send the log to DCC Sergeant

### CALL HANDLING PROCEDURE

» Establish the facts
- The minimum height at which aircraft should normally be flown and the manner in which aircraft should be flown are contained in the Air Navigation Orders (retained by the Civil Aviation Authority)
- Persons who complain about low flying military aircraft should be advised to contact:

  Ministry of Defence
  Main buildings
  Whitehall
  LONDON   SW1A2HB

- Persons who complain about low flying civil aircraft should be advised to contact:

  Civil Aviation Authority
  Crown House
  LONDON   WC2B4AX

NB If the police helicopter is subject of the complaint, advise the caller of the activity of the helicopter (ie pursuing a criminal) and if required inform the caller of the police formal complaints procedure

C&C Result Code: 77

# MAKING OFF WITHOUT PAYMENT (DRIVE OFFS)

**Knowing that payment on the spot is required for goods/services supplied, makes off without payment:**

## DISPOSAL

- Create a Command & Control log
- Consider raising SARA if appropriate

## CALL HANDLING PROCEDURES

- IMU staff will attempt to ascertain the current keeper of the vehicle in order to advise that person of the circumstances of the incident (people sometimes forget to pay!)
- Where the PNC check shows an incorrect VRM the complainant should be asked to view the video to establish the correct number. If still not obtained advise complainant that in the absence of evidence to show that a crime has in fact been committed (not a genuine error) there will be no police action

NB If the caller requires a number, supply the log number

- Letters will be sent to the registered keeper of the vehicle advising them of the situation and advising them to return to the garage and pay. The letter includes a return page for the registered keeper to advise us of when the debt has been settled or who the driver/new owner is
- A letter will be sent to the garage to advise them of police action and inviting them to re-contact us in 14 days if the keeper has not paid

NB It is as this point that a crime report will be taken

- The complainant will be advised that it is their responsibility to retain the video evidence until it is established that a crime has been committed
- If this is a crime eg, a stolen vehicle, complete a 52a then, ask the complainant to complete the pro forma statement (together with the video recording if appropriate) send it by registered post/recorded delivery to the IMU whereupon it will be sealed and documented
- Interrogate systems to determine if this is a re-occurring problem and requires the raising of a SARA

## SUPERVISORY ROLE

- Allocation of a 52a in the appropriate manner
- Where returned warning letter indicate that payment has been made, verify with IP and ensure their satisfaction
- Check if SARA needs to be raised

## ADMIN TASKS

- Retain copy of letter in folder (weed out when matter resolved)
- Telephone garage after 14 days to ascertain status of complaint

C&C Result Code: 29

# MALICIOUS TELEPHONE CALLS

**This is either indecent/offensive/threatening/a nuisance/contains false information/causes anxiety/offence or distress:**

## DISPOSAL

- Create a log
- Complete TEL1 and index if appropriate
- Consider raising SARA if appropriate

## CALL HANDLING PROCEDURE

- Assess situation and give suitable advice, ie, if only several calls ask the complainant to keep a log for 14 days or refer them to the service provider
- Complete TEL1 and fax (retain original)
- Explain actions to IP and give them log number
- Consider any welfare issues (Victim Support)
- Consider any immediate investigation that needs to be made (complainant may know the caller)
- If immediate investigation is required allocate through Supervisor
- A statement can be slowtracked via the appointment system
- Raise SARA if appropriate

## OFFENDER KNOWN/SUSPECTED

- Allocate to suitable officer for enquiry within 14 days

## OFFENDER UNKNOWN

- Fax to BT with regards suitability for further action

## ADMIN

- Telephone IP with result
- Maintain file index

C&C Result Code: 97

## **MISSING PERSONS/ABSENT FROM CARE,**

Special Billboard, Wednesday **15th July 1998**

Call Handling Procedure

• On initial receipt of a Missing Person call, create a C&C log containing details of
   the informant and advise them that an Enquiry Officer will call them back to obtain
   full details.
• Send C&C log to relevant Enquiry Office to deal.
• Establish the facts - assess the risk as to whether 'monitoring', 'high' or 'ultra
high' (explanation as per 3.6 Risk Assessment Policy Procedure)
• Identify subject fulfils missing/abscond classification
• Risk assess based on information provided
• If appropriate, request caller to attend Station with a suitable photograph
• Send log to DCC for deployment (as per item 3.8)
• GEN 88 (new devised booklet, similar in size to the present 52 booklet) will be
completed by the reporting officer.
• GEN 88A (3 page carbonated book) to be kept in a secure place within each
enquiry office

Found Missing Person Policy/Procedure
• Command and Control log
• Obtain as much information as possible

*Non-vulnerable/Missing person over 18 years*
• Establish if subject wants their location passed to person reporting
• Obtain Contact telephone number from subject
• Inform Patrol Sergeant
• If no areas of concern, Log will be closed and printed for Area Missing Persons
Coordinator (to be identified)

*Missing Person under 18 from home/care and Absent From Care Unit 18 - Care
Order*
• If subject not at home address, obtain full address details and telephone number
• If in an outside Force area obtain if possible details of local Police Station
• Inform Patrol Sergeant
• The Log will not be closed until all necessary actions have been carried out

*Absconders from Hospital*
• Obtain current whereabouts and any medical issues - full address details and
   telephone numbers
• If in an outside Force area, obtain details of local Police Station
• Carry out a PNC check to confirm:
   - The order is still valid
   - The classification has not been changed from abscond to missing (Powers of
     Arrest)
• Inform Patrol Sergeant
• The Log will not be closed until all necessary actions have been carried out

Disposal
• Consider raising a SARA if appropriate

35

# NEW AGE TRAVELLERS

## DISPOSAL

- **Create a log**
- **Complete an intelligence sheet**

## CALL HANDLING PROCEDURE

- Establish the facts
- Consider deployment for a site visit/monitoring
- Obtain all intelligence and complete intelligence sheet/print the log

    - How many vehicles are present?
    - Any registration numbers?
    - Any children present?

- Inform the relevant local authority
- Observation message if required
- Inform duty Inspector, FIM and patrol and Sergeant

## SUPERVISORY ROLE

- Monitor and deploy resources as necessary

**C&C Result Code: 53/58/51**

# NOISE POLLUTION

## DISPOSAL

- Create a log
- Consider raising SARA if appropriate

## CALL HANDLING PROCEDURES

- If the complainant suggest a breach of the peace is occurring or is likely to and the caller is distressed in any way, consider sending log to DCC for deployment
- If the noise etc, is of alarms, the scene will be attended by Environmental Health Officers (numbers in and out of hours will be retained in the IMU)

- Raise SARA if appropriate

C&C Result Code: 53

# PROTECTION FROM HARASSMENT

## DISPOSAL

• Create a log

## CALL HANDLING PROCEDURE

• Establish the facts
• Include details on the log:

  - Complainant details
  - Offender details
  - Full circumstances, especially the number of incidents
  - Whether or not a warning is issued

• If there has only been one incident, the caller should be given a log number to quote on any future calls to the police if there is a re-occurrence
• If the caller is phoning the police for the first time but is reporting a number of incidents

  - Consider a deployment if appropriate
  - In less urgent calls, complete a 52a booklet including the first description of the offender and slowtrack for a statement to be obtained

NB     Harassment is only a crime when there are 2 separate incidents

• A warning is not required for this type of call as a crime has not been committed

NB     A warning is not a statutory obligation in order to proceed with this offence, it is a method to inform the offender that their behaviour amounts to harassment (they may not realise!) and that any repeat occurrence would constitute a criminal offence. A statement is not necessary at this stage as the aim of the warning is to prevent the full offence occurring

NB     The Harassment Act is aimed at 'stalking' it is not a substitute for use in Malicious Phone calls, Matrimonial Disputes etc. Other Acts/Powers/Civil/Remedies should still be utilised.

• A statement can be slowtracked via the appointment system (depending on circumstances of offence)
• Consider welfare issues ie, VSS

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### SUPERVISORY ROLE

- Monitor and deploy resources as necessary
- Allocation of crime reports for investigation

*C&C* Result Code: 53

# RACIALLY MOTIVATED INCIDENT/HOMOPHOBIC INCmENTS

## DISPOSAL

- Create a log
- Complete an intelligence sheet if required
- Incident recall will establish if this is a trend
- Raise a SARA if appropriate

## DEFINITION

(a)  Any incident in which it appears to the reporting/investigating officer that the complaint involves an element of racial motivation

(b) Any incident which includes an allegation of racial motivation made by any person:

- Verbal racist abuse
- Harassment of nuisance
- Damage (including graffiti)
- Racist leaflets or letters
- Physical assault

## CALL HANDLING PROCEDURE

- Establish the facts ie, exact nature of incident
- Detail on the log:

    - Details of the people involved including their ethnic background
    - If there are any language barriers ie, is an interpreter required?
    - Any previous incidents

- Consider an immediate deployment
- A witness statement must be obtained for every racially motivated incident
- Complete a RACE1 if the IMU deal

NB This is the responsibility of the officer dealing therefore, when a deployment is made, the officer attending completes the RACE1

- Homophobic incidents should be treated in the same manner as a racially motivated incident and highlighted on a Form 104
- Consider welfare issues ie, Victim Support

Is the caller a repeat victim?

- Use repeat codes
- Refer to Crime Prevention Officer if appropriate

• Commence SARA if appropriate

## SUPERVISORY ROLE

• Monitor and deploy resources as necessary
• Allocate crime report for investigation

C&C Result Code: Racial 38/95
Homophobic 53

**41**

# ROAD TRAFFIC COLLISIONS

**These will involve collisions where:**

1. No offences have been disclosed
2. The law has been complied with and no allegations are being made
3. The vehicle(s) have left the scene

## DISPOSAL

- Create a log. The caller can be given the log number
- Create VTA1 as appropriate
- Consider raising SARA if appropriate

## CALL HANDLING PROCEDURE

- Establish the facts
- The IMU can only deal with accidents which are reported for information only or which are clearly not detectable
- A deployment will be made to all injury accidents or non stop accidents where it appears that it may be possible to trace the offending vehicle. The caller will be advised to attend a police station to make the report depending on the circumstances
- If RTA Law has been complied with:

(a) Advise caller to that effect
(b) No need for police involvement

- If there are any offences alleged by the caller advise the caller to attend a police station and report the accident as soon as practicable and in any case within 24 hours
- Accidents on car parks are now generally subjected to RTA Law and there may be other offences such as due care. A VTA1 may be submitted if the caller wants the matter recording
- Where applicable the VTA1 must be submitted to the CJU within 24 hours via the IMU Sergeant
- If the traffic accident is damage only:

(a) Ensure that names/addresses and vehicle details have been exchanged
(b) If RTA Law has been complied with advise the caller that there is not need for police involvement, any dispute, deploy a patrol

- Raise SARA if appropriate

## SUPERVISORY ROLE

- Ensure correct procedure is applied
- Ensure that SARA is raised if appropriate

**C&C Result Code: 41-49**

## SUSPICIOUS INCIDENTS

**These are historical incidents which do not require an immediate response:**

### DISPOSAL

- Create a log
- Intelligence report if appropriate
- Raise SARA if appropriate

### CALL HANDLING PROCEDURE

- Establish the facts
- Investigate PNC, intelligence system, voters, observation message etc
- In no immediate action if required - update log and submit intelligence report
- Consider raising SARA

C&C Result Code: 82

# THEFTS

**Dishonesty appropriates property belonging to another with the intention of permanently depriving:**

## DISPOSAL

- Create a log
- Take 52a if appropriate
- Raise SARA if appropriate

## CALL HANDLING PROCEDURE

- Establish facts
- Determine if the IP has been subject of this type of offence in the past 12 months repeat victim). If <u>YES</u> then print log for attention of CPO
- Complete 52a if appropriate detailing the first description of the offender if known
- Observations message where appropriate
- Any welfare issues (Victim Support)
- Complete necessary paper work ie, PNC 150 etc
- Consider what evidence is available and arrange SOCO where appropriate (ask IP to bring evidence to police station and if unable to do so arrange collection
- Only send a police officer if value can be added to the investigation
- Raise SARA if appropriate
- If appropriate, slowtrack statement

### OFFENCE WITNESSED/OFFENDER KNOWN

- Make an appointment with the witness to attend the police station whereupon a statement will be obtained by the IMU
- A diary of appointments will be maintained by the IMU
- Video evidence will be brought to the appointment and booked in as per force policy by the IMU

### OFFENCE WITNESSED/OFFENDER NOT KNOWN

- A pro forma statement will be completed by the witness and posted to the IMU (with the crime reference number clearly marked on the statement) together with the personal descriptive form for the offender
- If the offence is captured on video, the video should be set at the time of the offence, and posted by recorded delivery to the IMU
- Upon receipt of the video, the IMU will seal and complete necessary documentation •

### IF OFFENDER NOT KNOWN

- Send Victims Charter letter
- Screen for further enquiries, allocate or file as appropriate
- Inform IP
- Liaison with media via IMU Sergeant

### SUPERVISORY ROLE

- Ensure that incident desk has questioned IP regarding repeat victimisation
- Ensure SARA is raised if appropriate

C&C Result Code: 29

# THEFT OF MOTOR VEHICLES

## DISPOSAL

- Create a log
- Incident recall will establish if this is a trend
- Raise a SARA

## CALL HANDLING PROCEDURE

» Reported on street:

- Complete form 52a and PNC 150
- Advise complainant to attend at police station with their driving documents
- Observation message
- Brief input the 52a booklet and forward to the IMU
- Command and Control log for the information of H20V
- PNC update

» Reported by telephone at IMU

- Check PNC
- Complete 52a (including PNC 150) and do brief input
- Command and Control log to H20V and PNC update
- Form 52a/Command and Control log to vehicle officer

• Reported at enquiry office:

- Check PNC
- Complete form 52a (including PNC 150) and brief input
- Command and Control log for the information of H20V and PNC update
- Forward to IMU

NB       Is the caller a repeat victim (use repeat codes and consider welfare issues re VSS)

C&C Result Code: 23

# TRAFFIC MATERS (OTHER THAN RTC)

**This relates to all traffic matters other than traffic offences:**

## DISPOSAL

- Create a log
- Consider raising SARA if appropriate

## CALL HANDLTNG PROCEDURE

- Establish the facts
- If complaints of parking/obstruction or other similar complaints, pass to Supervisor of the most suitable resource ie, Traffic Wardens, Traffic Officers etc via IMU Sergeant
- Update log
- Consider informing Beat Managers if a quality of life issue is raised
- Raise SARA where appropriate

## SUPERVISORY ROLE

- If required allocate most suitable resource
- Ensure that SARA is raised if appropriate

C&C Result Code: 49

# YOUTHS CAUSING ANNOYANCE

## DISPOSAL

- Create a log
- Classify type of youth disorder on log text ie, Youths Congregating, Youths Football, Youths Noise etc, (see CER1 codes below)
- Determine if the complainant has reported similar incidents in past 12 months (repeat victim)
- Consider raising a SARA if appropriate

## CALL HANDLING PROCEDURE

- Assess if circumstances warrant deployment ie, damage being caused, vulnerable persons need assistance etc
- If of a persistent nature obtain full details of IP, nature of different incidents and descriptions of offenders

NB     Explain that they can be personally contacted and this could involve a permanent resolution of the problem via an inter-agency approach

- If caller refuses to provide their identity, explain that the police need a point of contact and ask if they can nominate another person who could act as that contact point
- Any welfare issues (Victim Support)
- Search Command and Control for similar incidents and if trend established commence SARA process

NB Ensure that the type of youth disorder incident is recorded on Command and Control ie, Youths Congregating/Youths Noise/Youths Damage etc

## OFFENDER NOT KNOWN

- Gather evidence of similar incidents
- Consult with IMU Sergeant to see if appropriate for target packages
- Keep IP updated with progress

## SUPERVISORY ROLE

- Monitor and allocate SARA if required
- Ensure that Youth Disorder classification is correct

NB If the caller still wishes to have a Community Police Officer informed, ensure that the log states whether it requires a personal call, telephone call or is just for their information.

49

## CERI

- FOOTBALL (includes all games)
- CONGREGATING (intimidating groups)
- MISSILES (stone throwing, snowballs, sticks etc)
- NOISE (shouting, music etc)
- BIKES (scrambler bikes or racing vehicles)
- TRESPASS (private property - no offences disclosed)
- DISORDER (fights, abusive/threatening behaviour)
- ALCOHOL (drinking in the street/attempts to purchase)
- DAMAGE (includes fires, vandalism)
- GRAFFITI
- DRUGS (glue sniffing, waiting to purchase, using etc)
- OTHER (specify what in text)

Repeat victimisation (record on remarks section the relevant code):

- Each caller will be asked "Have you reported a similar incident in the last twelve months"?   If yes  "Approximately when"?
- RW - Week (during last 7 days)
- RM - Month (longer than 7 days but less than 4 weeks)
- RQ - Quarter (longer than 4 weeks but less than 3 months)
- RY - Year (longer than 3 months but within 12 months)

## THE CONVENTIONS FOR THE CER1 CODE

- The CER1 code is inserted into the results section of the log
- The relevant code is placed in signs eg, Football =RW=
- No spaces between the =signs and the code
- The incident code is placed in the result section
- Only one incident code is to be used, the most serious activity being identified
- If the offender(s) have gone on arrival of a patrol or a deployment is not made, the code to be utilised is inkeeping with the description given by the caller/informant eg, "Youths are smashing up the fence opposite" =damage=
- The revictimisation code is to be placed in the remarks section
- Only one revictimisation code is to be used
- If there is not repeat victimisation, insert RN as this indicates that the questions were asked

NB       YCA logs codes 53 (Disorder) and 56 (Youth Disorder) Corporate Standard

## 9. ROUTING OF CRIME REPORTS (Corporate Standard)

- It is the responsibility of the reporting officer taking the initial crime report to ensure that a brief input is completed on ICJS as soon as possible and in any case prior to going off duty
- The crime report will be forwarded to the IMU *ASAP*
- With the exception of Robbery, Assaults and Burglary crime reports, in any of these cases arrangements will be made by the reporting officer to have the report forwarded to the IMU for allocation *ASAP*. Out of hours the duty CID officer will be informed

## 10. CRIME SCREENING (Corporate Standard)

- Each morning the appropriate crime reports (ie, those for further investigation) will be screened to the relevant section/CID Sergeant via the IMU Sergeant if required

**N.B** It will be the area Sergeants responsibility to update ICJS with the FIN of the officer dealing if details cannot be supplied at the time of allocation

- All TOMV offences are to be screened to the nominated IMU officer
- The investigating officer will be given 21 days automatically to conclude enquiries or update the IMU with a progress report
- Each section/department will have an error file. The relevant Supervisor/Management Team will be given a list of crime errors each month by the IMU Manager

## 11. CRIME SCENE MANAGEMENT (Corporate Standard)

The initial officer attending the scene of a crime will be responsible for the assessment of the crime scene. The office will:

- Assess the need to preserve the scene
- Question the complainant
- Obtain details of witnesses and where possible, statements
- Detain the suspect at the scene
- Take possession of or preserve physical evidence (whichever is applicable)
- Assess the need for the attendance of SOCO
- Prior to leaving the scene offer crime prevention advice to the complainant to prevent re-victimisation (without causing alarm)
- Enquiries will be made with adjacent premises (house to house) in the immediate area, in order to identify witnesses and information

## 12. CRIME PREVENTION - *Pen Picture*

Incident Unit staff will provide general crime prevention advice to victims of:

- Crime over the telephone
- Crime screened in to IMU staff
- Offences which have been highlighted by operational staff as requiring further advice in addition to that provided by the officer completing the initial report

The Crime Prevention Officer will provide advice to:

- The Management Team and all Area Personnel in relation to current crime trend and how they can participate in future crime prevention initiatives

## 13. COMMUNICATION STRUCTURES (Corporate Standard)

<u>INCIDENT MANAGEMENT UNIT MEETINGS - MONTHLY</u>

Aim:

- To maintain an overview of current Area crime and performance in relation to Area targets eg, Burglary and Violence
- Determine Priorities and review progress on the Area crime strategy
- Review and monitor ongoing and completed crime directed operations eg, Operation Bumblebee
- Communicate best practice
- Chair - IMU Manager
- Call Handles
- Intelligence Manager
- Intelligence Co-ordinators
- Field Intelligence Officers
- Crime Analysts
- Input Clerks
- Inter Agency Liaison Officer
- Crime Prevention Officer

<u>TASKING AND CO-ORDINATING GROUP f Corporate Standard^</u>

THE TCG will meet as required with the following aims on a fortnightly basis (or weekly if required)

- To provide a forum for the IMU staff to nominate offenders/problems for Area Target Status, taking into consideration intelligence and Area objectives
- Agree new 'Area Crime Operations' and 'Target Packages'
- Prioritise those problems raised by the SARA process
- Decide on the appropriate resource for the RESPONSE aspect of the SARA process
- ASSESS those returning to the TCG following the response in order to confirm that the problem has been resolved
- Maintain an overview of Area Crime and determine priorities/review progress on the Area Crime Strategy
- CHAIR Operations Manager
- Intelligence Manager
- Detective Inspector
- Representation from the uniform sections

- Uniform Inspectors
- Crime Manager
- IMU Manager
- District **Detective Superintendent**
- **Intelligence Manager**
- Crime Prevention **Officer**

**A record will be made of those attending and the decisions made**

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[EXTERNAL AGENCY'S MEETING - (Corporate Standard) - *3 monthly meeting*

Aim:

- To develop a relationship of trust and co-operation with representatives from local external agencies in order to share intelligence, target local policing problems and individuals

CHAIR - Area Commander

Members (when available*)
- Crime Manager
- Operations Manager
- Operations Manager
- Representatives from uniform sections
- Detective Inspector*
- IMU Manager*
- Intelligence Manager*
- Intelligence Researcher*
- District Detective Superintendent*
- DSS
- Trading Standards
- Customs and Excise
- Victim Support
- Neighbour Nuisance Department
- Local Youth Service
- Community Safety Patrols
- Housing Department

**A record will be** made **of attendance and decisions made**

C!ommand and Control logs

To facilitate Problem Solving when dealing with complaints from the public, the IMU staff will create a Command and Control log and seek information to develop a profile of the:

- Victim
- Offender
- Venue

As per the Problem Analysis Triangle Model

The information will be actively pursued and recorded on the log in order to establish the following:

The victim:

- Full details of the address and telephone number
- Any ulterior motive (aggravated circumstances) to the incident (eg, minority groups, racial, homophobic).  This information should be volunteered by the victim.  Open questions should be asked eg, "Is there any reason why you think that this happened to you"?
- Vulnerability - welfare needs, relevant details for the prioritisation of target hardening

The offender:

- Known to the victim
- Address details
- Description
- Intelligence on other offences
- Truancy
- At risk

The venue:

- Aggravating circumstances eg, poor lighting
- Times
- Attraction to the offender eg, off licence

## 15. INCIDENT MANAGEMENT UNITY - STAFF RESPONSIBILITIES
   INTEGRITY CHECKS

NCIS CPS FORMS (Corporate Standard)

- The IMU Manager will 'dip-sample' the designated offences every three months prior to the Area Crime Management meeting.  This is to ensure that the required forms have been forwarded by the investigating officer to Area Crime Analyst
- The 'dip-sample' will consist of the IMU register with the ICJS printouts of **three** of the designated offence categories which have occurred in the Area during a seven month period
- The target match will be 100% and the results will be produced at the Area Crime Management meeting for discussion

NCIS NCS01 Counterfeit Currency Corms (Corporate Standard)

- Administration of forms NC01 and NC02
- Act as liaison with NCIS Counterfeit Currency Section

Future Developments

- Key wording for PHOENIX

Information into the IMU by letter, fntetgence, 'phone or community consultation

Create C&C log

Assess information

Is this a problem —No→ Advise the informant and close the log

Consider graded response or giving advice —→ Deploy —No→ Stow track

Yes

1

Deploy via C&C

*Slow Track:*
*defay deootyment*
*make appointment*
*refer intrenally*
*refer externally*
*Deaf on 'phone*
*create crime report*
*Input onto core system*

Commence SARA process

*Scanning;*
*Examine data on*
*C&C, 1CJS and*
*FIS*
*SARA database*
*Manual systems*
*Repeat callers/*
*vicims ate*

Scan core systems

Is there enough info —No

Print out logs/ reports

Raise a SARA form

Attach logs/ reports

Record on SARA database

**Return to scanning**

**Enough for screening** — No → **Return to scanning**

**Forward to IMU Manager**

Yes → **IMU Manager assess info for screening**

**Screen in** — No → **Advise the informant and finalise report**

Yes ↓

**Forward to Intell Unit for analysis** → **Update SARA database**

**Sufficient to analyse** — No → **Return to scan core tyttems**

Yes ↓

**Analyse Info**

↓

**Forward to IMU Manager**

↓

**Review SARA**

↓

**Send to T&CG** — No → **Identify ~)propriate resp<>nse element**

Yes ↓

**T&CG prioritise SARA**

↓

**SARA prioritised in**

**Forward for response**

↓

**Update SARA database**

Yes

No

**1**

---

*Ccnsider*
*I/D the cause*
*Does SARA exist?*
*Is it an Area gc aP*
*Is it unique/cover a number of bests?*
*I/D common features*
*!s It life threater'ng?*
*High value property*
*Use the PAT.*

```
                                              ┌─────────────────┐
                                              │ Return to analysis │
                                              └─────────────────┘
                        ◇ Sufficient for ◇────No────────────┘
                        ◇   response    ◇
                             │
                            Yes
                             ▼
                      ┌──────────────┐
                      │   Develop    │
                      │   response   │
                      └──────────────┘
                             │
                             ▼
     ┌───────────────────┐
     │    Response:      │      ◇ Long term ◇───Yes──┌──────────────┐    ┌──────────────┐
     │   KSA Manager     │      ◇  response  ◇       │ Update T&CG  │───▶│ Update SARA  │
     │  geographic Insp  │           │               │ or IMU Manager│    │  database    │
     │ staff with Area goal│          No              └──────────────┘    └──────────────┘
     │  community team   │◀──         │                      ▲                  ▲
     │ ad hoc T&CG with other agencies│ ▼                    │                  │
     │       CID         │      ┌──────────────┐             │                  │
     │  C?"?r eternal tiept's │  │  Commence    │             │                  │
     └───────────────────┘      │  response    │             │                  │
                                └──────────────┘             │                  │
                                       │                      │                  │
                                       ▼                      │                  │
                                ◇ Response ◇───No─────────────┘                  │
                                ◇ completed ◇                                    │
               No                     │                                          │
                │                    Yes                                         │
                │                     ▼                                          │
                │              ┌──────────────┐                                 │
                │              │  Submit for  │─────────────────────────────────┘
                │              │  assessment  │
                │              └──────────────┘
                │                     │
                │                     ▼
                │              ┌──────────────┐
                │              │ SARA assessed│
                │              └──────────────┘
                │                     │
                │                     ▼
                └────────────▶ ◇ Problem solved ◇───Yes─*  ┌──────────────┐
                                                           │Inform informant,│
                                                           │ I/P, victim etc │
     ┌─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐                               └──────────────┘
     │  Solved includes:  │                                       │
     │      Solved        │                                       ▼
     │  Partially solved  │                               ┌──────────────┐     ┌──────────────┐
     │ Problem displaced  │                               │  Complete    │────▶│ Update SARA  │
     │ THERE ARE SOME     │                               │ finaDsatiofi │     │  database    │
     │ PROBLEMS THAT      │                               └──────────────┘     └──────────────┘
     │ CAMNOTBE SOLVED    │                                       │
     └─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘                                       ▼
                                                           ┌──────────────┐
                                                           │  Return to   │
                                                           │ IMU manager  │
                                                           └──────────────┘
                                                                   │
                                                                   ▼
                                                           ┌──────────────┐
                                                           │  File at IMU │
                                                           └──────────────┘
```

Return to analysis

Sufficient for response — No

Yes

Develop response

**Response:**
*KSA Manager*
*geographic Insp*
*staff with Area goal*
*community team*
*ad hoc T&CG with other agencies*
*CID*
*C?"?r eternal tiept's*

Long term response — Yes — **Update T&CG or IMU Manager** — **Update SARA database**

No

Commence response

Response completed — No

Yes

Submit for assessment

SARA assessed

Problem solved — Yes-*

No

*Solved includes:*
*Solved*
*Partially solved*
*Problem displaced*
*THERE ARE SOME*
*PROBLEMS THAT*
*CAMNOTBE SOLVED*

Inform informant, I/P, victim etc

Complete finaDsatiofi

Update SARA database

Return to IMU manager

File at IMU

Command and Control logs

To facilitate Problem Solving when dealing with complaints from the public, the IMU staff will create a Command and Control log and seek information to develop a profile of the:

- Victim
- Offender
- Venue

As per the Problem Analysis Triangle Model

The information will be actively pursued and recorded on the log in order to establish the following:

The victim:

- Full details of the address and telephone number
- Any ulterior motive (aggravated circumstances) to the incident (eg, minority groups, racial, homophobic). This information should be volunteered by the victim. Open questions should be asked eg, 'Ts **there any reason why you think that this happened to you"?**
- Vulnerability - welfare needs, relevant details for the prioritisation of target hardening

The offender:

- Known to the victim
- Address details
- Description
- Intelligence on other offences
- Truancy
- At risk

The venue:

- Aggravating circumstances eg, poor lighting
- Times
- Attraction to the offender eg, off licence