

**Policy Title****Incident Attendance****CCMT Sponsor****ACC Operational Support****Department/Area****Control Rooms & Enquiries Department (CRED)**

1.0 Rationale

This policy is designed to ensure an appropriate service and response to incidents to meet the needs of the public in Thames Valley. It provides guidance to all Thames Valley Police staff involved in the grading, control and response to incidents.

2.0 Intention

The intention of this policy is to prioritise the police response to incidents reported to the Thames Valley Police. The criteria established to assist this process is contained within this policy. All actions arising from this policy must be justified, proportionate and the least intrusive.

3.0 General Principles**3.1 Definitions****3.1.1 Command & Control**

The computerised incident logging and resourcing database used by Thames Valley Police. May also be shortened to C & C.

3.1.2 Incident Report

A log created on Command and Control, which lists the type and location of an incident, the source and nature of the initial information, the graded response deemed appropriate and the resources deployed (if any). This is a contemporaneous log of all key events with summary information of Command and Control.

3.1.3 URN

URN - Is a Unique Reference Number which is computer assigned to a Command & Control Incident Report.

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3.1.4 Contact Management System –

The computerised Contact Management System used by Thames Valley Police may also be shortened to CMS.

3.1.5 Contact Management Record

A record created on the CMS which lists details of callers by telephone to Control Rooms and Police Enquiry Centres. It also records brief details of the incident and may record location and incident type.

3.1.6 Contact Management Ref No

Is a unique number which is computer assigned to a CMS record.

3.2 General Principles

Any incident or occurrence that requires police action, or is required to be recorded in accordance with the National Standards of Incident Recording which is reported to, or comes to the notice of the Police Enquiry Centres or Control Rooms, will be the subject of an Incident Report.

This policy is concerned with the response to be allocated to that incident. Such responses fall into four categories ranging from an immediate attendance to a resolution without deployment. The determining of the most appropriate action is known as 'Graded Response'. Staff will apply a decision making process, as identified in the following grid (*Appendix 1*), to determine the correct response to a specific incident.

Should the circumstances of the original incident change, or subsequent reports indicate the original information was flawed, the graded response may be changed. The same decision making process will be applied when considering changes. Graded responses should not be changed to overcome difficulties resourcing incidents within the specified times. The responsibility for amending such graded response lies with the recipient of the additional information.

The Incident Attendance Policy shows clear links to the National Intelligence Model with links to corporate decisions concerning attendance through Level 2 Tasking, whilst also taking account of procedures where attendance for priorities at Level 1 is required.

Grading responses provides for justification, proportionality and the least intrusive option based on the information to hand.

4.0 Challenges & Representations

Challenges and representations to this policy should be made in writing to:-

The C/Superintendent, Control Room and Enquiries Department

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Thames Valley Police Headquarters
Oxford Road
Kidlington
Oxford
OX5 2NX

5.0 Guidance, Procedures & Tactics

See Appendix A

6.0 Communication

6.1 Links to other Policies, procedures, or guidance

- Thames Valley Police Voice Recording Policy
- Thames Valley Police Command and Control Policy
- National Call Handling Standards

6.2 Communications Strategy

This policy is available to the public. It is available on:

- TVP Intranet site;
- Thames Valley Police Internet, website address; www.Thamesvalley.police.uk;
- Printed format upon written request to the owner of the policy:

The C/Superintendent, Control Rooms & Enquiries Department,
Thames Valley Police Headquarters,
Oxford Road,
Kidlington,
Oxford.
OX5 2NX.

7.0 Compliance and Certification

7.1 Human Rights Certification

(i) Legal Basis

There is no specific legal basis for this policy. The policy is intended to provide a framework which enables incidents to be prioritised according to urgency.

(ii) Human Rights Articles Engaged

No Articles of the European Convention on Human Rights are engaged.

Audited by: Keron Harris
Audited on: 03/08/05

NOT PROTECTIVELY MARKED**(iii) Prohibition of Discrimination**

Article 14: Prohibition of Discrimination. The enjoyment of the rights and freedoms set forth in this Convention shall be secured without discrimination on any ground such as sex, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status. Actions taken as a consequence of this policy will be applied in a fair and impartial way, having due regard for natural justice and human rights.

7.2 Diversity Impact Assessment

This policy requires a Diversity Impact Assessment.

7.3 Diversity (Human Resources)

Thames Valley Police utilises a computerised Command and Control system for recording and processing all Incident Reports. These reports, which may be printed off, may be considered as documentation under this policy, to illustrate the decision making process.

N.B. Informant/Caller/Complainant details must be defended from disclosure as being subject to Public Interest Immunity. Such details should never be disclosed to outside persons or bodies. Advice on disclosures may be sought from the CR&ED Data Team 700-6479

7.4 Data Protection

The protection contained within the Command and Control System and CMS is detailed within the Thames Valley Police Command and Control Policy.

7.5 Health & Safety at Work

Thames Valley Police generic Risk Assessments – Response refers

8.0 Monitoring and Review**8.1 Monitoring**

All incident reports maintained on Thames Valley Police Command and Control system show the graded response allocated to that report, together with any subsequent changes of grading, and by whom changed.

8.2 Review Process

Review of this policy will take account of the following criteria:-

- the number of complaints received, (and whether the complaint is against the fabric of the policy or actions taken when applying the policy.)

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- Human Rights challenges in domestic and European Courts.
- Changes in legislation.
- Changes in Best Practice & Guidance

This policy is open to independent scrutiny through Her Majesty's Inspectorate of Constabulary, Thematic Inspections and the Information Commissioner.

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Incident Attendance Policy – Operator's guide

Incident Response	Definition	Guidance	Other comment
Immediate	An emergency which requires immediate officer intervention	<ul style="list-style-type: none"> • Imminent risk to life or of serious harm to any person • Serious Crime in progress • Offenders on scene or near vicinity (not shoplifters unless violent) • Potential for imminent escalation of events or further crime, including public disorder • The road is blocked, or there is a dangerous or excessive build up of traffic. • The circumstances are such that a police contact handler has strong and objective reasons for believing that the incident should be classified as immediate 	The use of “blues & two’s” is authorised if absolutely necessary to aid attendance for this classification only, and then only in accordance with Code ‘B’ of the Pursuit Management and Tactical Procedure Policy Reports of serious sexual offences are included in this section.
Urgent Attendance	Requires urgent attendance at the earliest opportunity or is a Force priority	<ul style="list-style-type: none"> • Alarms from Alarm receiving centre requiring urgent attendance • Offenders/Witnesses or evidence could be lost if Police do not attend quickly • Offender detained by a Security Professional • Any crime or incident type deemed to be ‘Urgent attendance’ by the Force Control Strategy or at Level 2 Tasking 	Attendance should be as soon as possible but the use of “blues & two’s” is NOT authorised and compliance with all Road Traffic regulations will be maintained. Security professionals include Store Detectives, Security Guards, Uniformed Wardens etc.

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		(live appendix) <ul style="list-style-type: none"> • Victim vulnerability • Critical Incident • Genuine concern for somebody's safety • Hate Crime 	
By Arrangement	Intervention of a resource appropriate to the needs of the caller	<ul style="list-style-type: none"> • Incidents requiring local Police intervention but which fall outside Emergency or Urgent attendance <p style="text-align: center;">or</p> <p style="text-align: center;"><u>Created by Area only after secondary investigation or assessment</u></p> <ul style="list-style-type: none"> • Any crime or incident requiring attendance through Level 1 tasking 	Resourcing of 'by arrangement' incidents are the responsibility of Police Areas. A secondary assessment utilising local knowledge may be made concerning attendance. The principal is that these incidents must be resolved to the satisfaction of the caller
Telephone resolution	Where at first assessment the attendance of a Police Officer is not required	<ul style="list-style-type: none"> • Category 'C' crime – record on CEDAR • Commitment which falls outside the definition of Immediate, Urgent or By Arrangement 	Resolution without deployment, which adequately meets the needs of the caller through telephone advice or Help Desk, access to a database of frequently asked questions, the involvement of another and more appropriate agency or service or through some other method.

n.b. A Motorway incident may be in any category

The incident should be graded according to the policy, not the ability to respond. All incidents should be dealt with appropriately either by attendance or by other means to the satisfaction of the caller. Incident grading must only be changed if the original grade did not comply with the policy or additional information becomes available. The reason(s) for all grading changes must be recorded in the Command & Control log by the operator making the change.