



## **National Standard for Incident Recording Procedure**

This procedure is part of North Yorkshire Police policy to which all Chief Constable personnel and the functions provided by the Police, Fire and Crime Commissioner are required to adhere.

### **Procedure Statement**

The principal aim of the NSIR is to ensure that incidents are risk assessed at the earliest opportunity leading to an appropriate response as well as being recorded in a consistent and accurate manner to help the police and local communities tackle anti-social behaviour (ASB) and other issues.

From the first point of contact, identification and management of risk is crucial to delivering an appropriate response. Each incident should be recorded under the appropriate incident type. The National Incident Category List (NICL) defines each incident type. These categories are not designed to link to a specific graded response as it is important that each request for service is considered on an individual basis in order to deliver the right response.

The role of the contact handler is to apply the THRIVE principles (Call Handling procedure, page 3 refers) in order to obtain sufficient information, through effective questioning, to determine the appropriate response and for them to record their rationale.

### **Overarching Policies:**

Records Management Policy

### **Procedures:**

National Crime Recording Standards Procedure  
Collection and Recording of Police Information STORM  
Data Procedure  
Incident Management and Deployment Procedure  
Call Handling Procedure  
Crime Recording and Occurrence Management Procedure

### **Other Documents:**

Counting Rules for Recorded Crime  
Information Management Section of the College of Policing Authorised Professional Practice (APP)  
Data Quality Assurance Manual (DQAM)

## Process

### National Standard for incident Recording (NSIR)

#### When to record an incident report (NSIR 1.4, page 4 refers)

For the purposes of NSIR an incident is defined as:

‘A single distinct event or occurrence which disturbs an individual’s, group’s or community’s quality of life or causes them concern’.

Effective incident management involves:

- Initial support followed by investigation,
- Analysis and diagnosis,
- Resolution and recovery with, ultimately, incident log closure.

Incidents will be recorded within one of the following five NSIR themes:

- **Transport** (NSIR Chapter 2.1 refers)
- **Anti-Social Behaviour** (NSIR Chapter 2.2 refers)
- **Public Safety and Welfare** (NSIR Chapter 2.3 refers)
- **Administration** (NSIR Chapter 2.4 refers)
- **Crime** (please refer to the NCRS procedure)

## Qualifiers

In addition, each incident should have an appropriate qualifier applied to capture key aspects and characteristics of the incident (NSIR Chapter 2.4 refers)

The following guidance must be taken into consideration when recording an incident:

- **Single Incident Rule** (NSIR 1.5, page 4 refers)
- **Finished Incident Rule** (NSIR 1.6, page 5 refers)
- **Anonymous Reports** (NSIR 1.7, page 5 refers)
- **Incidents and information** (NSIR 1.8, page 5 refers)
- **Other agencies** (NSIR 1.9, page 5 refers)
- **Cross-border incidents** (NSIR 1.10, page 6 refers) (+ see NCRS procedure, page 4)
- **Incidents in other force areas** (NSIR 1.11, page 6 refers)
- **CCTV and ANPR** (NSIR 1.12, page 6 refers)
- **Pre-planned events** (NSIR 1.13, page 6 refers)
- **Sub-categories** (NSIR 1.14, page 6 refers)
- **Qualifiers** (NSIR 1.15, page 6 refers)
- **Data quality and quality assurance** (NSIR 1.16, page 7 refers) All quality assurance activity will be undertaken in line with the guidance set out in the DQAM.
- **Variation between opening and closing codes** (NSIR 1.17, page 7 refers)

- **Force Crime and Incident Registrar (FCIR)** (NSIR 1.18, page 7 refers)
- **The National Incident Category List (NICL)** (NSIR 1.22, page 9 refers)

### **Minimum data standards (MDS)**

Information should be recorded in line with minimum data requirements (MDS) and NYP minimum data requirements (NYP MDS) as follows:

1. Incident reference number
2. Time & date when the incident was reported
3. Method of reporting
4. Reporting person's name with sufficient detail to reasonably identify him/her
5. Reporting person's contact address
6. Reporting person's telephone number
7. Status of the reporting person correct:
8. Location of the incident and time & date occurred (if not the same as time report received)
9. Sufficient information to describe the nature of the report
10. Opening category/first contact information

Additional compliance requirements:

11. Correct NICL category/closure code
12. Sufficient information, at the point of closure, to justify the chosen category
13. Qualifiers identified and correctly applied

### **NYP MDS**

In addition to the above the following information is required to satisfy this test:  
Reporting person's forename, surname, date of birth and one other distinguishing piece of information (i.e. address, telephone number or email).

### **Responsibilities**

#### **Operational Officers and Police Community Support Officers (PCSOs)**

- Ensure you have a sufficient level of knowledge of NSIR.
- Provide comprehensive, accurate updates to enable the application of the appropriate NSIR closing code and qualifier and meet MDS requirements.

#### **Force Control Room (FCR), Communication Officer Controllers and Communication and Crime Recording and Occurrence Management (CROM) staff**

- Accurate recording of the initial incident.
- Correct use and validation of NSIR opening codes, NSIR closing codes and qualifiers and meet MDS and NYP MDS Requirements.

#### **Force and Deputy Crime and Incident Registrar**

- Ensure compliance with the NSIR.
- Review and quality assure incidents, highlight trends and identify gaps in processes and/or knowledge and take steps to rectify these.
- Provide advice and support and act as final arbiter in incident recording.

#### **Operational First Line Supervision**

- Ensure compliance with the NSIR.
- Manage performance of team in aspects of non-compliance, providing feedback and support to staff where areas of improvement are identified.

#### **FCR Supervision**

- Ensure compliance with the NSIR.
- Manage the performance of team in aspects of non-compliance, providing feedback and identification of training requirements.
- Ensure the effective delivery of messages in relation to NSIR compliance provided by Information Management.
- Provide feedback to the Force Crime and Incident Registrar on the completion of briefings and any amendments to records identified as being non-compliant as a result of quality assurance work carried out e.g. the monthly incident to crime NSIR audit.

#### **FCR Management Team**

- Ensure compliance with the NSIR.
- Manage performance of team in aspects of non-compliance.

#### **Corporate Performance Team**

- Submission of NSIR statistical data to the Home Office in line with the Annual Data Requirements.

#### **Commanders/ Heads of function**

- Ensure compliance with the NSIR.
- Manage performance of team in aspects of non-compliance.

#### **Chief Officer Team**

Overall responsibility for the Force's compliance with the NSIR.

#### **Definition of Special Terms**

<b>ASB</b>	Anti-Social Behaviour
<b>CROM</b>	Crime Recording & Occurrence Management
<b>DCIR</b>	Deputy Crime and Incident Registrar
<b>DQAM</b>	Data Quality Assurance Manual
<b>FCIR</b>	Force Crime and Incident Registrar
<b>MDS</b>	Minimum Data Standard
<b>NCRS</b>	National Crime Recording Standard

**NSIR** National Standard for Incident Recording  
**NICL** National Incident Category List  
**PCSO** Police Community Support Officer  
**THRIVE** Threat, Harm, Risk, Investigation, Vulnerability and Engagement.