



Crime Recording and Occurrence Management Unit 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

North Yorkshire Police's (NYP) crime recording, and occurrence management is handled by the Crime Recording and Occurrence Management Unit (CROMU). In order to ensure the accuracy and integrity of crimes and occurrences, the team of specialised Officers will:

- Record, classify, validate, amend, and conclude crime records
- Cancel and Reclassify crime records
- Manage, update, and conclude non-crime records
- Provide cover from 0700hrs until midnight, 7 days a week
- Ensure the approach to crime recording is victim focused and public views are fully considered
- Maintain a consistent approach to crime recording ensuring standards of quality and timeliness are adhered to

CROMU staff will comply with National Crime Recording Standard (NCRS), National Standard of Incident Recording (NSIR) and Home Office Counting Rules (HOCR). This document details procedures to ensure crime recording is carried out correctly.

Procedures:

Call Handling Procedure
Public-Assistance-Grading-and-Dispatch-Policy
Crime-Allocation-and-Investigation
National Crime Recording Standard (NCRS)

Other Documents:

Initial Enquiry Team – Crime Management Guidance
National Contact Management Strategy 2023-28

Process

In a similar manner to incident recording and allocation, it is necessary to categorise and prioritise reports of crime. This is so that appropriate resources can be allocated, and the victim or person reporting is made aware of what the response will be, in order that their expectations are met as far as is possible.

The vast majority of crimes and incidents are reported by telephone to the Force Control Room (FCR). When a crime/incident is reported in person at a Police Station front desk, details will be taken by the member of staff receiving the report. The person reporting will not be asked to return at a later time or report the crime via telephone, a record will be created at the time.

The automated switchboard facility has 3 options for members of the public to contact NYP. The first option is to press 1 to report an incident or crime. When option 1 is selected by the public the call routes directly to the FCR. The measurement for answering these calls falls in line with the Police and Crime Plan and supports the diagnostic indicators set down within the National Contact Management Principles and Guidance.

NYP currently assesses crime reports in accordance with the THRIVE+ process which determines the initial response and subsequent actions. The THRIVE+ process is outlined in the Incident Management and Deployment Procedure.

CROMU will process all reports where the FCR have identified that a crime may need to be recorded. This will be completed for all response grades.

CROMU will provide a recording and processing function and will not be responsible for the standards of investigation. Issues identified will be flagged to supervision on area; the investigation management will remain with the OIC and their supervision. CROMU staff will ensure that compliance with national and force standards are met and will be responsible for flagging issues that do not comply with NCRS or NSIR.

Roles of the Force Control Room (FCR) and CROMU

Once a call for service is received from the public, the call handler in the FCR will apply the six considerations of THRIVE+ to assess the needs of the caller and the circumstances of the incident. Details will be recorded on the STORM Command and Control System.

If the crime requires attendance, it will be either dispatched directly to an Officer or an appointment made at source via the STORM Diary System for an Officer to attend.

Following the THRIVE+ assessment, if it is established that the crime does not require attendance, the incident will be "O" graded. The STORM log will then be disposed of, and the victim informed. The Crime Recording Officers will record and validate the crime in Niche as part of the Crime Validation Process. When the incident is validated as a crime in Niche the SNSD will be shown as the Primary Unit. This allows for SNSD to monitor the "O" graded crimes to quality assure the THRIVE+ assessment.

The below are the key processes which are undertaken by CROMU.

Crime Recording and Occurrence Management Unit Procedure

CROM

Recording all Crimes
Creating Occurrences
VRA/Hate Forms
RTC Reports
PPN
DVDS/CSODS/TecSOS
NON-Crime Ready to finalise
Section 59 Warnings
CAWNs
Domestic Inc Reviews
Missing Person Reports
Fraud Administration
Dealt with at Source Reviews

CMU

Screening In
Crime-Ready to finalise
Cannabis Warning
Occurrence checks - Crimes
Occurrence checks - Incidents
MARAC/Safeguarding
Quality Assurance Reports

Crime Attendance

Volume Crime

Attendance at volume crimes is not mandatory. Attendance and resourcing / deployment decisions should be made following the THRIVE+ assessment, taking into account the needs of the caller and the circumstances of the incident. When volume crimes are reported by members of the public to a Communications Officer within the FCR, the call will be assessed by applying THRIVE+. Where attendance is required, resources will be allocated in accordance with the THRIVE+ led grading process.

Priority Volume Crime

Force Tasking may determine volume crimes requiring mandatory attendance for limited periods of time. Where a decision is made to raise a volume crime to require mandatory attendance it will be the responsibility of the FCR Manager to implement. Review dates not exceeding 3 months must be placed on such crimes given mandatory status.

It will be the responsibility of the attending officer's own supervisor to ensure that the crime is investigated in a timely and appropriate manner. This responsibility may well involve consultation with and advice from the Crime Management Unit (CMU).

A Crime Scene Investigator (CSI) will be required to attend crimes where the THRIVE+ process has indicated that CSI attendance is necessary, or where the officer dealing has carried out an assessment and considers it necessary for attendance. A template will be initiated by Dispatchers via the STORM system requiring CSI attendance. Out of hours call out for CSI's will be authorised only by the FCR Force Incident Manager (FIM).

Victim / Witness Contact/Victim Needs Assessment

When CROMU record a Crime which is closed at source or is not being allocated for investigation, such as Frauds with no call for service or where a Retail Crime Evidence Pack (RCEP) has been sent, CROMU will complete the VWCM.

When CROMU record a Crime that has an OIC or is awaiting an OIC being allocated, such as where a Diary Appointment has been made, the OEL will be endorsed that it is the responsibility of the OIC to complete the VWCM.

In all cases where a crime is recorded a standard 'OEL' template wording will be added to the OEL to ensure the requirements are clear.

CMU will **NOT** finalise any Crime which was recorded after the 1st April 2022 without a VWCM being added to the Occurrence. This is a mandatory requirement and must be complied with. Any Crime which does not have a VWCM will be returned to 'Under Investigation' and the 'OEL' endorsed.

CMU will NOT finalise any crimes which are recorded after the 1st June 2023 which is not a State based crime without a Victim needs assessment completed. This is a mandatory requirement, and any crime which does not have a completed Victim Needs Assessment for each victim will be returned to 'Under Investigation', and the 'OEL' endorsed.

Crime Management, Updates & Finalisation

Short updates of the crime will be via radio from the scene to the dispatcher who will then update the Storm Log where the Incident is live. Where the Incident is managed on Niche the FCR will not update crime records on behalf of officers, this should be done by the OIC updating the OEL or contacting CROMU. Lengthier updates can be provided through three options: via the Niche OEL, internal telephone call to CROMU or finally through a mobile device.

Crime validation should take place within the time frame set out in the NCRS. The Outcome of a crime will be decided by the OIC, Custody Sergeant or another Investigating Officer/Supervising officer.

The Crime Management Unit (CMU) will review and validate crime outcomes, if appropriate to do so, providing the requirements of the HOCR and NCRS have been met.

Where Outcome 16 is requested, there must be an auditable record that demonstrates the victim does not support or has withdrawn support for police action. Without an auditable record the outcome will not be applied and returned back to under investigation.

Where a crime is one of Rape, and High Risk Domestic Abuse and a closure request under outcomes 15/16 this must be endorsed by an officer of the rank of Police Inspector or police staff equivalent or be part of an independent decision making team working directly to the Force Crime registrar unit.

The OIC will ensure that the crime is investigated to the expected standard and their Supervision will ensure a Final Review is added, completing the relevant Outcome Template.

CMU will finalise crimes if appropriate to do so, providing the requirements of the NCRS and HOCA have been complied with. All crime records must clearly state that the victim has been updated with the result of the police investigation prior to the crime being finalised by CMU.

All CROMU staff will make decisions using the NDM. Crime recording is complex and often requires decisions to be made based on limited information. CROMU staff will complete required processes with the information provided at the time. Decisions will be based on this information and maybe subject to change. Decisions will be recorded and in all cases a rationale will be provided. The reasons for decisions maybe subject to change and or challenged at a later date.

A Dedicated Decision Maker (DDM) will be appointed to comply with the requirements of NCRS. A DDM involved in the decision-making process must be at an appropriate level for the seriousness of the offence being considered. CMU staff are authorised to apply alternative disposals to all offences where the circumstances of the alternative disposal are appropriate.

The Force DDM or FCIR will undertake all other DDM responsibilities as set out by the HOCA including the authorisation of Outcome 4 and 5. This will include all serious and complex cases except for Rape which will only be conducted by the FCIR.

CROMU will be required to adhere to the full range of internal NYP crime recording indicators. These will be monitored on a regular basis by CROMU Managers and the Crime and Incident Registrar.

Training

All CROMU staff must complete the designated training in a classroom environment. The training provided will be relevant to the role. This is followed by a period of tutorship by a trained and designated tutor who will follow a role specific framework of competencies. A staff member will be considered as competent once each of the competencies within the framework has been achieved. It will be the responsibility of the tutor to raise any concerns they may have regarding the competence of a tutee with management.

CMU staff will be trained in CROM functions in addition to CMU training.

Further training will be provided with awareness training covering new Processes, Procedures and Legislation as necessary. This training will vary depending on the function of the staff and the impact of the new processes on their roles.

Access to NICHE Records Management System (RMS)

There is limited access to create, amend, update, and delete information within NICHE. Access levels relating to NICHE across the remainder of the Force are determined by role and are strictly controlled. Selected staff in CROMU will have access to restricted records in order to undertake their role. This will be issued based on the needs of the department.

Responsibilities

Police Staff – Crime Recording and Occurrence Management Officers

- Receive telephone calls from Police Officers and Police Staff through a dedicated internal telephone number provided to create/update crime and non-crime occurrences
- Manage and validate all crimes from all sources
- Assign incidents to IET Team for further action/investigation if appropriate
- Receive and process emails both internally and externally and emails from other forces relating to crime transfers
- Ensure the accuracy of data, taking steps to correct data where it is found to be inaccurate
- Process submissions from officers and update records accordingly
- Report Fraud matters to Action Fraud
- Ensure the accuracy of validation of HO Classifications and the number of recorded crimes in line with the HO CR
- Perform timely finalisation in line with agreed standards
- Adhere to the full range of Service Level Agreements
- Provide specialist support regarding HO CR and crime recording
- Manage unit Tasks and Workflows submitted
- Process/review Data Quality Reports and update records
- Review and Finalise with appropriate outcome any crime closed as Dealt with at source, where a review deems it not appropriate as a dealt with at source, staff will reopen with a Re-THRIVE+ assessment with rational.

Police Staff – Crime Management Unit Officers

- Receive telephone calls from Police Officers and Police Staff through a dedicated internal telephone number provided to create/update crime and non-crime occurrences when required
- Assign incidents to IET Team for further action/investigation if appropriate
- Raise crime Investigation issues identified with management
- Review and manage Safeguarding Referrals and record crimes where required
- Receive updates to crime direct from NYP Staff
- Receive and process emails both internally and externally and emails from other forces relating to crime transfers
- Ensure the accuracy of data taking steps to correct data where it is found to be inaccurate
- Act as DDM as required by NCRS in appropriate cases
- Cancel and reclassify crime records as required in line with HO CR
- Process submissions from officers to finalise crime reports
- Apply recorded crime Outcomes in line with HO CR
- Ensure the accuracy of HO classifications and number of crimes recorded in line with HO CR
- Perform timely finalisation in line with agreed standards
- Undertake data quality work as needed
- Adhere to the full range of Service Level Agreements
- Provide specialist support regarding the HO CR, NCRS and crime recording
- Manage unit Tasks and Workflows submitted
- Process/review Data Quality Reports and update records

First Line Manager

Police Staff – CROMU Managers

- Ensure all calls are answered within the National Contact Management Principles and Guidance
- Supervise the CROMU workload
- Provide support and advice to NYP staff on crime related matters
- Monitor the recording and compliance of crimes and incidents with accurate and ethical recording and detection in line with national standards
- Ensure the accuracy and integrity of recorded crimes by quality assuring the work undertaken by CROMU staff
- Where it is identified that work does not meet the required standard, provide feedback/ additional support to team members in order to improve standards
- Ensure steps are in place to monitor progress of staff
- Represent the force at national meetings as required
- Develop and review functions and processes used by CROMU to ensure that they are efficient and effective, making recommendations for change
- Monitor the performance and wellbeing of staff through IPM's, in order to identify support where required.

Definition of Special Terms – N/A