



## Devon & Cornwall Police

<b>Force Policy &amp; Procedure</b>	<b>Grading and Deployment Policy</b>
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## 1. Policy Intentions [FOIA - Open]

- 1.1 It is the intention of this policy to detail the grading and deployment policy criteria for Devon and Cornwall Police.
- 1.2 All records created as a result of this policy will be retained in accordance with [D032 – Records Management Policy](#).
- 1.3 In the application of this policy staff are reminded of the need to comply with the standards and principles of the [Code of Ethics for Policing](#).

## 2. Introduction [FOIA - Open]

- 2.1 The overarching aim of First Contact Resolution is to resolve the optimum number of requests for service at the first point of contact without the need to deploy unnecessary and inappropriate resources. Where the Force does not resolve the request for service at the first point of contact, a police resource will be deployed.
- 2.2 This policy is the gateway to deployment of Police resources via CMCU or from a crime complaint following the application of the Solvability Matrix.
- 2.3 Incident logs generated via CMCU will be graded in accordance with the level of Threat, Risk, Harm and/or Vulnerability. Routine crime deemed appropriate for recording at the first point of contact will be dealt with in accordance with the principles outlined within the Solvability Matrix and resourced via the Crime Allocation Process.
- 2.4 The overarching principle of this Force Grading and Deployment Policy is based upon the level of Threat, Risk, Harm and/or Vulnerability which then determines the level of response. It is acknowledged that in order to meet key Force Performance priorities and ensure the victim is at the heart of everything we do, we must be able to respond dynamically to a changing environment.
- 2.5 Therefore any crime which would normally be assessed as suitable to be recorded, at the first point of contact can become subject of a deployment via an incident log if authorised by the Force Performance Group.
- 2.6 The National Decision Model (NDM) will be considered in the application of this policy. The aim of the NDM is to assist officers and staff in making operational decisions based upon organisational values and professional judgement. For further guidance, staff should refer to APP > [National Decision Model](#).
- 2.7 For guidance in relation to supervisors responsibilities in relation to deployable resources, please refer to [Appendix A](#)
- 2.8 This policy document is supported by the following Working Practices:  
[Anti-Social Behaviour Logs \(BQY90\)](#)  
[Emergency call Handling \(BQY21\)](#)

### 3. Procedures [FOIA - Open]

#### 3.1 First Contact Resolution (FCR)

3.1.1 FCR is where a request for service is properly assessed and not routed beyond that point. This will mean, wherever feasible, the matter is resolved at that point without further police action.

The following are examples of a resolved call

- Advice by telephone
- Signposting to other partners / agencies
- Duplicate incidents
- Crime is directly recorded

3.1.2 If FCR is not appropriate an Incident Log will be created and graded, based on the Professional Discretion Framework, THRIVE (Threat, Harm, Risk, Investigation, Vulnerability, Engagement).

#### 3.2 Professional Discretion Framework – THRIVE & Enhanced Crisis Communicators

3.2.1 Force Contact Centre (FCC) staff will determine the incident grading based on their knowledge, experience and application of a **professional discretion framework** and consideration of Force values and the Code of Ethics.

3.2.2 In order to gather and accurately assess relevant information to enable them to apply the **professional discretion framework**, Call Handlers will use the NDM. Please refer to APP > [National Decision Model](#) for more information.

3.2.3 This is a cyclical model that structures the application of professional discretion. Within the assessment of the situation element, Call Handlers should consider the mnemonic THRIVE. THRIVE is a risk assessment tool that considers six elements to assist in identifying the appropriate response grade based on the needs of the caller and the circumstances of the incident. All incidents will be subject to the application of professional discretion.

3.2.4 The THRIVE components are:

#### **Threat – Harm – Risk – Investigation – Vulnerability – Engagement**

**T**hreat – A person or circumstance likely to cause damage or danger

- Who/what is in danger?
- What is the nature of the threat?
- Where does the threat come from?
- What is the immediacy of the threat?

**Harm** – To hurt or injure someone or to cause damage or loss

- What is the extent of the harm/damage/loss that has been caused?
- What is the impact on the individual, group, community or organisation?

**Risk** – The probability of the threat/harm being realised

- What is the likelihood or potential of the threat occurring?
- What would be the impact of us not taking action or attending?
- What would be the impact of a lower deployment grading?

### **Investigation**

From conversation with the caller, what evidence or investigative opportunities are available?

- Is evidence time sensitive?
- Crime in progress/recently discovered?
- Suspect known seen?
- Forensic evidence?
- CCTV?
- Similar circs to incident already reported?
- Unusual MO?
- Identifiable property?
- Hate incident/crime?

### **Vulnerability**

Vulnerability has been defined for the purposes of call management as

“A person is vulnerable if as a result of their situation or circumstances, they are unable to take care or protect themselves, or others, from harm or exploitation”

- Is the person unable to protect themselves or others from harm or exploitation?
- Identify Vulnerabilities

Consider:

- Family circumstances (for example, a child at risk at the address)
- Personal circumstances (for example, drug/alcohol misuse)
- Intimidation (fear or distress)
- Health and disability (for example, someone with learning disabilities)
- Equality and diversity (for example, the 9 protected characteristics)
- Economic circumstances (for example, extreme deprivation)
- Repeat victimisation (see below)

### **Engagement**

'Effective communication promotes our service delivery. The needs of the caller or circumstances of the incident represents an opportunity for engagement'

Is the risk to the caller/victim affected by that individuals ability (or lack of ability) to engage with the force effectively (e.g. with the officers attending) Do they need support from a relative, support worker, language line, texting service etc. now or further down the line.

### **3.2.5 Enhanced Crisis Communicators (ECCs)**

3.2.5.1 CMCU have a number of trained staff as 'Enhanced Crisis Communicators' (ECCs). The purpose of this role is to provide initial communication with those members of the public reported as, or indicating either

- a) self-harm or
- b) intentions of suicide

until a trained police negotiator can be engaged.

3.2.5.2 The use of ECCs will only be for incidents involving self-harm or suicide intervention, where a member of CMCU might ordinarily be tasked to make initial contact with the person believed to be in crisis, and only until the deployment of trained negotiators can be arranged.

3.2.5.3 There will be no change or delay to the deployment of police negotiators as a result of engaging ECCs. The intention of using an ECC to support the management of an incident will not be as an alternative to deploying a police training negotiator, but to enhance the quality of the initial contact until negotiators can be deployed.

3.2.5.4 ECCs must not be proactively used in complex situations nor, specifically, those involving firearms or PSU deployments, potential crimes in action (K&E), terrorism, nor where negotiators have already deployed. They will only be used with the agreement of the Force Incident Manager (FIM)/Sergeant to ensure their use is in line with both their training and the overall management of the incident, and where they become engaged in significant dialogue (beyond approximately 10-15 minutes) negotiators should be considered to ensure that the deployment of negotiators are not unduly delayed.

3.2.5.5 ECCs will not be deployed to the scene of incidents. Remaining within the control room, ECCs will either receive calls direct from those in crisis, be used to support colleagues who are engaged in such calls, or be used to proactively ring persons in crisis as an interim measure until negotiators are deployed.

3.2.5.6 Consistent with the prioritisation of incidents according to risk and harm, CMCU managers will prioritise their resources in support of such incidents. ECCs will, therefore be redeployed within the control room to support colleagues taking such calls, and likewise be provided with a colleague to support them whilst taking/making such calls. This support will normally be to listen, provide advice and prompts, and to take responsibility for updating the relevant STORM log.

This support would enable the primary communicator to focus entirely on the conversation and thereby provide the best service to the person in crisis at the other end of the line.

3.2.5.7 ECCs have a duty to decline requests to make calls where the demands being made upon them are either beyond their training or their role. If requested to do so, the matter will be referred to the FIM, and if any advice is required, the on-call Force Negotiator Co-ordinator will be contacted.

3.2.5.8 All deployments of ECCs will be subject of a 'deployment form' via SharePoint that will be reviewed by CMCU and Negotiator managers to ensure Continuous Professional Development (CPD), support to the ECC, and compliance with the role. Feedback issues will be reviewed and actioned accordingly via the FIM assigned the relevant portfolio.

### 3.2.6 **Escalation of Decision Making**

3.2.6.1 Call Handlers should seek the advice of a FIM in the event of being unsure as to the appropriate response grading to give an incident. All incidents will be recorded on STORM and will be graded to indicate to Resource Deployment Officers (RDOs) the appropriate level of response required.

3.2.6.2 As the incident progresses through the Control Room chain the incident can be re-graded in light of new information. A down-grade must be authorised by a Control Room Sergeant. An incident will not be downgraded purely due to a lack of available resources. A clear rationale for a downgrade must be recorded on the Call Card. A re-grade to a higher response grade does not require any authorisation.

3.2.6.3 The rationale for any subsequent change to the level of response must be recorded in full at the time it is made.

### 3.2.7 **Recording Professional Discretion Decision**

3.2.7.1 Immediate incidents will not require the recording of any rationale for grading as the needs of the caller and circumstances of the incident will clearly indicate the required response.

3.2.7.2 Call Handlers should use their discretion as to whether to record a rationale taking into account the circumstances of the reported incident and the decision they have made.

### 3.2.8 **THRIVE Quality Assurance Process**

3.2.8.1 Within the FCC, calls for service are monitored by FCC Supervisors to quality assure the application of the THRIVE concept. Live incidents of all grades are continually monitored and assessed for correct grading. This task is completed by a Deployment Manager on a 24/7 basis. If the THRIVE concept has not been correctly applied to a call for service, incident grading or resource deployment then the incident will be reassessed using THRIVE with the decision maker and guidance provided where appropriate.

3.2.8.2 The THRIVE concept will be internally inspected/assessed periodically to ensure its aims, objectives and outcomes are in line with original proposals.

### 3.2.9 **Relevant Risk Principles**

- i) The willingness to make decisions in conditions of uncertainty (i.e., risk taking) is a core professional requirement of all members of the Police Service.
- ii) Maintaining or achieving the safety, security and wellbeing of individuals and communities is a primary consideration in risk decision making.
- iii) Risk taking involves judgement and balance of a particular decision against the seriousness and likelihood of the possible harms.
- iv) Harm can never be totally prevented. Risk decisions should, therefore, be judged by the quality of the decision making, not by the outcome.
- v) Members of the Police Service who make decisions consistent with these principles will receive encouragement, approval and support.

### 3.3 **When Command and Control should deploy a resource**

3.3.1 Incident logs generated via the control room will be graded in accordance with THRIVE. The following is a non-exhaustive list of matters where a police resource would be sent.

- To save life and/or prevent serious injury
- Prevent or deal with public disorder
- Sudden or unexplained death
- Sexual offences within the forensic seven day evidential window
- Serious violent offences
- High public interest
- Offender detained or still in the locality
- Where the scene needs to be preserved
- Where evidence is likely to be lost
- Fatal and injury RTCs, any RTC involving serious traffic disruption
- Hate crime
- Domestic Abuse (including non-crime Argument Only Domestic)
- Missing persons (other than no apparent risk)
- Where the victim is considered vulnerable
- To Crimes that have a significant impact on the victim or have special circumstances
- To any Crimes or incidents that have been identified by the Force Performance Group as a Force priority.

3.3.2 The full range of graded responses is:

Immediate  
Prompt  
Vulnerable  
Routine  
Appointment  
Complaint  
Non-attendance

3.3.3 All deployable resources employed by Devon and Cornwall Police can be called to respond to any incident. In the first instance a Response Officer will be deployed to Immediate or Prompt graded incidents. This includes Response Officers from any adjoining LPA where they are the nearest deployable resource. If there are no available Response Officers then other resources **will** be deployed such as Neighbourhood Beat Managers, Local Investigation, Roads Policing etc. For guidance in relation to supervisors responsibilities in relation to deployable resources, please refer to [Appendix A](#)

### **3.4 Definition of Immediate**

3.4.1 Immediate Police attendance required – 20 minute response time, urban and rural.

3.4.2 Circumstances where an incident is reported which is taking place and in which there is or likely to be a risk of, for example:

- Danger to life;
- Use, or immediate threat of use, of violence;
- Serious injury to a person and/or
- Serious damage to property;
- Crime is, or is likely to be, serious and is in progress;
- Offender disturbed at scene;
- Offender detained (violent/danger to others);
- RTCs that involve or likely to involve serious injury;
- The road is blocked or there is dangerous or excessive build-up of traffic.

3.4.3 Other incidents that attract an immediate response are:

- Intruder or Personal Attack Alarm activation in accordance with ACPO/NPCC Security Systems Policy
- Police Portable Alarm activations that indicate Intruder, Personal attack, Tamper.

3.4.4 The above list is not exhaustive; any circumstances that the call handler has strong reasons to believe that the incident should be classified as an emergency can be graded as an immediate response.

3.4.5 Callers will be advised that their report is being treated as an emergency and, if appropriate be informed of the target response time.



### **3.5 Definition of Prompt**

3.5.1 A Priority Response – In which a police Call Handler has risk assessed that there is a degree of importance or urgency associated with the initial police action but an emergency response is not required. Response time – 60 minutes.

3.5.2 Points to consider are:

- A witness or other evidence is likely to be lost if attendance is not within 60 minutes
- The offender has been detained (passive)
- The situation may re-occur or escalate within the hour
- Owing to vulnerability there is genuine need for attendance within an hour.

3.5.3 Callers will be advised that their report is being treated as urgent and, if appropriate be informed of the target response time, the expectations of the customer need to be understood and managed.

### **3.6 Definition of Routine (Scheduled)**

3.6.1 Routine / Scheduled police response to a routine incident where it is appropriate to be dealt with within 48 hours. Logs graded as routine can be dealt with by appointment.

### **3.7 Definition of a Vulnerable Log**

3.7.1 Where the subject of the incident has been identified and recorded as being vulnerable and police attendance is not deemed to be required urgently (prompt or immediate) and is therefore appropriate to be dealt with within 48 hours.

### **3.8 Definition of a Complaint Log**

3.8.1 Where a caller wishes to make a complaint against a member of police staff or an officer and the matter is not appropriate to be dealt with over the telephone by completion of form 222a. Local supervisors will therefore be allocated to the complaint log for initial contact, investigation and recording.

3.8.2 If the complainant agrees to contact from a DRT officer at a proposed time and the complaint is suitable for initial contact in this manner, then a diary entry can be booked on STORM and log switched to DRT calls for a call back at the arranged time.

### **3.9 Definition of a Non-Attendance Log**

3.9.1 Where the matter being reported requires recording in line with National Standards of Incident Recording (NSIR) but does not currently require the deployment of police resources to the caller or scene.

### **3.10 Definition of a missing person (no apparent risk) Log**

- 3.10.1 Where a person has been reported as missing but assessed as no apparent risk as per Force policy ([D072](#)). No police attendance will generally be required. The log will be transferred for control to the Control Room Sergeant.

### **3.11 Deployment of Police Community Support Officers**

- 3.11.1 PCSOs will be deployed in the normal manner, via Airwave by the RDO. Any decision to deploy a PCSO to an incident must take into consideration their role, equipment and training in accordance with working practice [TP07 – Deployment of PCSOs](#).

### **3.12 Crime Recording**

- 3.12.1 For information regarding the recording of crime at first point of contact refer to Pirates guidance regarding the '[minimum standards of a call card](#)' and '[Crime Reporting, Management and Investigation Working Practice](#)' document, paragraph 2 via [D024 – Crime Reporting](#).

### **3.13 Anti-Social Behaviour (ASB)**

- 3.13.1 The Force's aim is to reduce incidents of ASB, strengthen enforcement, reassure the public and increase the quality of life and feelings of safety in the community. In particular we aim to identify and support those in our communities who are most at risk of harm, and work with our partners to develop plans to safeguard them. For further guidance, reference should be made to the CMCU working practice [Anti-Social Behaviour Logs \(BQY90\)](#)

### **3.14 Intelligence**

- 3.14.1 The only incident logs created for intelligence reports will be reports made through OP TAURUS (report of 'actionable intelligence' which is actually occurring or imminent and requires immediate or prompt attention). ([Intelligence Submissions - BQY80](#))

### **3.15 Appointments**

- 3.15.1 If a decision is made to deal with a routine incident as an appointment once all the required risk assessments have been considered, an incident log must be raised if not already created. The log is to be updated that an appointment has been made and it should be graded accordingly. The log should then be transferred to the "Appointments" workgroup by using the transfer action "Force Control" where it will remain until the time of the appointment and be updated by the officer dealing. See [BQY101 – The Appointments System](#) for further guidance.
- 3.15.2 Officers will ensure that on completion of an appointment the log is updated with sufficient details to comply with NSIR. This will include a summary of the incident and actions taken to resolve or a crime reference number in accordance with National Crime Recording Standards (NCRS).

- 3.15.3 All appointments will be managed through the LPP calendars. It is the responsibility of each local policing area to keep their calendar up to date. CMCU will populate the calendar according to the availability shown.
- 3.15.4 Appointments are a suitable method of resolving routine incidents in line with the wishes of the caller. Examples of where an appointment would be appropriate are where the victim specifically requests an appointment or they are unavailable for an extended period of time and it would be inappropriate to keep the routine log in the control room awaiting their return.
- 3.15.5 All appointments relating to a crime must also be crimed at the first point of contact and the crime number added to the Storm appointment.
- 3.15.6 It is the responsibility of each LPA to finalise the appointment STORM Logs. Should they not be finalised promptly, it is the role of DRCT to assist in the log management by checking the risk has not changed, inform the duty Critical Incident Manager (CIM), inform Daily Management Meeting (DMM) and re-defer the log for LPA to update or deal as required.

#### **4. Assessment Compliance [FOIA - Open]**

- 4.1 This document has been drafted and audited to comply with the principles of the Human Rights Act. Equality and diversity issues have also been considered to ensure compliance with Equality legislation and policies. In addition Data Protection, Freedom of Information, Management of Police Information and Health and Safety issues have been considered. Adherence to this policy will therefore ensure compliance with all relevant legislation and internal policies.

#### **5. Review and Ownership [FOIA - Open]**

- 5.1 The review of the contents of this policy is the responsibility of the Commander, Alliance Operations. Review of the policy will be undertaken annually.

## **Appendix A – Supervisors’ Responsibilities in Relation to Deployable Resources [FOIA - Open]**

- 1 The Force must ensure it has an effective method of deployment to effectively match its resources to meet calls for service, whilst maintaining excellent levels of service delivery. To ensure this takes place the Force will adopt a principle that all deployable resources can be utilised Force-wide.
- 2 CMCU employs Resource Deployment Officers (RDOs) whose primary responsibility is the Command & Control of incidents. This requires them to dispatch suitable resources to incidents and deal with requests from operational units.
- 3 Where necessary RDOs will instruct resources to attend Immediate and Prompt incidents across LPA boundaries, using the principle of the nearest and most suitable unit. The RDO will use the principles of ‘Task not Ask’, whereby the Control Room will take command of incidents and the control over what resources are deployed and to where, with Units being directed to attend incidents.
- 4 Immediate and Prompt incidents will take precedence and RDOs will re-deploy units who are dealing with routine incidents as and when necessary.
- 5 Officer safety is paramount and officers can be confident that all warning markers and relevant history will be passed over air using the ethos of **A**ccuracy, **B**revity and **C**larity negating the need to ask for further information from the RDO.
- 6 All supervisors are to adopt a pro-active approach in ensuring all their staff affiliate their radios when booking on duty. This enables CMCU to ‘pin point’ an officer’s location on the XC mapping system. This is an important process in regards to officer safety and will enable the effective deployment of all Force resources.
- 7 Supervisors will check the affiliation status of their officers at regular intervals to ensure compliance.
- 8 Airwave speak will be adhered to at all times. Supervisors and RDOs will not discuss any decisions regarding deployment on ‘air’. Such conversations and any subsequent challenge to a resourcing decision will be made through the FIM via telephone.