



## Leicestershire Police

### Contact Grading & Incident Response Policy

Owner:

Department Responsible:

Chief Officer Approval:

Date of next review:

Security Marking:

**This policy and procedure has been reviewed against APP and all relevant procedures.**

Moved to APP:

Rationale:

**This document has been produced in conjunction with the Leicestershire Police Legislative Compliance Pack**

#### Review log

Date	Minor / Major / No change	Section	Author
October 2011	LIV	All	Supt 309 Cotrill
February 2012	Minor	All	Supt 309 Cotrill
September 2013	Minor	All	Chief Inspector Roe
November 2014	Minor	All	Chief Inspector Roe
February 2015	Major	All	Chief Inspector Roe
July 2017	Minor	All	Chief Inspector Gillard
June 2019	No Change	Await TOM	Supt Rich Ward
August 2020	No change	All	Supt Grant Wills
October 2022	Major	All – creation of procedure	DS 4715 Cullen / CI 2908 Bunn

**Note: Authorised Professional Practice (APP) has been checked.**

## Policy

### **1. Statement**

Leicestershire Police is committed to the prevention of Crime and Disorder and the protection of life and property across Leicester, Leicestershire and Rutland.

We are committed to dealing with all contact for service in a professional manner in line with the National Contact Management Strategy, and Principles and Practise. Utilising the National Decision Model and the THRIVE A risk assessment matrix (Threat, Harm, Risk, Investigation, Vulnerability, Engagement and Appropriate Agency) to resolve the optimum number of requests for service at the first point of contact in line with the principles set out in the Code of Ethics and “Our Duty”.

An effective system of Contact Handling, Incident Management and Operational Response will deliver a quality, public focused service. We will conduct an initial investigation by robust questioning and identify and respond to vulnerability.

We will ensure that criminal offences are identified and recorded in line with the National Crime Recording Standards (NCRS) and that Contact Records are created in line with the National Standard for Incident Recording (NSIR).

We will provide a consistent and proportionate approach to dealing with all contacts for service for example Crimes in Action, Antisocial Behaviour, Hate Crime, Domestic Violence, Repeat Victims, Rural Crime, Missing Persons, Immediate threats to life and incidents involving vulnerable people.

We will provide proportionate crime prevention advice by Contact Management staff where appropriate to do so. This will not replace more detailed advice provided by the officer in the case as part of subsequent investigation.

### **2. Aim**

In line with “Our Duty” this policy supports the delivery of the level of service required by the diverse communities of Leicester, Leicestershire and Rutland. The aims of this policy are:

- To maintain public safety and reassurance.
- Ensure that a police response is provided in line with core duties of enforcing criminal law, protecting the public and preventing disorder.
- Enable staff to quickly and efficiently identify the most appropriate response based on the circumstances of the incident and the needs of the person making the contact, be that the victim or any other concerned party.
- That all graded response decisions are made in an ethical and non-discriminatory manner utilising THRIVE A principles and the National Decision Model.
- Enable staff to assign and deploy the nearest and most appropriate resource to an incident.
- Provide a consistent and accurate incident record even if it does not require an immediate police response.
- Make every contact count.
- Maximise public satisfaction and confidence.
- Answer 999 calls within 10 seconds.

- Answer non-emergency calls in a timely manner prioritising the 999 calls where required.
- Respond to on-line contact (emails, website contact and social media) in a timely manner prioritising the 999 calls where required.

### **3. Scope**

This policy details the four levels of grading that can be assigned to contacts for service from the public, together with the appropriate deployment of resources and the standard of service the communities of Leicester, Leicestershire and Rutland should expect from Leicestershire Police.

This policy applies to all Leicestershire police officers and staff but particularly to those based within the Contact Management Department.

This policy sets out principles to help guide decision making, however it is vital that staff have the freedom to innovate and exercise discretion and make risk based decision centred on the needs of those involved and the merits of each situation.

The Chief Officer Lead for this policy is the ACC of Crime and Local policing.

### **4. Legal Basis**

The following are considered in producing and reviewing this policy:

- \* Equality Act 2020
- \* Human Rights Act 1998
- \* Data Protection Act 2018
- \* Freedom of Information Act 2000
- \* HMICFRS inspections findings local and thematic
- \* NPCC National Contact Management Strategy
- \* National Contact Management Principals and Practice
- \* National Standard of Incident Recording
- \* National Crime Recording Standards
- \* Health and Safety at Work Act 1974
- \* NPCC Risk Principles