



Heddlu Police

DYFED-POWYS

Crime and Incident Recording and Investigation Policy

Policy summary:	<i>Dyfed-Powys Police standards of crime and incident recording, allocation, investigation and closure</i>
Policy number:	<i>032/2021</i>
Version control:	<i>Version 1.0 Date: 05/10/2021 Author: T/DCI [REDACTED] Rationale: Replaces Crime Recording, Allocation and Investigation policy v6.0; implementation of End to End project restructure A full version control is available here.</i>
Date implemented:	<i>07/11/2021</i>
Review date:	<i>06/11/2023</i>
Owner/contact:	<i>DCI Crime and Incident Hub</i>
Approval	<i>Approval by End to End Project Group Date: 05/10/2021</i>
Final Approval	<i>Approval by End to End Project Group Date: 05/10/2021</i>
Consultation and approval	<i>This policy has been designed in consultation with managers and practitioners identified as stakeholders as part of the End to End Project</i>
Welsh Translation	<i>Yes</i>



1. Statement of Policy

The aim of this policy is to provide clear and consistent guidance to Dyfed-Powys Police (DPP) officers and staff in relation to the standards of crime and incident investigation, and to ensure reassurance to the public that any incident reported to the police will be recorded in line with the National Crime Recording Standards (NCRS) and the Home Office Counting Rules (HOCR) for recorded crime, appropriately risk assessed and with all safeguarding issues addressed by police or partners. This policy aims to ensure that Dyfed-Powys Police has effective systems and governance in place for crime recording, supervision and allocation to support the investigation process and standards.

This policy has been created in line with the College of Policing Authorised Professional Practice (APP) for Investigation and should be read in conjunction with national standards and powers and policies of relevant partners.

Applies (but not limited) to: All categories of Dyfed-Powys Police employees, whether full-time, part-time, permanent, fixed term, temporary (including agency staff, associates and contractors) or seconded staff. Any employee accessing and using Force assets and property must have due regard to the contents of this policy.

2. Policy Scope

This policy should be followed, together with the relevant procedures and guidance notes, by all police officers and staff involved in any aspect of the recording, allocation and investigation of crimes and incidents within DPP.

Staff and officers can find all relevant internal guidance material for this policy on the Policies and Procedures page of the intranet.

It provides clarity of roles and responsibilities, identifies the standards required and provides a reference for the decision-making process. The policy highlights the roles and functions within Response Policing, the Crime and Incident Hub, the local Investigation Units and Specialist Crime departments.



The public must be reassured that any crime reported to the police will be recorded in line with the Home Office Counting Rules (HOCR), appropriately risk-assessed and that all safeguarding issues will be addressed by police or partners.

It is essential for maintaining public confidence in the future that any decision regarding the recording, allocation and outcome of investigations is victim-focussed, proportionate, robust and consistent.

3. Powers and Policy/Legal Requirements

Any crime or incident disclosed to police must be recorded appropriately. A substantiated crime must be recorded as per Home Office Counting Rules using the in-force crime recording systems. Any Non-Crime Incident will be recorded on the force command and control system (STORM) and requires updating by the officer dealing with the incident. This is to ensure that, should any future incidents occur, they are easily identifiable and can be highlighted to partner agencies.

If an investigation requires the involvement of the Crown Prosecution Service (CPS), the appropriate guidance and policies of the CPS should be used to assist investigators with regards to investigation decisions, outcomes, victims, witnesses and suspects.

For cases that involve vulnerable people, other DPP policies and those from other relevant agencies and national bodies (such as National Crime Agency and College of Policing) provide guidance and best practice.

Other internal policies around vulnerable or minority groups and individuals can provide further guidance around the recording and safeguarding standards of our policing response.

This policy should be read in conjunction with:

DPP Internal

- Graded Response and Deployment Policy
- Adult at Risk Policy
- Crime Data Quality Audit Policy
- Hate Crime Policy



- Domestic Abuse Policy
- Investigation and Prosecution of Rape Policy
- Intelligence Policy
- Investigation Interviewing Policy
- LGBT Liaison Officer Policy
- Missing Persons Policy
- Public Protection Unit Policy
- Stalking and Harassment Policy
- Vulnerability Policy
- Fraud Policy
- Data Protection Policy
- Health and Safety
- DPP Code of Ethics

External

- College of Policing National Decision Model (NDM)
- College of Policing Authorised Professional Practice on Investigation
- Home Office Counting Rules for Recorded Crime (HOCR)
- National Crime Recording Standard (NCRS)
- Nation Standards for Incident Recording (NSIR)
- Police and Criminal Evidence Act 1984 (PACE)
- Criminal Procedure and Investigations Act 1996
- Police and Justice Act 2006
- Police Reform Act 2002
- CPS Policies
- Data Protection Act 2018 and UK GDPR

EQUALITY IMPACT ASSESSMENT

Section 4 of the Equality Act 2010 sets out the **protected characteristics** that qualify for protection under the Act as follows: Age; Disability; Gender Reassignment; Marriage and Civil Partnership; Pregnancy and Maternity; Race; Religion or Belief; Sex; Sexual Orientation.

The **public sector equality duty** places a proactive legal requirement on public bodies to have regard, in the exercise of their functions, to the need to:



Heddlu Police
DYFED-POWYS

- eliminate discrimination, harassment, victimisation, and any other conduct that is unlawful under the Act;
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The equality duty applies to all protected characteristics with the exception of Marriage and Civil Partnership, to which only the duty to have regard to the need to eliminate discrimination applies.

Carrying out an **equality impact assessment** involves systematically assessing the likely or actual effects of policies on people in respect of all the protected characteristics set out above.

An equality impact assessment should be carried out on any policy that is **relevant** to the public sector equality duty. An equality impact assessment template is available [here](#).

EQUALITY IMPACT ASSESSMENT COMPLETED

Name:	T/DCI [REDACTED]
Department:	Investigations, CID
Signed:	[REDACTED]
Date:	24/8/21

HUMAN RIGHTS ACT CERTIFICATE OF COMPLIANCE

This policy has been drafted in accordance with the Human Rights Act and has been reviewed on the basis of its content and the supporting evidence and it is deemed compliant with that Act and the principles underpinning it.



Name:	██████████
Department:	Legal Services
Signed:	██████████
Date:	31 August 2021

4. Options and Contingencies

4.1 Crime Recording

All crime related incidents will be recorded on the force Command and Control System (STORM) to ensure that an effective audit trail has been created. All crimes will be recorded in accordance with the NCRS and HOCR. The Crime and Incident Hub (CIH) is responsible for the recording of all reports of crime that do not require initial police attendance (see *Graded Response and Deployment Policy*), and the verification of all reported crimes including those undertaken by others.

4.2 Triage and Assessment

To aid robust and defensible decision-making around investigations, an Investigatory Framework (IF) will be used, consisting of the following elements: Victim's Views and assessments relating to Vulnerability, Solvability and Proportionality. This will be undertaken by the Crime and Incident Hub.

Making appropriate triage and assessment decisions at the earliest opportunity is vital in order to ensure that we have the capacity to manage the volume of crime and therefore deliver an effective investigative response. Inappropriate triage and assessment will create excessive demand on investigators and ultimately impact on the quality of service given across the force area.

4.3 Crime and Incident Allocation



To ensure that Dyfed-Powys Police makes the most efficient use of our resources, investigations will be allocated to officers for investigation based on a number of factors such as:

- The THRIVES risk assessment (Threat, Harm, Risk, Investigative opportunities, Vulnerability, Engagement, Safeguarding)
- The seriousness/complexity of the investigation (Professionalising Investigation Process (PIP))
- The requirement for a nationally registered PIP Level 3 Senior Investigating Officer (SIO) to manage the investigation.

This will ensure that the correct investigator with the requisite skills, training and knowledge is matched to each investigation from the outset.

4.4 National Decision Model

Dyfed-Powys Police will use the National Decision Model (NDM) when making decisions and to review and evaluate past decisions and actions. The NDM will also be used to support training and promote learning.

4.5 Investigation Standards

Dyfed-Powys Police will follow the Professionalising Investigation Programme (PIP) to ensure that appropriately trained and accredited staff are allocated to the correct level of investigation. The national standard, which DPP follows is:

- PIP 1 – Priority and Volume crime investigations
- PIP 2 – Serious and Complex investigations
- PIP 3 – Major investigations
- PIP 4 – Strategic management of highly complex investigations.

When operational demands and resources are such that appropriately skilled staff are not available for deployment, measures will be applied to support the investigation to reduce risk to the public, the individual and the organisation that may arise due to that lack of availability.

4.6 Response Policing Roles & Responsibilities



For Emergency Response or reports which require attendance, officers are to ensure compliance by following the *Golden Hour Principles Aide Memoire* in terms of their duties and mindset during allocation and attendance at incidents.

Police officers receiving direct reports of crime related incidents from members of the public or identifying a crime during their duties should record the crime as soon as possible. The overarching practice must be 'record to investigate'.

Response policing will not maintain ownership of investigations beyond the Golden Hour Principles.

Response Policing areas of responsibility are:

INITIAL RESPONSE

- Preserve life and protect public and property
- Identify specialist or partner support
- Proactivity and actionable tasking

CRIME & INCIDENT MANAGEMENT

- Golden Hour principles
- Protect and preserve evidence
- Accurate and ethical recording
- Effective handover

SAFEGUARDING

- Identifying and protecting the vulnerable
- Accurate assessment of risk and action
- Signposting and sharing of information and risk

SPECIALIST SKILLS

- Continuous professional development
- Utilise specialist skills - utilising partners
- Problem Solving Approach

ETHICS & OUTCOMES

- Legitimate action and appropriate outcomes
- Debriefing and learning the lessons



- Audit and review

The primary role of Response constables is safeguarding the community we serve; responding to incidents; recording crime and reports of ASB; delivering on the Policing Plan and the Chief Constable's priorities, whilst upholding organisational standards and ensuring that the Code of Ethics underpins all areas of work.

The primary role of all Response sergeants is to provide supervision in the delivery of the Policing Plan and the Chief Constable's priorities. They are responsible for exercising day-to-day supervision of officers and police staff, ensuring that organisational standards are upheld and that the Code of Ethics underpins all areas of work.

All staff will comply with Dyfed-Powys Police Policies on Staff Development, Development Assessment Profile (DAP), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security and act in accordance with Force Guidance documents and protocols.

4.7 Crime & Incident Hub Roles & Responsibilities

The Crime and Incident Hub (CIH) will be responsible for the recording of all reports of crime that do not require initial police attendance (see *Graded Response and Deployment Policy*). The CIH will be responsible for the verification of all reported crimes including those undertaken by others.

All live 101 calls that are graded as Crime or Anti-Social Behaviour (ASB), and that do not meet the call grading threshold of requiring officers' attendance, will be transferred live to the Crime and Incident Hub staff during CIH operating hours. All other incidents that do not require officers' attendance will be transferred to the CIH via the command and control system. All incidents received by other means, or if live transfer is not possible, including out of CIH operating hours, will be transferred to the CIH via the command and control system. CIH will assess and respond to these incidents as soon as reasonably practicable and in line with the caller's availability.

CIH areas of responsibility are:

CRIME & INCIDENT RECORDING

- Accurate assessment of crime report



- Identifying appropriate record – RTC/ASB/CRIME
- Verifying and assisting crime recording from others

CRIME & INCIDENT ASSESSMENT

- Triage and assessment of non-crime incidents
- Applying Investigative framework
- Identifying appropriate resource and response to incidents

INVESTIGATIONS

- Proportionate Investigation plans
- Desktop based investigations
- Review and outcome, or reallocate

MONITOR & CONTROL

- Dashboard of demand across the force (live investigations, risk, major incidents and trends, performance, Victims' Code of Practice)
- Predictive and analytical monitoring (reviewing demand daily, weekly and monthly using same period last year (SPLY) or evidence to plan ahead)

OUTCOMES

- Application and verification of crime and incident closure (accurate finalisation of crime and incidents)
- Auditing of each process

The primary role of CIH Investigators is safeguarding the community we serve; responding to incidents; investigating crime and reports of ASB; delivering on the Policing Plan and the Chief Constable's priorities, whilst upholding organisational standards and ensuring that the Code of Ethics underpins all areas of work. They are responsible for recording, assessing and investigating crimes, liaising with the victim and keeping them updated.

The primary role of CIH supervisors is to provide supervision in the delivery of the Policing Plan and the Chief Constable's priorities. They are responsible for exercising day-to-day supervision of officers and police staff, ensuring that organisational standards are upheld and that the Code of Ethics underpins all areas of work. They



will monitor demand, workloads and performance, and liaise with other departments as required.

Crime Recording specialists in the CIH will verify and assist crime recording and the application of outcomes by others.

All staff will comply with Dyfed-Powys Police Policies on Staff Development, Development Assessment Profile (DAP), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security and act in accordance with Force Guidance documents and protocols.

4.8 Local Investigation Units Roles & Responsibilities

Each Local Policing Area (LPA) will have a local Investigation Unit (IU). The locality and resource numbers will be aligned to demand but their functions will be categorised as below.

IU areas of responsibility are:

CUSTODY & SUSPECT MANAGEMENT

- Live custody matters
- Coordinating outstanding suspects
- Safeguarding and vulnerability plans

INVESTIGATIONS

- Conducting proportionate Investigations utilising THRIVES
- Identifying specialist support or ownership

SAFGUARDING AND ASSESSMENT

- Bail and Release Under Investigation (RUI) management
- Problem solving Policing (utilising OSARA based approach to behaviours, trends and demand)
- Criminal Justice administration

DEMAND & PERFORMANCE

- Victims' Code of Practice (VCOP) – 12 Victims' rights
- Audit & Review



- Environmental scanning

The primary role of local IU Investigators is safeguarding the community we serve; responding to incidents; investigating crime and reports of ASB; delivering on the Policing Plan and the Chief Constable's priorities, whilst upholding organisational standards and ensuring that the Code of Ethics underpins all areas of work. They are responsible for investigating crimes, dealing with live custody matters, coordinating outstanding suspects, liaising with the victim and keeping them updated.

The primary role of local IU supervisors is to provide supervision in the delivery of the Policing Plan and the Chief Constable's priorities. They are responsible for exercising day-to-day supervision of officers and police staff, ensuring that organisational standards are upheld and that the Code of Ethics underpins all areas of work. They will monitor demand, workloads and performance, and liaise with other departments as required.

All staff will comply with Dyfed-Powys Police Policies on Staff Development, Development Assessment Profile (DAP), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security and act in accordance with Force Guidance documents and protocols.

4.9 Specialist Crime and Incident Investigation Roles & Responsibilities

Specialist Crime is categorised within this policy as the Criminal Investigation Department (CID) and Offender Management Unit (OMU) across the LPAs. There are other specialist departments who assist and coordinate the policing response, but they do not predominantly retain investigation ownership.

Specialist Crime areas of responsibility are:

RISK MANAGEMENT

- Suspect management – outstanding, custody and post-custody matters
- Live incidents
- Multi/joint agency enquiries
- Safeguarding and vulnerability plans (for matters requiring specialist skills)

INVESTIGATIONS

- Serious and Complex investigations



- Major investigations
- Death or serious injury
- Specialist skills – assisting or utilising others

OFFENDER MANAGEMENT

- MOSAVO
- MAPPA
- IOM/WISDOM schemes
- DA Safeguarding
- Child Sexual Exploitation
- Targeting – focused on priorities within local policing areas

DEMAND & PERFORMANCE

- Enhanced Victim service
- Crime Management - investigation standards across all areas
- Audit & Review – victim compliance, investigation timescales, accreditation and continuous professional development
- Environmental scanning – learning lessons, delivering and identifying best practice

The primary role of all detective constables is safeguarding the community we serve; responding to incidents; investigating crime and managing offenders in their particular specialist field; delivering on the Policing Plan and the Chief Constable's priorities, whilst upholding organisational standards and ensuring that the Code of Ethics underpins all areas of work.

The primary role of all detective sergeants is to provide supervision in the delivery of the Policing Plan and the Chief Constable's priorities. They are responsible for exercising day-to-day supervision of officers and police staff, ensuring that organisational standards are upheld and that the Code of Ethics underpins all areas of work. They will monitor demand, workloads and performance, and liaise with other departments as required.

All staff will comply with Dyfed-Powys Police Policies on Staff Development, Development Assessment Profile (DAP), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security and act in accordance with Force Guidance documents and protocols.



4.10 Crime Closure

All crimes are to be assessed and reviewed prior to closure by the supervisor, who will apply the appropriate outcome. The supervisors will be assisted by a template which will guide them to the relevant outcome. All outcomes will then be verified by the Crime and Incident Hub staff or the Crime Audit Team.

4.11 Code of Ethics

In line with the nine Policing Principles of the Code of Ethics, this Policy seeks to address the following:

- Accountability - You are answerable for your decisions, actions and omissions
- Fairness - You treat people fairly
- Honesty - You are truthful and trustworthy
- Integrity - You always do the right thing
- Leadership - You lead by good example
- Objectivity - You make choices on evidence and your best professional judgement
- Openness - You are open and transparent in your actions and decisions
- Respect - You treat everyone with respect
- Selflessness - You act in the public interest.

CODE OF ETHICS CERTIFICATE OF COMPLIANCE

This policy has been drafted in accordance with the Code of Ethics and has been reviewed on the basis of its content and the supporting evidence and it is deemed compliant with that Code and the principles underpinning it.



Name:	T/DCI [REDACTED]
Department:	Investigations, CID
Signed:	[REDACTED]
Date:	24/8/21

5. Take action and review

This policy is owned by the Criminal Investigation Department. The review process will be conducted by the appropriate CID Manager every two years to ensure the continued effectiveness of the policy, and taking into account any changes to legislation, force procedures, Home Office guidance, College of Policing guidance etc. The effectiveness of the policy will be monitored on a regular basis over and above the two-year review period taking into account any challenges to the policy and any identified inefficiencies in relation to its implementation. Any major concerns will be escalated as appropriate.

In the case of any queries regarding this policy, its content, or associated guidance documentation, individuals should contact Dyfed-Powys Police CID senior representative.

Appropriate promotion of this policy will take place which will include awareness raising when relevant training inputs and presentations are provided to staff across the force. The policy will be made available on the force Intranet and Internet. Publication via the Internet will ensure that it is available for public view. The Internal Review process may highlight issues with this policy and associated guidance. If this is the case relevant action will be taken. Where there are issues identified the CID representative will work closely with representatives from the relevant departments to address the issues and ensure that lessons are learned.



Freedom of Information Act 2000

Section 19 of the Freedom of Information Act 2000 places a requirement upon the Force to publish all policies on the Force website. Policies are why we do things and procedures are how we do them. A case-by-case review of procedures must be undertaken to protect law enforcement and health and safety considerations. Where a combined policy and procedure document is being produced the Force is legally required to publish the policy section and assess the procedure part to ensure no sensitive information is published. Generally the default position shall be that a policy and accompanying procedure document will be produced separately.

There is a requirement therefore to review this document to establish its suitability for publication. Please identify below whether the document is suitable for publication in its entirety or not. Where it is believed that disclosure will be harmful please articulate the harm that publication would cause and highlight the relevant sections within the document. Where it is perceived that there is harm in disclosure the document should be forwarded to the Disclosure Unit for review.

Suitability for publication

Suitability for publication	Yes/No	Date	Signature
Document is suitable for publication in its entirety	Yes	24/8/21	
Document is suitable for publication in part, I have identified those sections which I believe are not suitable for disclosure and have articulated below the harm which would be caused by publication.			

Outline of any harm identified in publication:



FOI review – to be completed by Disclosure Unit

(Only required if author believes there is any harm in disclosure)

Suitability for publication	Yes/No	Date	FOI Decision Maker
Document is suitable for publication in its entirety			
Document is suitable for disclosure in part and relevant redactions have been applied. A public facing version has been created.			

Once review has been undertaken, FOI Disclosure Officer to return document to policy author and following sign-off document to be published within Force Publication Scheme. Any future changes to the document should be brought to the attention of the Disclosure Unit, as appropriate.

Full Version Control

Version	Date	Author	Rationale
1.0	05/10/2021	T/DCI [REDACTED]	Replaces Crime Recording, Allocation and Investigation Policy v6.0; Implementation of End to End Project restructure.