



CCR Call Grading Policy

Policy Owners	Local Policing ACCs Norfolk and ACC Suffolk
Policy Holder	Heads of CCR
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Approved by

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Note: By signing the above you are authorising the policy for publication and are accepting responsibility for the policy on behalf of the Chief Constables.

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Note: Please send the original Policy with both signatures on it to the Norfolk CPU for the audit trail.

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Legal Basis

(Please list below the relevant legislation which is the legal basis for this policy). You must update this list with changes in legislation that are relevant to this policy and hyperlink directly to the legislation.

Legislation/Law specific to the subject of this policy document

Section	Act (title and year)

Other legislation/law which you must check this document against (required by law)

Act (title and year)
Human Rights Act 1998 (in particular A.14 – Prohibition of discrimination)
Equality Act 2010
Crime and Disorder Act 1998
H&S legislation
Data Protection Act 1998
Freedom Of Information Act 2000

Other Related Documents

- National Decision Making Model APP Module
- College of Policing Code of Ethics
- Norfolk and Suffolk Constabularies' Standards of Professional Behaviour

1. Introduction

- 1.1 All calls to Norfolk and Suffolk Constabularies' Contact and Control Rooms (CCR) must be graded appropriately by the call taker.
- 1.2 This policy sets out how those grading decisions should be made and the different grades which can be applied.

2. Making Grading Decisions

- 2.1 All decisions on deployment made within the CCR should reflect the [National Decision \(NDM\) Model](#) incorporating the [THRIVE principles](#) designed to assist CCR decision makers.
- 2.2 Grading decisions should reflect the threat, risk and harm a call taker has identified from a conversation or scrutiny of a document. A grading decision helps the police to provide the best service to the caller.
- 2.3 Once a grading has been decided upon, unless new information comes to light, it is the responsibility of the controller and operational staff to comply with the attendance criteria. Operational staff should, as a matter of course, action the grading decision and, only challenge at the time, if they feel an identified risk has been missed.
- 2.4 If there is a doubt or question about a particular response, the matter should be discussed with a CCR supervisor or manager.

National Decision (NDM) Model

- 2.5 The NDM provides a framework in which decisions can be examined and challenged, both at the time of the decision being made and afterwards.
- 2.6 The NDM is based on the following elements:
 - **Information:** We should gather the right information/intelligence from the caller and other supporting police IT systems such as ATHENA/STORM.
 - **Risk:** We should assess the threat/harm/risk around the matter reported.
 - **Powers and Policy:** Does our approach have a specific deployment methodology or policy?
 - **Options:** What are our options to deal with this?
 - **Action and Review:** Decide the best course of action and note a rationale, if necessary.
- 2.7 At the core of the above elements is the Code of Ethics which means all police decisions should be consistent with the principles and standards of behaviour set out in the Code.

THRIVE Principles

2.8 The THRIVE principles are Threat, Harm, Risk, Investigation, Vulnerability and Engagement, all of which are explained below:

- **Threat:** What is the threat? Who is subject to the threat? Is it directed at a person, group, property, situation etc.? Do you feel the organisation has a duty to respond and a failure to do so would damage confidence in policing?
- **Harm:** If the threat identified was carried out or realised what would the level of harm be?
- **Risk:** What is the risk of the harm occurring? If a person is making a threat what is their capability to carry it out? If it is situational what risk is there that it will happen?
- **Investigation:** What investigative questions should be asked to help clarify the matter?
- **Vulnerability:** Vulnerability is defined 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.”

It may include age, disability, race, religion or belief, sex, sexual orientation, gender reassignment, marriage and civil partnership and pregnancy and maternity family circumstances, personal circumstances, intimidation, health and disability, economic circumstances or repeat victimisation.

The call taker should ensure they assess the caller's ability to distance themselves from the risk as part of the vulnerability assessment as this might identify issues that have not been presented as part of the initial call.

- **Engagement:** Can we highlight the local point of contact for further police information or provide reassurance or an explanation of how the police will use the information provided?

2.9 Every call to the control room will be assessed against these six elements before decisions are made on how to respond and the level of resource required.

3. Gradings

3.1 Listed below are the different gradings which can be allocated. It will be for the THRIVE trained call taker to decide which grade ultimately is appropriate based on the circumstances of the call. The descriptors accompanying each grade type are a guide only.

Grade 'D' – Non Attendance

3.2 Calls graded 'D' are for information only. A Police Investigator or PCSO is not required to attend (Storm Grade 5).

3.3 This might include:

- The matter requires no further police involvement beyond noting on Athena or STORM and/or redirecting to another agency. Advice and engagement with the caller should still take place.
- The message contains operational information that may require action that falls short of deployment.
- There is a statutory or other necessary reason to provide a record of the information given.

Resolved

3.4 The call is resolved at first point of contact (Storm Grade 6).

3.5 The matter requires no further police involvement beyond noting on Athena or STORM and/or redirecting to another agency. Advice and engagement with the caller should still take place.

3.6 The circumstances are such that the investigation is suitable for resolving over the telephone, online or face to face at an enquiry counter.

Grade 'C' – Scheduled

3.7 A Police Investigator or PCSO is required to attend, usually within 24 hours. There is a Low THRIVE risk (Storm Grade 4).

3.8 This might include:

- When an appointment is not available or practicable in the circumstances.
- Wanted offenders or recall to prison.
- Out of force enquires, i.e. to take statements, court warnings or summons.
- For specialist teams who are unable to attend immediately or book an appointment but will be scheduled to attend in the normal course of their duties.

Diary Appointment

3.9 A Police Investigator or PCSO is to attend at a time suitable to the victim and in accordance with the parameters of the local diary (Storm Grade 7).

3.10 This might include:

- There are identified investigative opportunities that require police attendance and that will not be lost by planning a diary appointment.
- There is evidence which is deemed to be safely stored but requires recovery or examination.
- The caller or witness is not at risk but a face to face interaction is required, e.g. Statement taking.
- Due to the circumstances a planned reassurance visit is beneficial.

Grade 'B' – Go Now: Priority

3.11 A Police Investigator or PCSO is to be deployed to attend the incident as soon as possible. Time window for attendance will reflect geographic area.

3.12 The controller will issue the following direction to the unit – “**Go now, this is a priority response**”. This will mean that the police resource will move at normal road speed to the required location.

3.13 It could mean that a priority appointment has been made to see a vulnerable informant and the police resource will be directed to attend and deal at a specific time. A CAD timer could be commenced so that a timely review can take place to ensure the appointment is met.

3.14 This might include:

- There is a threat or risk of harm to a person's safety that requires either an urgent attendance or a priority appointment.
- There is a threat or risk of harm to a person's property that requires either an urgent attendance or a priority appointment.
- Whilst a person is currently deemed to be in a safe place, because of their vulnerability, an urgent attendance is required to help keep them safe.
- Investigative evidence could be lost if police do not prioritise an urgent attendance.
- A policy decision mandates the CAD will be attended within a specific time period.

Grade 'A' – Go Now: Immediate

3.15 A response time of 15 minutes for urban areas and 20 minutes for rural areas is set for deployments at this grade.

3.16 The CCR communications officer will prioritise attendance from the nearest available appropriate police unit.

3.17 The controller will issue the following direction to the unit – “**Go now, this is an immediate response**”. This will mean that the directed police

vehicle resource, if suitably qualified, can make progress where safe to do so.

3.18 This might include:

- There is an immediate threat to life or of serious injury to any person or there is the risk that this may happen.
- There is a serious risk of harm or loss of property.
- A serious crime has just occurred or is imminently likely to occur.
- A person, due to their vulnerability, is at risk of serious/life threatening harm.
- A suspect is identified as being at scene or has just been disturbed and there is serious harm or risk in delaying the police response.
- A policy decision mandates the CAD type will receive an immediate response.

4.0 Call Management Records

4.1 Records relating to calls for Police assistance/Call Management records will be retained in accordance with the Review, Retention and Disposal of Crime and Non-Crime Related Information Schedule.