

Security Marking:

OFFICIAL

POLICY



CCR Call Grading

Owning Department:	Suffolk CCR		
Department SPOC:			
CPU Lead:			
Risk Rating:	Medium High	Legal Sign Off: Date:	N/A

Approved by

JNCC:	04/09/19		
Published Date:	09/09/19	Review Date:	09/09/2022

Security Marking:

OFFICIAL

Version:

V2

Index

1. Summary of changes	2
2. Introduction.....	3
3. Making Grading Decisions.....	3
National Decision (NDM) Model	4
THRIVE Principles.....	4
4. Gradings.....	5
Grade ‘D’ – Non-Attendance (STORM Grade 5)	5
Grade ‘C’ – Scheduled (STORM Grade 4)	6
Grade ‘B’ – As Soon As Possible: Priority (STORM Grade 3).....	6
Grade ‘A’ – Go Now: Immediate (STORM Grade 2 for rural, Grade 1 for urban).....	7
5. Emergency Response – Driver’s Responsibilities	7
Risk Assessment.....	7
6. Call Management Records	8

Legal Basis

List 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 specific to the subject of this policy document

Section	Act (title and year)

Other legislation 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
Health and Safety at Work etc. Act 1974 and associated Regulations
General Data Protection Regulation (GDPR) and Data Protection Act 2018
Freedom Of Information Act 2000
The Civil Contingencies Act 2004

Other documentation which you must check this document against

Document
College of Policing – Code of Ethics
Norfolk and Suffolk Constabularies’ Standards of Professional Behaviour
College of Policing – Authorised Professional Practice

1. Summary of changes

1.1 This is a review of a Suffolk force policy. The main changes include:

- Transferred on to new template.

- Attendance of Grade 'C' calls changed from "within 24 hours" to be based on the risk and availability of both staff attending, and person to be visited.
- Grade 'B' calls renamed 'As soon as possible: Priority' (previously just 'Priority').
- Time window for attendance at Grade 'B' calls will reflect geographic area and demand (previously just geographic area).
- Inclusion of reference to 'Operation SAMSON' for Grade 'A' and 'B' calls.
- Reference to CCR Communications Officer changed to 'CCR Operator'.
- To bring the policy in line with other organisational changes.

2. Introduction

- 2.1 Staff in the main Contact and Control Room (CCR) are known as CCR Operators. CCR Operators are dual skilled and at the start of the shift take up a role as a Call Taker or Dispatcher.
- 2.2 All calls to Suffolk Constabulary Contact and Control Room (CCR) must be graded appropriately by the Call Taker (the person in receipt of the call).
- 2.3 Where necessary the Grade can be reviewed on receipt by the Dispatcher, by the Dispatch Supervisor (Oscar 2) or the Control Room Inspector (Oscar 1).
- 2.4 This policy sets out how those grading decisions should be made and the different grades which can be applied.

3. Making Grading Decisions

- 3.1 All grading decisions in CCR are based on the [THRIVE principles](#), with the [National Decision \(NDM\) Model](#) used to assist CCR decision makers on the appropriate response.
- 3.2 Grading decisions should reflect the threat, risk and harm a call taker has identified from a conversation or scrutiny of a document. However the THRIVE model assesses beyond this and considerations will be made during grading of whether an investigation is to take place, whether the person subject of the call is vulnerable, or whether a certain grade should be considered as the subject of the call refers to a hard to reach group within the community of Suffolk. A grading decision helps the police to provide the best service to the caller.
- 3.3 Once a grading has been decided upon, unless new information comes to light, it is the responsibility of the Operator 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.

- 3.4 If there is a doubt or question about a particular response, the matter should be discussed with a CCR Supervisor or Inspector.

National Decision (NDM) Model

- 3.5 The NDM provides a framework in which decisions can be examined and challenged, both at the time of the decision being made and afterwards.

- 3.6 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.

- 3.7 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

- 3.8 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?

3.9 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.

4. Gradings

4.1 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 (STORM Grade 5)

4.2 Calls graded ‘D’ are for non-attendance only. A Police Investigator or PCSO is not required to attend.

4.3 This might include:

- A basic crime report requiring ICMH to record on Athena and conduct a proportionate desk-based investigation. Advice and engagement with the caller should still take place.
- Information disclosed by the caller which needs redirecting to another agency, where the CAD record provides an audit trail. 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.

Grade 'C' – Scheduled (STORM Grade 4)

4.4 A Police Officer/Investigator or PCSO may be required to attend as soon as either the member of staff or the person subject of the CAD are available. There is a Low THRIVE risk.

This might include:

- Where the informant is not immediately available or attendance the same day is not required.
- A crime investigation which would be suitable for SNT to deal with.
- Where the circumstance dictate that the caller is no longer required to be visited this could be dealt with by the ICMH.
- Where the CAD has been reported through “Online recording” but requires a visit when appropriate.
- Out of force enquires, where appropriate, under the Out Of Force Enquiries process.
- 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.

Grade 'B' – As Soon As Possible: Priority (STORM Grade 3)

4.5 A Police Investigator (likely to be Neighbourhood Response Teams (NRT)) or PCSO is to be deployed to attend the incident as soon as possible and dealt with promptly (with little or no delay). Time window for attendance will reflect geographic area and demand.

4.6 Where attendance has not been made in a timely manner, due to unavailability of resources dealing with other Grade 'A' or 'B' CADs, and as a result the risk has reduced, these CADs will remain the responsibility of the NRT and dealt with through the Op SAMSON appointment system.

4.7 Examples of Grade 'B's might include:

- There is a threat or risk of harm to a person's safety that requires priority attendance.
- There is a threat or risk of harm to a person's property that requires priority attendance.
- Whilst a person is currently deemed to be in a safe place, because of their vulnerability, a priority attendance is required to help keep them safe.
- Investigative evidence could be lost if police do not attend as a priority.

Grade 'A' – Go Now: Immediate (STORM Grade 2 for rural, Grade 1 for urban)

- 4.8 A response time of 15 minutes for urban areas and 20 minutes for rural areas is set for deployments at this grade.
- 4.9 Where attendance has not been made in a timely manner, due to unavailability of resources dealing with other Grade 'A's or other operational matters, and as a result the risk has reduced, these CADs will remain the responsibility of the NRT and dealt with through the Op SAMSON appointment system.
- 4.10 The CCR Operator (Dispatcher) will prioritise attendance from the nearest available appropriate police unit.
- 4.11 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.

5. Emergency Response – Driver's Responsibilities

(This information is taken from the ACPO (NPCC) Emergency Response Manual 2014)

- 5.1 Officers are deemed to be in 'Emergency Response' when they are using any of the exemptions afforded to them by the relevant legislation, and/or using emergency warning equipment to facilitate progress.

Risk Assessment

- 5.2 Before officers begin their response to an emergency call they should go through a process of Risk Assessment. The criteria for assessment should include:
- Does the situation necessitate emergency response?
 - Is the vehicle suitable?
 - Is the use of traffic law exemptions, necessary and justified?
 - How far do they have to travel?
 - Are other units closer?
 - Use of lights and sirens?

- Is the speed safe and proportionate for the circumstances, including traffic, time of day, lighting, and weather.
- 5.3 The process of risk assessment should continue throughout the response as a dynamic assessment reflecting the ever changing environment.
- 5.4 Whilst incidents are graded in line with national requirements, as set out in the National Call Handling Standards, drivers responding to calls are responsible for the assessment of the response required. They and they alone will decide if the use of legal exemptions and/or the vehicle's emergency equipment is warranted and may be called upon at a later stage to justify their actions.

6. Call Management Records

- 6.1 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.