

# THE NATIONAL STANDARD FOR INCIDENT RECORDING

## NSIR 2011

Incorporating the National Incident Category List



Instructions for Police Forces in England and Wales  
Effective from 1 April 2011

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## **INTRODUCTION**

This document contains the National Incident Category List (NICL) and the principles, guidance and definitions for the National Standard for Incident Recording (NSIR) for 2011/12.

NSIR was introduced to replace the wide variety of incident recording (and non-recording) that differed from force to force so that common understanding and recording practices would result in effective data provision and use. NSIR now supports effective recording of over 80% of calls for service, ranging from messages to major incidents.

The NPIA conducted a full review of NSIR in 2009 on behalf of ACPO. This review recommended that NSIR was rationalised and simplified.

The NPIA, working closely with the Home Office and Her Majesty's Inspectorate of Constabulary (HMIC), have moved the focus of NSIR from incident recording to risk assessment at the front end of service delivery. This aims to support improved identification and management of risks, threats to safety, vulnerability and repeat victims, particularly in relation to anti-social behaviour (ASB).

The reduction in the number of NICL categories, clearer definitions and change of emphasis from data collection to initial contact risk assessment mean that NSIR should support an effective response from the police as well as improving interoperability between agencies.

Having carried out a review of the ASB categories in 2009/10 it is proposed that a similar review will examine the other NICL categories in 2011. This work aims to continue the simplification and rationalisation process. It will consider the value of all existing and proposed categories. It will determine how NSIR supports the assessment and recording of incidents as well as how NSIR supports effective service delivery in meeting the needs and demands of the public.

## **CHAPTER ONE: NSIR: AIMS, PRINCIPLES AND OBJECTIVES**

### **1.1 The Principal Aim**

The principal aim of NSIR is to ensure that incidents are risk assessed at the earliest opportunity leading to an appropriate response as well as being recorded in a consistent and accurate manner to help the police and local communities tackle anti-social behaviour (ASB) and other issues.

### **1.2 General Principles**

From the first point of contact, identification and management of risk is crucial to delivering an appropriate response. The NICL categories are not designed to link to a specific graded response as it is important that each request for service is considered on an individual basis in order to deliver the right response. Further details about response grading can be found in The ACPO National Contact Management Principles and Guidance (2010) which sets out the key principles, activities and behaviours to support effective contact management service delivery.

The role of the contact handler is to obtain sufficient information, through effective questioning, to determine the appropriate response and for them to record their rationale. They will be required to use their professional judgement as there will be occasions where an immediate response to an incident is appropriate but there will also be occasions where a slower response is more suitable. There is a simple model consisting of three questions which will support the consideration of risk process:

- (1) What can go wrong?
- (2) How likely is it?
- (3) What are the consequences?

Effective risk management involves the identification, assessment and prioritisation of risks. It should lead to the appropriate use of resources to minimise, monitor and control the probability and/or impact of the incident.

- a) Appropriate incident assessment and recording are a key part of an effective contact management process helping to identify repeat victims, vulnerable individuals and communities along with recurring environmental issues.
- b) NSIR will provide incident data to feed the NIM tasking process and facilitate effective deployment of resources.
- c) The opening of a record should not be delayed pending further enquiries.

### **1.3 Objectives**

- a) The contribution made by NSIR must be measurable in terms of what value it adds for the citizen;
- b) NSIR covers the end to end process from first point of contact to response;
- c) NSIR plays a key role in identifying risk and reducing harm by encouraging decision-making at the first point of contact, based on professional judgement;

- d) NSIR is designed to simplify the incident recording process thereby reducing the burden of those creating the records and those that check them.

#### **1.4 When to record an incident report**

For the purposes of NSIR an incident is defined as: 'A single distinct event or occurrence which disturbs an individual's, group's or community's quality of life or causes them concern'.

Incidents range from transport incidents such as RTCs through ASB to matters of public safety and welfare.

Incident management is part of the process of restoring situations to normality with minimal adverse impact on the community. Incident management also involves:

- Initial support followed by investigation,
- Analysis and diagnosis,
- Resolution and recovery with, ultimately, incident log closure.

A key aspect of incident management is ownership of the incident: monitoring and tracking the progress of the resolution of the incident and keeping those who are affected by the incident up-to-date with the status of the investigation. NSIR supports this process by encouraging effective risk assessment and appropriate deployment of police or other resources as well as ensuring accurate recording and classification.

A report of a NICL incident to the police will usually be recorded regardless of whether a deployment is or is not required. This does not mean that every call for service from the public will result in the opening of a record as this would result in needless bureaucracy. For example, if a call for service is received about a matter that is the sole preserve of another agency then the call and/or information should be passed to the lead agency which would be responsible for recording the full details appropriately.

Some forces may choose to have or already use information technology that records all contacts in one way or another. However, for NSIR the emphasis is on 'incident' recording i.e. something specific has happened, is happening or may happen, causing someone to contact the police. It should be used in conjunction with the ACPO National Contact Grades (2010).

Historically NSIR has focussed primarily on reports received via the telephone in control rooms and call-centres where the details are recorded at first contact. Incident reports received via other channels i.e. internet, front counters, face to face, etc should still be recorded in line with NSIR principles and guidance. This does not mean that every call or contact will result in the creation of a lengthy incident record.

#### **1.5 Single Incident Rule**

Incidents comprising a series of events involving the same individuals whether victims or perpetrators should be counted as one incident. For example: if a group of youths are moving down the street kicking a ball against gates and fences whilst shouting, regardless of how many people call to report this incident, only one incident record should be opened.

If there is another incident involving the same people or behaviour this should be linked to the original report: e.g. the group of youths go to play football in the park having been advised about their behaviour. However, if, having finished their game of football, they head back up the street creating a nuisance then this will be recorded as a second, separate incident which will be linked to the first incident.

Details of other victims and witnesses should be recorded on the log. If other incident logs are opened then they should be closed as 'Duplicate' ensuring that any details of interest are recorded on or referenced in the main log.

### **1.6 Finished Incident Rule**

An incident should be regarded as finished when it has been closed: i.e. the incident has been concluded no matter how the force has chosen to respond and not on the basis of when a process in a control room has been completed.

### **1.7 Anonymous Reports**

If a caller reports something which amounts to a NICL incident but refuses to give their details an incident should still be recorded. Staff should, where possible, try to obtain and record sufficient detail to ensure the correct response and to allow future contact to be made with the caller.

### **1.8 Incidents and Information**

If Mr A phones the police and states that he wishes to report a group of youths behaving in a rowdy, inconsiderate and, in his view, inappropriate manner in the road outside his house then, even if the youths have moved on, the matter should be recorded as an incident. It is a specific incident at a specific time, date and location; perhaps, more importantly, the caller wants to report it as an incident.

If, on the other hand, Mr. A were to phone the police in his capacity as a youth worker who had overheard some youngsters at the youth club discussing an unofficial street party planned for some time in the future then this would amount to information requiring further enquiries (to turn the information into intelligence) and should be recorded as a message in the Administration category. Failure to record information as well as incidents can lead to lack of recognition of individual, community or environmental vulnerability.

### **1.9 Other Agencies**

There is no requirement to record full details of a NICL incident which is being dealt with solely by another agency as the responsibility for making a record will lie with that agency. However, if the report is received in the first instance by the police it should be risk assessed and full details obtained so that sufficient detail can be passed to the relevant agency to allow them to respond appropriately.

Staff, even if the matter is not something which falls within the remit of the police, should consider the potential dangers of signposting a caller to another agency without taking full details. If a police presence is required or requested then an appropriate NSIR incident log should be opened to allow effective control of police resources.

### **1.10 Cross-border Incidents**

The force receiving the incident report is responsible for recording the details and if the incident started in their area they will have primacy and ownership of the incident. They will retain control unless control is formally handed over to the appropriate force when the incident crosses the border. They will also be responsible for contacting other forces affected by or likely to be affected by the incident.

### **1.11 Incidents in Other Force Areas**

If Force A receives a call about an incident that is happening in Force B's area the report must be taken by Force A and then transferred to Force B. Not taking the initial report and advising the caller to contact the relevant force will potentially result in low satisfaction, perceptions of a lack of interest from the police service in general as well as a possible loss of vital information.

It is suggested that forces have a service level agreement with neighbouring forces to support effective management of cross-border incidents and misrouted calls. The process for transferring incident data has been simplified in some forces with the advent of direct electronic information transfer solutions which can also provide an excellent audit trail.

### **1.12 CCTV and ANPR**

There is no requirement to record everything seen on CCTV or every ANPR 'hit'; nor should forces use deployment as a reason for recording as this could lead to an inappropriate attendance/record relationship.

### **1.13 Pre-planned Events**

If a pre-planned event log is used (e.g. for a football match, pop concert, protest march, etc) it is important that incidents not directly related to the event are recorded as separate incidents. For example during a football match rowdy behaviour by youths at the railway station should be recorded as a separate incident unless it is clearly connected to the football match.

### **1.14 Sub-Categories**

Forces may find it useful to have their own sub-categories which should be clearly linked to a specific NICL category. Some forces have created sub-categories for specific purposes, for example, recording malfunctioning of roadside equipment under 'Highway Disruption'. This information is then passed to the Highways Agency for them to carry out repairs. These sub-categories should be brought to the attention of the regional and national NSIR representatives to see if they would be useful for other forces.

### **1.15 Qualifiers**

Qualifiers are designed to add value to closing codes by capturing key aspects and characteristics of an incident. In some instances qualifiers may influence the overall response to an incident and improve the production of actionable intelligence. For example the qualifier 'youth related' can alert Neighbourhood Policing Teams (NPTs) and other stakeholders to the possibility that the local youth service could become involved in problem-solving. It should be noted that the overall reduction in the number of NICL categories would be rendered less worthwhile if there was an equivalent rise in the number of qualifiers.

Forces may choose to use their own qualifiers if they add value locally. The use of local qualifiers, like the sub-categories mentioned above, should be brought to the attention of the regional and national NSIR representatives as these qualifiers might benefit other forces.

Each qualifier can be attributed to any number of categories of incidents and any incident may attract more than one qualifier.

### **1.16 Data Quality and Quality Assurance**

The Home Office and NPIA have produced a Data Quality Audit Manual (DQAM). This has been introduced to provide guidance and a robust audit framework following the cessation of the national reviews of data quality. It helps underpin the concepts of accuracy, transparency and the provision of comparable data.

The DQAM lays down the recommended minimum levels of data auditing for NSIR. The latest DQAM details the sample sizes, grading system and suggested methodologies that should be considered. The framework described in the DQAM is a minimum recommended position. In particular it is suggested that, where concerns are identified, specific targeted audits should also be considered.

### **1.17 Variation between opening and closing codes**

NSIR 2011 focuses on the front end risk-assessment, response and resource allocation process whereas previously NSIR has always focussed on closure codes as being the most valid data source.

Sometimes the closing code will differ greatly from the opening code. As new information comes to light the code may change: e.g. a report that someone has collapsed in the street may be opened as a 'concern for safety' but the injured party and another witness state there was a vehicle involved so the closure code will be under 'Transport'.

The text of the log should provide sufficient information to justify actions taken and the choice of log closure code no matter how the incident was opened. Effective questioning at the first point of contact will help ensure an appropriate response and correct log closure.

### **1.18 Force Incident Registrar (FIR)**

The role of the FIR is to:

- Act as a guide to their force and other agencies/partners on NSIR/NICL matters;
- Arbitrate in the audit process;
- Represent the force on NSIR matters, acting as the single point of contact, disseminating information including changes to definitions;
- Link with other FIRs to maintain consistency, accuracy and integrity across forces.

In a number of forces the FIR will also be the Force Crime Registrar (FCR).

### **1.20 Regional Groups and National Representation**

The NSIR regional groups were established to ensure an effective link between the Centre (ACPO, APA, HMIC, The Home Office, etc) and forces, ensuring that all forces can play an



active role in developing NSIR. The NSIR regional groups can also elect an individual to represent the region on national groups such as the National Contact Management and 101 Programme Steering Group. This group oversees the development and review of NSIR and NSIR is a standing agenda item at its meetings.

### **1.21 Training**

A comprehensive e-learning package is available to all forces via the NCALT Managed Learning Environment. However, the quality assurance regime feeding back into the training/awareness-raising process has been found to be an effective way of improving knowledge rather than relying solely on formal classroom-based instruction.

### **1.22 NICL and Qualifiers**

Chapter Two of this document contains the National Incident Category List along with detailed definitions and descriptions for each category and qualifier.

## CHAPTER TWO: THE NATIONAL INCIDENT CATEGORY LIST (NICL)

<b>Transport:</b>	Sudden Death	<b>Other nationally used qualifiers:</b>
RTC – Death/Injury	Suspicious Circumstances/Insecure premises or vehicles	Assistance to Other Public Agency
RTC – Damage Only	Suspicious Package or Object	Call Made with Good Intent
Highway Disruption		Cold Calling
Road Related Offence		Critical Incident
Rail/Air/Marine Incident Not Recorded Elsewhere	<b>Administration:</b>	Domestic Abuse
	Cancel/Exit/Error	Firearms
<b>Anti-Social Behaviour:</b>	Complaints Against Police	Honour Based Incident
Personal	Contact Record	Lamping
Nuisance	Duplicate	Major Incident
Environmental	Lost/Found Property/Person	Other Intoxicants
	Messages	Other Police Force Dealing
<b>Public Safety and Welfare</b>	Police Generated Resource Activity	Other Public Agency Dealing
Abandoned Call to Emergency Services		
Absconder/AWOL/Wanted Persons/Police and Court Orders/Bail	Pre-Planned Event	Persistent Caller
Alarm	Test/Training	Vulnerable Adult
Animals/Wildlife		Vulnerable Child / Young Person
Civil Disputes	<b>Qualifiers:</b>	Weapons
Concern for Safety	Prejudice - Disability	
Domestic Incident	Prejudice – Racial	
Firearms	Prejudice - Religion or Belief	
Hoax Calls	Prejudice - Sexual Orientation	
Immigration	Prejudice - Transgender	
Industrial Incident/Accident	Alcohol	
Licensing	Drugs	
Missing Person	Mental Health	
Natural Disaster	Olympics	
Protest/Demonstration	Youth Related	

## **CHAPTER 2.1: Transport**

### **ROAD TRAFFIC COLLISION / INCIDENT – DEATH/INJURY**

Owing to the presence of a vehicle on a road an incident occurs whereby:

Death or injury is caused to any person as a result of that incident, e.g.

- a) RTCs where death or injury is caused to any person in or on a vehicle involved in that RTC;
- b) A person moves quickly to avoid a vehicle but in doing so is killed or incurs an injury;
- c) A pedestrian injures themselves on a parked vehicle;
- d) A person falls from, or in, a vehicle and is killed or injures themselves. (Excludes: death/injury to unborn babies up to the time of the collision, death due to natural causes, persons shaken with no other injury, accident witness (not directly involved) who suffers shock).

This category will also include single vehicle incidents where no collision takes place (e.g. a motorcyclist losing control of the motorcycle, where no other vehicle is involved). It will also include all road related fatalities (e.g. if two cyclists collide on a road and death results then this would be recorded under this category).

For the purposes of NSIR a vehicle is defined as a device, structure or contrivance for carrying or conveying persons or objects especially over land or in space and includes a means of conveyance or transport moving on wheels, runners or tracks such as cars, sleds, tanks, etc.

## **ROAD TRAFFIC COLLISION / INCIDENT – DAMAGE ONLY (‘Reportable’ & ‘Non-Reportable’)**

This will be the default category for all RTCs that do not fall into the Death/Injury category. The standard legal definition for a ‘reportable’ covers the following:

Owing to the presence of a vehicle on a road a collision occurs whereby:

- a) injury is caused to an animal other than an animal in that vehicle (cattle, horse, ass, mule, pig, sheep, dog or goat);
- b) Damage is caused to property other than that vehicle: e.g. another vehicle, roadside furniture, hedges, fences buildings utilities poles/wires, etc.

This category also covers RTCs that fall outside the ‘reportable’ categories above but fit what the public might refer to as an ‘accident’. For example it would include a single vehicle RTC with a deer (or any other animal not included in the reportable category) or an incident where a vehicle has slipped off the road and damage has been caused to that vehicle and nothing else. Within this category ‘road’ will include car parks and roads on private land.

‘Vehicle’ will include all forms of motor-vehicles, mechanically propelled vehicles, horse-drawn vehicles, bicycles, etc, as per definition above in RTC – death/injury.

The purpose of this category is not to place a requirement on forces to record every damage only, no-blame, no-allegations, details-exchanged (as required by the law) RTC where there is no impact on the road network or requirement for police involvement. It does allow for the opening of incidents where the nature of the accident is initially unclear. It also ensures that if something is reported then it will be recorded.

Damage only RTCs where details were exchanged at the scene with no police involvement which subsequently turn out to involve the provision of false details should be treated as a road related offence.

## **HIGHWAY DISRUPTION**

Any occurrence, other than an RTC, that causes, or has the potential to cause, disruption to any road user. This category will potentially generate a large number of records. However, this is appropriate as the emphasis for agencies on the roads is to keep traffic flowing safely by preventing and resolving causes of congestion and disruption. This category would include incidents on or near the highway involving abnormal loads, road blocks, breakdowns, cycle racing or other sports events on or near the highway. It also includes incidents where animals are on or near the highway, causing or liable to cause disruption.

### **NOTES**

It is possible that forces might wish to break this or another category down into sub-categories for specific purposes, e.g. the number of incidents involving the malfunctioning of roadside equipment, in order to share this information with other agencies. Any sub-categories must map up to a single NICL category.

## **ROAD RELATED OFFENCE**

This category is designed to capture Road Related Offences. They may also be captured elsewhere: in systems other than incident logging or by a formal process like Fixed Penalty Notices (FPNs). It would also include unconfirmed offences such as reports that someone has been driving carelessly but they are not found in such circumstances by the police as well as incidents involving suspected offences such as where someone is suspected of drinking and driving but they provide a negative breath test as well as those offences that resulted in a verbal warning or words of advice.

Examples:

1. Mr A states: "I am on the M6 and there is a youth, with no crash helmet, riding a motor cycle overtaking me." Close as Road Related Offence.
2. Mr B calls to report a car parked, causing an obstruction, on the brow of a hill on an 'A' Class road. Close as Road Related Offence.
3. Mr C reports a suspected drunk driver on a road. Close as Road Related Offence, regardless of the outcome.
4. Officer reports stopping an uninsured vehicle and seizes it. The officer requests arrangements for the vehicle to be uplifted. Control Room creates an incident log to support that process. Close as Road Related Offence.

## **RAIL/AIR/MARINE INCIDENT**

An incident or activity which is not road related but involves the transport system. This category would be a suitable place for recording 'Railway', 'Air', 'Maritime' or 'Waterway' incidents/accidents.

Forces, particularly those with responsibilities for railways, docks or airports might want to break this category down into further sub-categories which must map up to this and no other NICL category.

## **CHAPTER 2.2: Anti-Social Behaviour**

Anti-social behaviour (ASB) was defined in the Crime and Disorder Act (1998) as acting 'in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator.'

This definition included low level public order offences and other offences which are notifiable crimes and therefore beyond the remit of NSIR.

A more appropriate definition of ASB for NSIR is provided by the Housing Act (1996):

'Engaging in or threatening to engage in conduct causing or likely to cause a nuisance or annoyance to persons engaged in lawful activities'.

A further supportive definition of ASB was provided by the Chartered Institute of Housing (1995): 'Behaviour that unreasonably interferes with other people's rights to the use and enjoyment of their home and community'.

ASB therefore includes a variety of behaviour covering a whole complex of selfish and unacceptable activity that can blight the quality of life of a particular individual, group or community.

For the past 5 years the police have been using the 14 categories of ASB as defined by NSIR for dealing with incidents that fall short of being notifiable crimes. Whilst these categories provided a suitable data set for recording ASB they did not encourage call-handlers to consider the risk involved for the caller, other individuals or the community as a whole if the ASB continued.

ASB in NSIR 2011 reflects a case management ethos rather than an incident based approach. It considers the spectrum of harm, encourages the management of risk and emphasises problem-solving. It simplifies and rationalises police activity in every aspect from recording, investigating, risk assessing and analysing through intervening and on to follow-up action. Further guidance is available in the Home Office Effective ASB Case Management Principles published in September 2010.

The proposed simplified categories change the emphasis from merely recording and responding to incidents to identifying those vulnerable individuals, communities and environments most at risk and therefore in need of a response before the problems escalate.

Failure to recognise the signs can result in the incidents becoming more violent or the ASB continuing and causing feelings of helplessness and depression which, as recent cases have shown, can result in tragic consequences.

As the emphasis has changed from categorising incidents to identifying vulnerability it is clear that the old ASB categories cannot be mapped up to the new categories: e.g. fireworks could be set off to the annoyance of the community in general or they could be targeted at a particular household.

The new categories do not preclude the need to check whether the caller has made contact before or if there have been other complaints from the location about similar or other issues.

The three proposed new ASB categories are:

- (1) Personal
- (2) Nuisance
- (3) Environmental

To match these three categories call-handlers at the first point of contact must have risk identification and assessment as a key part of their thinking and questioning process as none of the three categories is linked to a specific response grading.

There will be occasions where an immediate response to an ASB incident is appropriate but there will also be occasions where a slower response is more suitable. The onus is on the call-handler to ensure the correct initial response and for them to record their rationale.

There is a simple model consisting of three questions which will support the consideration of risk process:

- (1) What can go wrong?
- (2) How likely is it?
- (3) What are the consequences?

Effective risk management involves the identification, assessment and prioritisation of risks. It should lead to the appropriate use of resources to minimise, monitor and control the probability and/or impact of ASB.

### **ASB: PERSONAL**

'Personal' is designed to identify ASB incidents that the caller, call-handler or anyone else perceives as either deliberately targeted at an individual or group or having an impact on an individual or group rather than the community at large.

It includes incidents that cause concern, stress, disquiet and/or irritation through to incidents which have a serious adverse impact on people's quality of life.

At one extreme of the spectrum it includes minor annoyance; at the other end it could result in risk of harm, deterioration of health and disruption of mental or emotional well-being, resulting in an inability to carry out normal day to day activities through fear and intimidation.

### **ASB: NUISANCE**

'Nuisance' captures those incidents where an act, condition, thing or person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims.

It includes incidents where behaviour goes beyond the conventional bounds of acceptability and interferes with public interests including health, safety and quality of life.

Just as individuals will have differing expectations and levels of tolerance so will communities have different ideas about what goes beyond tolerable or acceptable behaviour.

**ASB: ENVIRONMENTAL**

'Environmental' deals with the interface between people and places. It includes incidents where individuals and groups have an impact on their surroundings including natural, built and social environments.

This category is about encouraging reasonable behaviour whilst managing and protecting the various environments so that people can enjoy their own private spaces as well as shared or public spaces.

People's physical settings and surroundings are known to impact positively or negatively on mood and sense of well-being and a perception that nobody cares about the quality of a particular environment can cause those effected by that environment to feel undervalued or ignored.

Public spaces change over time as a result of physical effects caused, for example, by building but the environment can also change as a result of the people using or misusing that space.



## **CHAPTER 2.3: Public Safety and Welfare**

### **ABANDONED CALLS**

This category covers telephone calls where there is an indication that a call has been made deliberately to the police and has subsequently been abandoned without an explanation or a call has been made without the caller speaking to the operator/call-taker (this would include calls made by children that do not require a police response) and includes 999 calls where the caller has dialled 999 in genuine error and having been spoken to, the call handler is satisfied that there are no other suspicious circumstances or concerns for safety involved.

If noises are heard or there is anything to indicate that there should be a cause for concern then this matter should be recorded under 'Concern for Safety' thereby ensuring an appropriate response (e.g. subscriber checks).

Staff should not assume that callers have mental health issues simply on the basis that the caller fails to respond or gives unexpected responses. The caller may have difficulty hearing or understanding English. Where staff are uncertain it is suggested that they seek the advice of a supervisor.

### **ABSCONDERS / ABSENT WITHOUT LEAVE (AWOL)/WANTED PERSONS/POLICE AND COURT ORDERS/BAIL**

Reports concerning those who are absent without leave from HM Forces or HM Prisons in circumstances that fall short of a notifiable offence.

This does not include unauthorised absences from homes or hospitals (see 'Missing Persons').

This category also includes any incident which falls short of a notifiable crime that involves a breach or check of any police or court order or breach of bail.

It also includes incidents involving physical checks on whether people are complying with curfew or bail conditions and incidents involving breaches of those conditions. This category will also include reports received that a person has breached bail conditions or is wanted for other offences.

## ALARM

A report of an activation of an automatic alarm system which is linked to a monitoring station. The police response is still active. There is no evidence that a notifiable crime has been committed.

### NOTES

There are different circumstances in which alarm activation will be recorded under NSIR:

- Under PSW ('Suspicious Circumstances') e.g. where a car or person is seen in the area at the time of the alarm sounding and has now disappeared.
- Under PSW for any activation that fits the PSW alarms criteria.

The following would be included in this category:

- Equipment faults
- Alarm tests
- Power failures
- Line faults
- Key holder attendance/non-attendance/late
- Weather causing activation
- Insect/animal activated
- Unknown cause

This category also captures warnings and final warnings following a series of false alarms. It also includes reports of an activation which is linked to a monitoring station where the response has been withdrawn and there is no evidence that a notifiable crime has been committed. This would include:

- Equipment faults
- Alarm tests
- User errors
- Line Faults

This category also includes reports of an activation of an automatic alarm system, which has been installed by the police. Historically forces have tended to categorise these as either genuine or false. Where there is a genuine activation it is anticipated that either a notifiable crime will result (as many of these alarms are installed due to a history of domestic violence) or that a NICL domestic incident will be recorded.

In these cases the appropriate classification will be either "crime" or NICL domestic incident. False activations prompted by a genuine belief on the part of the alarm holder that a threat existed should be qualified as "call made with good intent".

Also included in this category are reports of activations which are not linked to a central

system or installed by the police where there are no grounds to suggest that a notifiable crime has been committed. This category also refers to commercial and domestic premises/properties with their own stand-alone alarm. This category will include reports where the caller is complaining of the noise of this type of alarm causing a nuisance.

This category also includes "Operation Cordless" alarm activations (reports of alarm activations at BT telephone kiosks) where there is no evidence of a notifiable crime having been committed. This category does not include alarms fitted to vehicles. Such instances are recorded as crimes if a notifiable crime has occurred or ASB: 'Nuisance' if no crime has been committed or attempted.

## ANIMALS/WILDLIFE

A report of an incident that involves wildlife, pets, or domesticated animals. This category is designed to capture incidents and offences that fall short of notifiable crime. It is about animals and not the behaviour of their owners. If for example a dog owner is using their dog to help them create a general nuisance then this should be recorded under the appropriate ASB category. Animals do not commit ASB; people do. This category does not include RTCs or Highway Disruption involving animals.

The investigation of these incidents may involve legislation that is both complex and seldom encountered by the majority of police officers and staff. There are serious cost implications in terms of training staff to record accurately incidents with which they may never deal. For example, by using this general category, it will be possible for the wildlife experts within forces to identify quickly those incidents requiring their analysis and those experts can then further sub-divide the incidents to meet their own needs within the ACPO guidelines on Wildlife matters. Some forces have chosen to use a wildlife qualifier to assist with analysis.

Health and safety issues must also be considered as dealing with animals and wildlife can carry risks of injury and infection. The advice of a force wildlife officer should be sought where incidents of this nature are reported.

## CIVIL DISPUTES

These are disputes, misunderstandings and breakdowns in communication (falling short of notifiable crime) between private individuals and/or organisations in respect of differences about the parties' respective legal rights and interests.

Some legal rights are inherent, i.e. personal safety, ownership of property, personal integrity and reputation whilst other rights arise out of agreements. The difference or dispute is likely to centre on a failure by one person to perform legal duties owed to another which result in harm to the legal interests of that other person. The principal categories of civil dispute involve claims founded in the law of contract, the law of tort, which is concerned in particular with accidents and professional negligence, breaches of trust and the redistribution of shared property following the break up of relationships. This category does not include Domestic Incidents as all civil disputes within a relationship, as defined, should be classified as a Domestic Incident.

## CONCERN FOR SAFETY/COLLAPSE/INJURY/ILLNESS/TRAPPED

A report received where there is genuine and justifiable concern for a person's welfare or well-being and the report does not outline any information which may indicate that the person is missing. If the concern for safety is due to disappearance or non-appearance then the appropriate category will be under 'missing person'.

If concern is expressed for more than one person (e.g. mother and child) then this should still be recorded as one incident of concern for safety.

This category would include such circumstances as where a victim of crime hears that the perpetrator is being released from prison and the victim duly has concerns that there may be issues around their personal safety.

If the concern for safety arises as part of a Domestic Incident, it should be recorded as such. It should be remembered that it is the risk assessment which will determine the response not the closure code.

This category includes reports that a person has been found either collapsed or appears to be suffering from any illness or injury (including mental illness) or is trapped (this will include those trapped in lifts as well as those caught by rising tides, etc). This will not include those injured as a result of an RTC or Crime but it will include those who have deliberately self-harmed.

NOTE: This will include those who appear to be drunk and incapable but not those considered to be drunk and disorderly which, if appropriate, should be recorded under ASB Nuisance.

## DOMESTIC INCIDENT

A report of a domestic incident, which occurs in either a public or private place. This category is designed to capture those incidents where the circumstances do not amount to a notifiable crime.

This also includes incidents which fall outside the ACPO definition of Domestic Abuse (see below) such as incidents involving individuals aged 17 or under. This will help improve the intelligence picture to allow effective identification of vulnerability.

This category would also be used when a person is accompanied back to the location of a domestic incident to collect their belongings.

Where a notifiable crime has been committed the incident should be closed under an appropriate crime code.

If there are additional characteristics that forces wish to capture or are specified within the NICL or the optional menu then 'qualifiers' should or may be used (e.g. 'Vulnerable Child / Young Person' or 'Alcohol').

Where an incident or crime has been recorded and there are ACPO defined domestic abuse issues then forces should consider using the 'Domestic Abuse' qualifier as defined within the NSIR optional qualifier menu.

The shared ACPO, Crown Prosecution Service (CPS) and government definition of domestic violence is: ‘any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults, aged 18 and over, who are or have been intimate partners or family members, regardless of gender and sexuality.’

(Family members are defined as mother, father, son, daughter, brother, sister and grandparents, whether directly related, in-laws or step-family.)

## FIREARMS

This category covers incidents and non-notifiable crimes involving firearms and imitation firearms as well as firearms licensing offences that are not notifiable crimes.

It also includes incidents where no offences are disclosed, e.g. reports of people using guns whilst out ‘lamping’ or shooting vermin on farmland but who turn out to have the farmer’s permission.

Where calls are received advising that the caller is going out “lamping” then forces may choose to record under this category or may record within Administration – Pre-planned events. It is recommended that in these cases forces also apply the “lamping” qualifier contained within the optional menu set.

This also includes incidents and non-notifiable crimes relating to BB guns.

## HOAX CALLS

This category is under Public Safety/Welfare as the main impact of hoax calls is on other people with genuine concerns who cannot get through to the police or get assistance as a result of the hoax call.

An appropriate ASB code should be used for recording complaints about nuisance calls. If the matter requires action by a telephone company then ‘transferred to another agency’ would be the appropriate closing category or qualifier.

This category also includes false calls made to emergency services. These are calls that convey information that is false and is known or believed to be false for the purpose of causing distress, anxiety or the wasteful misdirection of emergency services.

In this context “Emergency Services” should be viewed in its widest sense and includes Coast Guards, Mountain Rescue, Mines Rescue, etc.

N.B. Certain calls, e.g. Hoax Bomb calls are notifiable crimes and should be recorded as such e.g. hoaxes involving noxious substances under Section 114 Anti-Terrorism, Crime and Security Act 2001 are on the notifiable crime offence list.

### NOTES

- Hoax calls received directly by the police will be recorded.
- Notification of hoax calls received from emergency services, in general, should be

recorded in accordance with the Other Agency Rule.

- This category does not include calls made with good intent where the information given turns out to be incorrect. These could be closed with the relevant log closure and a qualifier: 'Call made with good intent'.
- This category will also include those calls made by people with mental health problems or delusional disorders who report incidents that have not occurred. Forces are reminded of the need to ensure an appropriate risk assessment has been undertaken in respect of these calls.
- Staff should not assume that callers have mental health issues simply on the basis that the caller fails to respond or gives unexpected responses. The caller may have difficulty hearing or understanding English.
- Where staff are uncertain it is suggested that they seek the advice of a supervisor.

## **IMMIGRATION**

Any incident, which falls short of a notifiable crime that concerns immigration or asylum issues etc.

## **INDUSTRIAL INCIDENT / ACCIDENT**

This category covers accidents or incidents occurring at industrial sites. It does not include deaths as these are recorded under 'Sudden Death' or as notifiable crimes.

This category will include incidents not just in factories and workshops but also in offices and on building sites or any other workplace and could involve industrial transport accidents occurring off-road, e.g. a dumper-truck on a building-site.

This will include incidents or accidents which the police investigate on behalf of HSE (e.g. accidents at racetracks, etc.) as well as incidents such as gas leaks, power failures, etc.

It does not include industrial action such as strikes and picketing which should be classified under the Protest/Demonstration category.

Some forces may wish to use a sub-category if they have a number of incidents such as gas leaks.

Non-payment concerns or disputes should be recorded as 'Civil Dispute'.

## LICENSING

This category covers all licensing matters and incidents which fall short of notifiable crime relating to licensing and licensed/registered premises (pubs, clubs, off-licences, theatres, cinemas, etc).

This is not intended to capture ASB.

This category will include non-notifiable offences relating to betting and gaming.

Examples would include selling alcohol to underage drinkers or allowing people under 18 to see adult-only films. It would also include offences such as selling tobacco to people aged under 18.

This category does not include matters relating to firearms (covered in 'firearms'), or matters relating to vehicle use (covered in 'transport').

## MISSING PERSON

A missing person is anyone whose whereabouts is unknown whatever the circumstances of disappearance. They will be considered missing until located and their wellbeing established. Further advice is available in the latest ACPO Manual on Missing Persons. This category includes any report of a missing person including those covered by the ACPO Guidance Manual.

**High Risk** - The risk posed is immediate and there are substantial grounds for believing that the subject is in danger through their own vulnerability or mental state or the risk posed is immediate and there are substantial grounds for believing that the public are in danger due to the subject's mental state.

**Medium Risk** - The risk posed is likely to place the subject in danger or they are a threat to themselves or others.

**Low Risk** - There is no apparent threat or danger to either the subject or the public.

Associated closures:

- General observations requested from another force for a missing person: 'Administration – Message'.
- Address check for missing person from other force: 'Administration - Police generated resource activity'.
- Report of a person missing and found in same incident: 'PSW - missing person'.
- If the incident only states that person has been found and not opened as a missing person then close as: 'Administration - Found Person'.
- Truancy is recorded by schools and unauthorised absence is recorded by children's homes: if the whereabouts of an individual remains unknown following enquiries by the school or children's home and this is reported to the police then that becomes a missing person report.

## **NATURAL DISASTER: INCIDENT/WARNING**

Any incident, including a potential incident that results or could result from an effect of natural forces.

This would include incidents such as floods or damage/difficulties caused by strong winds, lightning strikes, etc. It also includes warnings given of potential danger/hazards due, for example, to impending changes of the weather: i.e. that 'there is a hurricane on the way'.

It does not include industrial incidents/accidents, problems with utilities or incidents resulting from human action.

## **PROTEST / DEMONSTRATION**

This will include protests or demonstrations, spontaneous or pre-planned by the organisers, where there is no notifiable crime and will include:

- Protest Marches;
- Strikes and industrial action; and
- Hunt saboteurs, etc.

This category will not include 'Pre-Planned Police Activity'. The event itself may have been pre-planned but the organisers have either not informed the police beforehand or, having been informed, the police determined that no specific action was necessary. However on the day police action (deployment of resources) has become necessary due to unforeseen or exceptional circumstances.

## **SUDDEN DEATH**

A report that the sudden death of a person has occurred.

This includes deaths that were initially treated as suspicious and were subsequently found not to be. This classification will help to identify those deaths that are more resource-intensive. However, this would not include crime related deaths but would include deaths resulting from industrial accidents.

## **SUSPICIOUS CIRCUMSTANCES/INSECURE PREMISES OR VEHICLES**

This category will include the following:

1. A report that a person is acting in a suspicious manner.
2. A report that a vehicle is acting in a suspicious manner or that a vehicle is parked or being driven suspiciously.
3. Reports that something has happened to arouse suspicion but no vehicles, people or packages are obviously involved.

Example: The occupants of a house are known to be on holiday but the lights are seen going on and off during the night but there is no trace of suspicious people or vehicles.



This category should be used for 'cold callers' (i.e. uninvited callers 'selling' door to door) who cause concern and arouse suspicion in circumstances which fall short of any notifiable crime. This category also includes insecure premises or vehicles.

Any incident, falling short of a notifiable crime, that involves insecure premises or property and there is no evidence of a forced or unlawful entry. This will include buildings that people other than the police consider to be vulnerable. Premises will include any building as well as vessels and vehicles used for habitation, business or storage. It also includes insecure motor vehicles.

The category is designed primarily to record the concerns and perceptions of those outside the police service rather than encouraging the police to become involved in risk assessing premises and thereby potentially becoming liable should the risk assessment be incorrect.

Examples include:

- The alarm system on a building (such as a bank) has been deactivated due to an electrical fault or to allow decorators to work on the premises. This would amount to making the premises less secure.
- Premises where an entrance is insecure and the owners/occupiers are known to be away (this could include the front door of a house or the hatch of a barge).
- A motor car with an unlocked or open door or boot lid but where there is no apparent evidence of forced entry.
- Persons advising that their home will be unoccupied for a period of time and whilst left apparently secure the caller perceives that the building is at a greater risk than normal; they may also nominate keyholders.
- If on checking some suspicious circumstances and it is found that there is an explanation removing any grounds for suspicion then the log could be closed using a qualifier: 'call made with good intent'.

## SUSPICIOUS PACKAGE / OBJECT

This category is for a report of a package or object seen in suspicious circumstances or in a location that causes concern. It also includes incidents involving substances or materials which cause concern for public health ('white powder', 'anthrax', 'ricin' or similar incidents). It includes incidents involving unexploded munitions (e.g. WW2 bombs munitions such as mortar rounds, etc).

### NOTES

This category is separate from 'Suspicious Circumstances' as it causes a different response, e.g. evacuation, cordons, notifying Bomb Disposal or other specialist teams. It should not be used where there are indications of a notifiable crime. Following the attacks of 07/07/05 in London the number of reports of suspicious packages increased across the country. As a consequence, this category could be used as a possible indicator of public anxiety about the threat of terrorism.

## CHAPTER 2.4: Administration Categories

The Administration Theme defines a number of categories, which in turn describe types of calls for service, contacts and activities that fall outside of the main NICL theme groupings of Transport, Anti-Social Behaviour (ASB), and Public Safety and Welfare (PSW).

To avoid over-bureaucratising the process it is not mandatory that forces capture every call for service or contact fitting these Administration categories on their respective Command and Control or incident recording systems. However, where forces do choose to capture the types of contact described they should be able to attribute the relevant Administration category to any record that is created. This ensures the accuracy and relevance of the codes contained within the main NICL theme groupings and prevents corruption of that data.

### CANCEL / EXIT / ERROR

To be used to close those logs not required for the recording of incidents or activities: e.g. incident logs that have been opened by mistake.

### COMPLAINTS AGAINST POLICE AND DISSATISFACTION WITH SERVICE

To be used to record initial contact regarding complaints against police or reports of dissatisfaction with service.

### CONTACT RECORD

This category is to be applied to those command and control logs (or other system records) used to record contacts with customers that amount to answering questions or resolving queries by the giving of general advice.

This category is solely intended to assist those forces who choose to use their incident logging system to capture "Contact records" in addition to other incidents. This will usually be where those forces do not have a dedicated "Contact Record Management" system.

It also recognises that some forces now choose to utilise their systems to record all customer contact irrespective of the subject matter.

For example:

- Mr A has been issued with an HORT/1 form. He phones asking for the opening times of the police station. A log is made of this contact.
- Mrs B calls querying if there will be a police presence at the impending village fete. A log is made of this call.

This category should not be used for incidents within the ASB, PSW or Transport themes whereby the matter reported has been resolved or dealt with by means of providing advice to the caller/victim. Such incidents must be classified with the appropriate ASB, PSW or Transport category.

## DUPLICATE

To be used to close a record where the same details have already been recorded on another incident log.

## LOST / FOUND PROPERTY / PERSON

To be used to record lost and found property.

This will include found stolen vehicles as well as vehicles that were reported as stolen which in fact were lost, e.g. where someone has parked in a car park and they report their car as stolen when they simply cannot recall where they parked it or where someone has forgotten that they lent their car to someone who duly returns it or reminds them of the lending.

It will also include found people, i.e. anyone who has previously been reported missing, where the force in whose area the person is found needs to create a new record to resolve the enquiry.

This category is not to be used to record missing persons who are found within the life that the original incident is live. It is only to permit the classification of incident logs created to manage the finding of a previously reported missing person.

Example 1: Fred is reported missing in Force A and subsequently is found in the area of Force B. Force A will have a PSW Missing Person incident. Force B would classify any record they create as 'Admin: Found Person'.

Example 2: Fred is reported missing in Force A. The incident created by Force A is closed and classified as 'PSW: Missing Person'. Some considerable time later Fred is found elsewhere in Force A area. To manage this Force A should create a new record as 'Admin: Found Person'.

## MESSAGES

To be used to record messages.

This category would include requests to pass on details of deaths, injury or illness as well as informing people that someone was in custody or required at Court.

It covers information about future events including messages about possible offending e.g. a planned robbery.

This will include closure of logs relating to PNC messages (including observation messages and circulations for wanted persons). It will also include passing of messages such as advising all units that a particular custody unit is full or advising staff that an individual is waiting to see a member of staff at a particular location. It will also be used to record technical faults (e.g. advising units that a barrier is malfunctioning or the command and control system has collapsed). It can also be used to record that other agencies are out on patrol (e.g. Military Police or Neighbourhood Watch).

## **POLICE GENERATED RESOURCE ACTIVITY**

To be used to record incidents/information relating to activities generated by the police e.g. to record prisoner escorts, etc. This category will also include what some systems refer to as 'child' logs (tasking that forms part of an incident - the 'parent' log), e.g. an evacuation as part of a response to a major incident.

## **PRE-PLANNED EVENTS**

This closing category is to be used for pre-planned events such as major sports fixtures; pop concerts, etc.

It is also to be used to record notifications of pre-planned events from members of the public.

Examples include:

- School fetes
- Lawful shoots
- Organised drag hunts
- Lamping (use this in conjunction with the lamping qualifier if your force utilises this).

This excludes reports advising of possible incidents as opposed to events that may occur in the future.

## **TEST / TRAINING**

To be used to close incidents that relate, for example, to technical testing of systems or processes (including other agency testing of systems, e.g. Prison to Police communications links). This category will also be used for closing training activities, e.g. pursuit training exercises for drivers and communications staff, etc.

## CHAPTER 2.5: Qualifiers

From April 2009 only a small number of qualifiers formed part of the NICL and thus were subject of ADR collections. The remaining nationally defined qualifiers formed an optional menu list to which forces have added their own locally relevant qualifiers.

### HATE AND PREJUDICE

#### RECORDING OF HATE INCIDENTS AND HATE CRIMES

*Extract from 'hate crime: delivering a quality service produced by ACPO / PSU (March 2005):*

It must be clearly understood that evidence of an offence is not a requirement for a hate incident to be recorded. There is no evidential test as to what is or is not a hate incident. Perception by anyone that a hate incident has occurred is all that is required. A Hate Incident is defined as: 'Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate'.

Where the hate element is not immediately apparent the person reporting should be asked the reasons for their belief, which should be recorded to assist in identifying possible lines of enquiry. It should also be noted that other incidents that are not initially recorded as hate incidents may be so recorded at a later stage, if the victim subsequently discloses such a perception or their original perception changes.

Police officers may well identify a hate incident as such even where the victim or others do not. Where this occurs the incident should be recorded in the appropriate manner. Victims may either be unwilling to reveal that they are being targeted because of their skin colour, religion or sexuality or gender reassignment (especially in the case of someone from the Lesbian, Gay, Bisexual and Transgender (LGBT) community) or may not be in fact aware that they are a victim of hate crime even if this is obvious to another person.

For example a heterosexual man walking through an area frequented by gay men is verbally abused without provocation. He reports the incident but does not believe it to be homophobic because he is not gay. The officer taking the report is aware that several men have been attacked in that area over the last few weeks and suspects that someone is targeting men in the area because they perceive them to be gay. The officer correctly reports this as a homophobic incident recording the reasons in the report.

Where any person, including police personnel, reports a hate incident it must be recorded as such:

- Regardless of whether they are the victim or not.
- Whether a crime has been committed or not.
- Irrespective of whether there is any evidence to identify the hate element.

Such records must be factually accurate, easy to understand and identify at an early stage any risks to the victim, their family or the community as a whole. By adopting this approach the service ensures that all reports of hate incidents are recorded and acknowledges the perceptions of everyone concerned.

It is important to remember that, whilst NSIR provides qualifiers in line with the ACPO policy requiring the identification of certain types of hate motivated incidents, there will be other circumstances whereby the caller or victim may perceive that the circumstances amount to a hate crime or incident.

### **PREJUDICE: DISABILITY**

This qualifier is to be used to identify any incident which is perceived by the victim or any other person to be motivated because of a person's disability or perceived disability.

This includes physical disability, learning disability and mental health disability.

### **PREJUDICE: RACIAL**

This qualifier is to be used to identify any incident which is perceived by the victim or any other person to be racially motivated.

This will include any motivation based on colour, race, nationality or ethnic or national origins, including countries within the UK and Gypsy and Traveller groups.

### **PREJUDICE: RELIGION OR BELIEF**

This qualifier is to be used to identify any incident which is perceived by the victim or any other person to be motivated because of a person's religion or belief or perceived religion or belief.

This will include any religious or belief group, and any lack of religion or lack of belief.

### **PREJUDICE: SEXUAL ORIENTATION**

This qualifier is to be used to identify any incident which is perceived by the victim or any other person to be motivated because of a person's sexual orientation or perceived sexual orientation.

### **PREJUDICE: TRANSGENDER**

This qualifier is to be used to identify any incident which is perceived to be motivated because a person is transgender or is perceived to be transgender by the victim or any other person.

## NON-PREJUDICE-RELATED QUALIFIERS

### ALCOHOL

This qualifier is to be used to capture the characteristics and motivating factors around an incident where the consumption and effects of alcohol are more than merely incidental. The idea is to capture the circumstances where the consumption of alcohol has affected someone's behaviour and been a major contribution to the activities leading up to the incident. It would not, for example, be used when a perfectly sober individual went into an off-licence and stole a bottle of wine nor would it be used for licensing offences unless the problem was the consumption and subsequent effects of consuming alcohol.

### DRUGS

This qualifier is to be used to capture the characteristics around an incident where the use of drugs has featured.

- Reports where the incident contains any reference to the behaviour or wellbeing of any person being affected by the consumption of drugs, whether legal or illegal
- Reports of the misuse, possession or creation of classified substances and/or paraphernalia reasonably assumed to be associated with such substances.

This does not include incidents associated with persons under the influence of substances that are not covered by misuse of drugs legislation (e.g. aerosols, paint thinner, glue, etc.) Forces should consider applying the qualifier 'Other Intoxicants'. This qualifier does not include the misuse of alcohol. If any notifiable offence is recorded due to NCRS, then the incident should be classified as 'Crime'.

'Drugs', for the purposes of this qualifier means:

- All substances covered under Misuse of Drugs Act 1971 (all class A, B and C substances).
- Medications prescribed by healthcare officials
- Medications bought as non-prescription drugs

Examples of incidents receiving this qualifier within NICL, which are not crimes:

- Report of youths smoking pot in bus shelter, youths currently at location. Police respond; find a smell of cannabis in the air but no physical substance is found.
- Member of public reports small bag of white powder left in public toilets. Police attend, test substance found to be amphetamine. No owner identifiable.
- Report received of cannabis being grown on an allotment. On investigation plant found to be growing on wasteland to side of allotments near bird feeders, no signs of plants being tended.
- Report of empty syringes found behind cricket pavilion on local playing field.

## MENTAL HEALTH

This qualifier is to be used to endorse an incident involving a person who has, or appears to be suffering from, a mental disorder or mental impairment including learning difficulties.

Forces are reminded that they should ensure that appropriate risk assessments have been carried out in response to calls considered or perceived to have a mental health or delusional cause or contributory factor.

Staff should not assume that callers have mental health issues simply on the basis that the caller fails to respond or gives unexpected responses. The caller may have difficulty hearing or understanding. Where staff are uncertain it is suggested that they seek the advice of a supervisor.

## YOUTH RELATED

This qualifier is to be used to endorse an incident emphasising the importance of the age of the protagonists and where the perceived or actual age is under 18.

### **Perceived age is relevant in 2 circumstances:**

- Where the caller perceives the age as above and there is no positive information to the contrary. An example of positive contrary information will include when officers respond to a report of theft, arrest the offenders and are able to confirm that they are aged over 17yrs. In another context, if the caller reports an incident of youth disorder and perceives that the protagonists are of the relevant age group but they have gone before the police arrive, then the perception of the caller is the relevant information.
- The protagonists are spoken to and cannot or will not confirm their age. In this case, the perceived age is relevant.

This, like other qualifiers, is intended for use with all Crime and NICL theme areas. It is not restricted to any one primary category, for example, it is not restricted to youth related anti-social behaviour.

## OLYMPICS

This qualifier is to be used to capture any incident that involves persons, property or infrastructure that is connected with the delivery or the image of the Olympics; this can be before, during or after the games.



## OTHER OPTIONAL QUALIFIERS

It is suggested that all qualifiers should be used for both crime and non-crime incidents and that they should be used irrespective of what the closure code implies.

### ASSISTANCE TO OTHER AGENCY

This qualifier is to be used where the police are in a secondary role providing assistance to another agency.

### CALL MADE WITH GOOD INTENT

This qualifier is to be used where the reporting person genuinely believes something has happened but enquiries reveal that they were mistaken.

It is extremely important to encourage the public to maintain contact with the police and an inappropriate response to a call may mean that the caller will be dissuaded from calling the police again. Sometimes people will make a call in the mistaken but honest belief that an incident has occurred where further investigation reveals they were wrong.

In these circumstances it is important to avoid derogatory remarks or negative comments; this is a key service issue, hence the use of the qualifier: 'call made with good intent'.

### COLD CALLING

This qualifier is to be used for incidents i.e. unsolicited phone sales and door-to-door selling.

### CRITICAL INCIDENT

This qualifier is to be used where the effectiveness of the police response is likely to have a significant impact on the confidence of the victim, their family and/or the community.

### DOMESTIC ABUSE

Where a clearly identifiable crime or incident has occurred this qualifier is to be used to ensure that any characteristics of domestic abuse around the incident are captured.

The ACPO definition is:

'Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults, aged 18 or over, who are or have been intimate partners or family members regardless of gender.'

### FIREARMS

Where a clearly identifiable crime or incident has occurred this qualifier is to be used to endorse the incident thereby emphasizing the connection to, or involvement of, firearms which will include air weapons, BB guns and imitation firearms.

## HONOUR-BASED INCIDENT

Where a clearly identifiable crime or incident has occurred this qualifier is to be used to ensure that any characteristics of 'honour-based' activity around the incident are captured. Honour-based violence is defined as: 'A crime or incident which has or may have been committed to protect or defend the honour of the family and / or the community'. Honour-based violence can affect both men and women, and cuts across a number of cultures and communities. It is closely associated with domestic abuse and child protection matters.

Issues such as dress, choice of friends, relationships with members of the opposite sex and career choice, amongst others, could all be perceived as impacting on a family's honour and as a result lead to honour-based violence.

There are many examples of how honour-based violence can impact on someone's life including being isolated from local communities, not being allowed independence, or being forced into marriage under duress from their family. In every case police have a responsibility to ensure people's safety, whether that is by offering advice or prosecuting offenders.

## LAMPING

This qualifier is to be used to highlight incidents involving the hunting of animals at night where spotlights are used to illuminate, distract or blind the animals so that they can be captured and/or killed.

## MAJOR INCIDENT

This qualifier is to be used to endorse reports of crimes or incidents to emphasise that it was declared a major incident in accordance with ACPO guidelines. (From the ACPO Major Incident Manual)

'A major incident is any emergency that requires the implementation of special arrangements by one or more of the emergency services, the NHS or local authority for:

- The initial treatment, rescue and transport of a large number of casualties
- The involvement either directly or indirectly of large numbers of people
- The handling of a large number of police enquiries likely to be generated both from the public and news media usually to the police
- The need for large scale combined resources of two or more of the emergency services
- The mobilization and organization of the emergency services and supporting organizations, e.g. local authority, to cater for the threat of death, serious injury or homelessness to a large number of people.'

The element that determines a major incident is the implementation of 'special arrangements' between agencies, i.e. a major incident has been 'declared' by one of the agencies.

### **OTHER INTOXICANTS**

This qualifier is to be used where the consumption and effects of intoxicants other than drugs or alcohol are more than merely incidental: e.g. a person's rowdy, inconsiderate, inappropriate behaviour was fuelled by an inhalation of lighter fluid.

### **OTHER POLICE FORCE DEALING**

This qualifier is to be used to highlight incidents with which other police forces are dealing.

### **OTHER PUBLIC AGENCY DEALING**

This qualifier is to be used to highlight incidents with which other public agencies are dealing.

### **PERSISTENT CALLER**

This qualifier is to be used to endorse incidents where repeat or numerous calls are being received from the same person. This qualifier is to be used where the caller is persistently reporting the same or similar incidents and/or making repeat calls about one incident. This will include hoax calls to emergency services where the caller has, or appears to have a mental health problem or delusional disorder and continually reports incidents that have not occurred. However, each call should be risk assessed appropriately and not just dismissed immediately because it comes from a persistent caller.

### **VULNERABLE ADULT**

This qualifier is to be used to endorse any incident involving a vulnerable adult.

### **VULNERABLE CHILD/YOUNG PERSON**

This qualifier is to be used to endorse any incident where the involvement of a child or juvenile (aged 17 or under) has been a significant factor and where there has been some risk to that child/juvenile and/or the age has been an important factor. This qualifier should also be used for incidents involving child protection concerns. It is separate from the 'youth related' qualifier which merely deals with the age of protagonists.

### **WEAPONS**

This qualifier is to be used to endorse incidents emphasizing the connection to, or involvement of, weapons. This does not include air weapons as these are included in the 'firearms' qualifier.

### **WILDLIFE**

This qualifier is to be used to endorse incidents where wildlife is directly involved. Wildlife will include all animals, flora and fauna (e.g. badgers, birds' nests, protected and endangered species, etc) but will not include pets or domesticated animals.

