

Crime Bureau Policy		
Security Classification	OFFICIAL	
Disclosable under Freedom of Information Act 2000	Yes	

POLICY TITLE	Crime Bureau
POLICY REFERENCE NUMBER	WMP096
VERSION	1.1

POLICY OWNERSHIP	
DIRECTORATE	LOCAL POLICING
BUSINESS AREA	PUBLIC CONTACT

INITIAL IMPLEMENTATION DATE	August 2020
LATEST REVIEW DATE	June 2024
NEXT REVIEW DATE:	June 2026
RISK RATING	MEDIUM
EQUALITY ANALYSIS	LOW

West Mercia Police welcome comments and suggestions from the public and staff about the contents and implementation of this policy. Please e-mail contactus@westmercia.pnn.police.uk

Handling Instructions

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1.0 POLICY OUTLINE

- 1.1 This policy sets out the way West Mercia Police, will deal with the Reporting, Recording, Supervision, Investigation, Disposal and Audit of crime and Crime Related Incidents within a Crime Bureau structure.
- 1.2 This policy is aimed at all staff likely to receive reports of notifiable crimes and crime related incidents.

2.0 PURPOSE OF POLICY

- 2.1 The policy secures a successful and effective Crime Bureau that will deliver a crime management model governed by Home Office Counting Rules for the Recording of Crime. The structure will be capable of managing the high volume low level demand away from Local Policing, whilst ensuring compliance with Home Office Counting Rules (HOCR) and National Crime Recording Standard (NCRS).
- 2.2 The aim is:
- Promoting greater consistency in recording crime, and;
 - Taking a more victim orientated approach to crime recording.

3.0 IMPLICATIONS OF THE POLICY

- 3.1 The Crime Bureau will work within the parameters of current legislation, Codes of Practice and Home Office guidance in relation to the reporting, recording, supervision, investigation, disposal and audit of crime
- Codes of Practice on the Management of Police Information
 - Risks / Health and Safety considerations
 - Human Rights / Equality / Data Protection / Freedom
 - Legal considerations
- 3.2 All staff within the Crime Bureau will receive training in these areas and be subject of regular and robust audit. Staff will also be required to apply relevant legislation and make decisions on the level of risk.
- 3.3 Staff/Training – All staff within the Crime Bureau will receive training in PIP Level 1 Volume and Priority Crime, and will complete the N-Calt e- training packages for the National Decision Making Model, National Crime Recording Standards and the National Standard for Incident Recording. All staff will be subject to full assessment on capability of supervision, investigation, and recording in accordance with national standards, within 12 months of joining the Crime Bureau.

3.4 This policy is based on:

- Home Office Counting Rules for Recorded Crime
- National Crime Recording Standard

3.5 Additional references:

- [Action Fraud](#) – investigate bulk fraud offences
- [Code of Practice for Victims of Crime](#)
- [National Decision Model](#)
- [College of Policing APP guidance on Community Resolutions / Restorative Justice](#),
- [Ministry of Justice Penalty Notice for Disorder](#)
- [Ministry of Justice Adult & Youth Cautions](#).

4.0 CONSULTATION

Chief Officer/Business Lead Consulted	Date Communication Sent
ACC Jones	July 2020

4.1 Key stakeholders have been identified and have been part of the consultation process they are:

- Federation
- Unison
- Legal
- Equality
- Health & Safety
- Superintendents Association
- Internal stakeholders

5.0 DOCUMENT HISTORY

The history and rationale for change to policy is recorded using the below chart

Date	Author/Reviewer	Amendment(s) & Rationale	Approval / Adoption
		Previously approved at JNCC meeting	JNCC 31/07/2017
July 2020	C/I Sarah Corteen	Reviewed No changes reverted to West Mercia Policy	August 2020

June 2024	Mandy Laight CB Manager	Reviewed minor updates made to replace OIS with new system of Saab Safe and to add reference to Digital Desk, this policy needs to be updated again in 2025 when the MOC for Crime Bureau is concluded and implemented.	
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6.0 PROCEDURES

CRIME BUREAU - PROCEDURE DOCUMENTS

[6.1 RECORDING OF CRIME](#)

[6.2 ROLES & RESPONSIBILITIES](#)

[6.3 INVESTIGATION OF VOLUME CRIME](#)

[6.4 SYSTEMS – WEST MERCIA](#)

[6.5 CRIME MANAGEMENT](#)

6.1 RECORDING OF CRIME

6.1.1 THE HOME OFFICE COUNTING RULES FOR RECORDED CRIME

- 6.1.1.1 The Home Office Counting Rules (HOCR) for Recorded Crime are set by the government and require the Police in England & Wales to record crime into defined categories.
- 6.1.1.2 The HOCRs provide the comprehensive framework for the way crime is counted and recorded, including cancellations and outcomes. Changes to HOCRs are governed by a National Crime Recording Strategic Steering Group, whose remit is to consider and determine the strategic development of the National Crime Recording Standard (NCRS) and the Home Office Counting Rules (HOCR) in particular any proposals to change the core principles of NCRS.
- 6.1.1.3 Contents and Layout pages are found at the front of the document, identifying the various categories and sections. The NCRS and role of Force Crime Registrar is found at Annex A within the General Rules
<https://www.gov.uk/government/publications/counting-rules-for-recorded-crime>

6.1.2 NATIONAL CRIME RECORDING STANDARD

- 6.1.2.1 The full National Crime Recording Standard (NCRS), including the role of the Force Crime Registrar, is contained within the General Rules of HOCRs at Annex A. The NCRS provides the principles for 'whether and when' to record a crime.
- 6.1.2.2 All day to day advice and guidance on recording and counting volume crime should be obtained from the Dedicated Decision Makers. In matters of dispute, the Force Crime Registrar is the final arbiter for HOCRs / NCRS.

6.1.3 General Principles

- 6.1.3.1 All reports of incidents (whether crime related or not) will be recorded as a Command & Control incident, *except* – where the crime is being directly inputted onto the forces crime recording system. If during the initial call a decision is made not to record a crime immediately, a Command & Control Incident Log must be created in order to meet the statutory requirements of the National Standard for Incident recording (NSIR) and NCRS.
- 6.1.3.2 The correct recording and closure of incidents on Command & Control systems is an essential element of crime management procedures for volume crime and compliance with HOCRs / NCRS / NSIR
- 6.1.3.3 Any incident will be recorded as a crime (notifiable offence) if on the balance of probability -
- The circumstances being alleged indicate a criminal offence contained within HOCR; and

- There is no evidence to the contrary immediately available

6.1.3.4 For offences against the State, the 'points to prove' to evidence the offence must clearly be made out, before a crime is recorded.

6.1.3.5 Once recorded, a crime will remain recorded unless additional verifiable information (AVI) is found and documented which determines that no notifiable crime has occurred or crimes are transferred or cancelled i.e. where crimes are created in error, or as a duplicate of an existing crime.

6.1.4 Crime Related Incident

6.1.4.1 This term is used to describe a record of an incident where a report of an incident has come to the police attention which, on the balance of probabilities, would amount to a notifiable crime, but the resultant crime has not been recorded.

6.1.4.2 Apparent or possible criminal activity, such as damage to bus shelters, telephone kiosks, forensic items (blood) etc., which does not in itself amount to evidence of a crime, coming to the attention of the police after the incident either personally or via third parties, would not initially be recorded as a crime but as a crime related incident and enquiries should be carried out to locate the victim.

6.1.4.3 Example 1: A report of an assault is received by phone but the caller is not acting on behalf of the victim. Police attend the scene and identify a pool of blood nearby. Further suitable enquiries cannot locate a victim or his or her representative. Record a Crime Related Incident on Command & Control.

6.1.4.4 Example 2: A report is received from a parent that her son has been pushed around and punched in the back by another pupil during play time. Her son did not receive any medical attention other than a visit to their Doctor. No medication prescribed. The school are already aware of the incident and are dealing with the matter entirely. The parent is happy with how the school are proceedings. She has reported the matter to police for advice and because a friend had told her to do so. Record a Crime Related Incident on Command & Control.

6.1.4.5 Example 3: A person reports a gang of youths trying to enter a warehouse, while it is closed for the night. Police attend and find the warehouse in question insecure, having been subject to an untidy search. Enquiries with local residents and relevant authorities fail to trace the owner of the property. Record a Crime Related Incident on Command & Control

6.1.4.6 Example: 4 CCTV picks up an apparent street robbery, but neither the victim nor persons acting on their behalf come forward to report it. No other information is available. Record a Crime Related Incident on Command & Control

CRIME RELATED INCIDENTS

6.1.5 ACTION FRAUD

- 6.1.5.1 From 1 January 2013, members of the public in West Mercia Police area who wish to report any kind of fraud or financially motivated internet crime will be directed to report their crime to Action Fraud (AF).
- 6.1.5.2 In all circumstances where reports of fraud come to the notice of Crime Bureau staff, an assessment will be made to identify potential Vulnerable Victims. In the event such a person is encountered the incident must be deployed to and a Fraud 'Call for Service' record created on CRIMES. A record to Action Fraud must also be made.

The below links provide the standard operating procedures and flowchart. (Right click on the below links and select open hyperlink)

[Action Fraud Policies & Procedures](#)

[Cyber Crime Policies and Procedures](#)

6.1.6 AUDIT

- 6.1.6.1 The Force Crime & Incident Registrar is responsible for carrying out force wide audits to ensure compliance and integrity of policies and procedures. A 12 months audit schedule has been developed and implemented from 01/04/16.

6.2 ROLES AND RESPONSIBILITIES

6.2.1 [Chief Inspector Crime Bureau](#)

6.2.2 [Crime Bureau Role Profiles](#)

6.2.3 [Force Crime and Incident Registrar](#)

6.3 INVESTIGATION OF CRIME

6.3.1 CRIME BUREAU

West Mercia Police have adopted a Crime Bureau model operating across two sites (at Battlefield and Hindlip within West Mercia). With the exception of the Investigation Management Unit teams who operate 24/7, the majority of the Bureau operates 7 days a week between the hours of 08:00hrs & 22:00hrs. West Mercia currently uses ATHENA as a single crime recording platform and records all reports of crime received via the digital desk facility (Single on line Home) and any transfer crimes from other forces.

The Crime Bureau:

- Record reports of crime & crime related incidents onto Force systems in accordance with Force policies and HOCR, whether direct from the public or via the Control Room.
- Ensure that a professional assessment of all reported crime is undertaken and manage the appropriate allocation of crime for further investigation.
- Investigate and assess reports of crime where deployment is not necessary and/or appropriate and gather evidence to deal with the report up to and including the identification of a suspect(s).
- Provide administrative support for the filing and retention of unsolved crime files and documents associated with incident management.
- Where appropriate, make an initial assessment of threat of harm and vulnerability (using the THRIVE model) and grade each incident in accordance with the Managed Response guidelines and Force procedures, applying NSIR / NCRS accordingly.
- In support of OICs and their local supervisors (who have responsibility for monitoring and maintaining the quality of investigations), maintain oversight of criminal investigations and offer guidance with a view to ensuring appropriate, proportionate and professional investigations are conducted and detected investigations are filed with appropriate Outcomes assigned.
- Update Force crime/incident management systems with additional information as supplied by police officers including nominal role relationships and non-custodial process information.
- Ensure victims and witnesses are regularly contacted and updated with investigative progress in line with the Victim and Witness policy.
- Submit intelligence reports in accordance with the Force Intelligence processes.
- Ensure compliance to the National Crime Recording Standard and Home Office Counting Rules (HOCR).
- Support the principle of Right First Time Resolution

All Crime Bureau work is undertaken in accordance with the overarching Force priorities “Delivering an Excellent service” and the refreshed Vision “people-led, tech-enabled, crime fighting service”.

6.3.2 NATIONAL DECISION MODEL (NDM)

- 6.3.2.1 The Crime Bureau will adopt the NDM as part of its drive to ensure a greater focus on delivering its aims, acting in accordance with its values, enhancing the use of discretion, reducing risk aversion and supporting the appropriate allocation of limited policing resources.
- 6.3.2.2 All personnel assigned to the Crime Bureau will have undertaken the NDM NCALT course **within 3 months** of joining the CB team, understanding and practicing the model in order to develop professional judgement to make effective policing decisions.

[To view the National Decision Model click here](#)

6.3.3 RIGHT FIRST TIME PRINCIPLES

6.3.2.1 All crime recording and investigative practices within the West Mercia Police will be based firmly upon the "Right First Time" investigative process. The basic premise of "Right First Time" is that officers identify and record the correct offence at the earliest opportunity to and ensure that the modus operandi and details or appropriate investigations are correctly documented, professionally completed and reflect the offence in question. All potential enquiries are to be identified and where possible completed as soon as practicable to enable investigative decision making and identify fast track investigative opportunities. The process will be assisted by a formalised process of supervisor review and oversight with the requirement of scheduled crime reviews.

6.3.3.2 The key aspects of "Right First Time" can be summarised as follows-

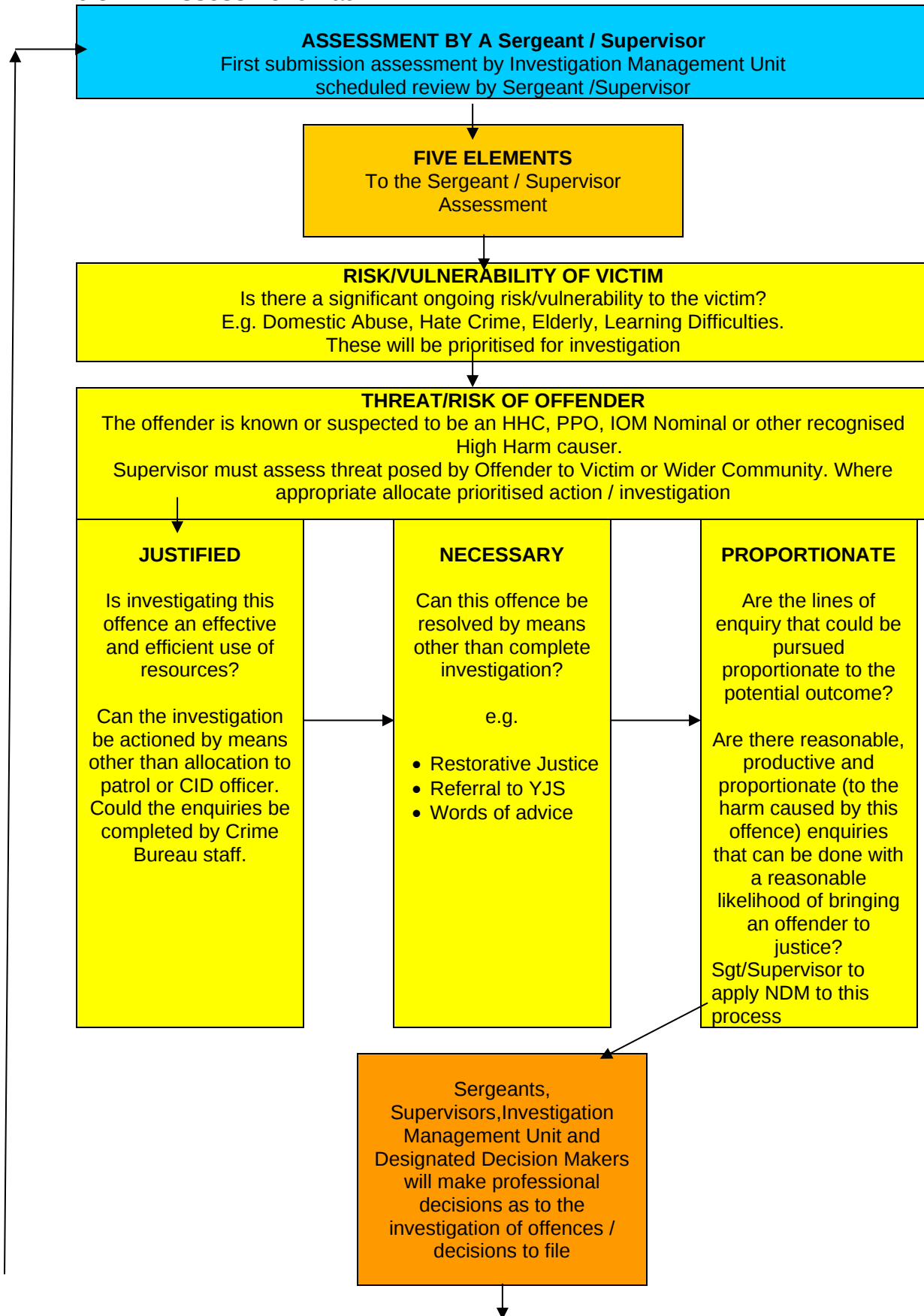
- Get it 'Right First Time' record and investigate it correctly from the very start of the investigation
- Correctly recorded crime classification
- High quality of Modus Operandi (MO)
- Victims and witnesses are dealt with in accordance with the Victims Code, – ask yourself – 'how would you like to be treated?'
- Victim focussed process - A Victim Acknowledgement Letter is produced and sent to the victim. Letter includes crime number, type, what happens next and information on where to get support
- Consistent documented investigation information and reviews
- More robust investigative reviews and clear direction to be provided by Supervisors
- All crimes to be reviewed by Sergeant/Supervisor and/or Inspector as scheduled on the force system
- Crime Jackets to be utilised across the Force to assist with a professional and consistent investigative standard

6.3.3.3 By adopting the "Right First Time" Principles the benefits for operational officers and staff will be clear.

- A smooth and consistent force wide approach to recording and investigating crime
- Officers will have more time to investigate offences
- More operational visibility
- Increased time for Proactive Work
- Investigative workloads will be lower as crimes can be filed at an early opportunity based upon supervisory oversight
- All necessary evidence is captured at the earliest opportunity
- Ensuring the very best opportunity to identify offenders, achieve justice outcomes and protect victims
- Supervisors, Investigation Management Unit and Dedicated Decision Makers have the authority to file crime early in the investigative process based upon professional judgement and a proportionate investigation.

6.3.4 Supervisory review criteria

6.3.4.1 Assessment Matrix



**Designated Decision Maker/Sergeant/Supervisor/Investigation
Management Unit: final Review**
Ensure Right First Time compliance
Correct application of the Assessment matrix

6.3.4.2 The Investigation Management Unit will ensure that “Right First Time principles” have been addressed upon initial submission and that both the Modus Operandi and the initial investigations are of the required standard. An initial decision will be made at this stage as to the relative merits of additional investigation based upon the review criteria / considerations. Professional advice and guidance will be provided as required. Additional supervisory review will be required by an identified supervisor on regular intervals thereafter and or at any stage where there have been significant developments in relation to the investigation.

6.3.4.3 In addition to the assessment of justification, necessity and proportionality they will also be cognisant of the following considerations.

- **Solvability factors**
- **Special factors**
- **Signal crimes**

6.3.5 Solvability Factors

6.3.5.1 The following solvability factors should be considered by the Supervisor/Crime Decision Maker when deciding whether or not to allocate a crime for further investigation;

6.3.5.2 Identification of Suspect(s)

6.3.5.3 Considerations for crimes where a suspect has been described by witnesses;

- a) Is the description unusual or so distinctive that it will significantly improve the chances of solvability if allocated for investigation?
- b) Has the victim/witness had a confrontation with the offender?
- c) Have all the appropriate and proportionate enquiries been concluded?

An assessment of the potential value of witness evidence should be made which may inform the decision to investigate further or file the crime. The victim must be informed of this decision.

6.3.5.4 Linked or Crime Series

6.3.5.5 Two or more offences believed to be linked, the nature of which are such that early allocation will provide tangible lines of enquiry, which would otherwise be lost.

6.3.5.6 High Profile Offence

6.3.5.7 Is the victim or property of such high profile or distinctive quality that allocation for further investigation will significantly increase the chances of solvability or property recovery?

6.3.5.8 Intelligence Development

6.3.5.9 Is there any significant information available, which can either be realistically developed into actionable intelligence or provides grounds for arresting the offender?

6.3.5.10 CCTV

6.3.5.11 Where CCTV footage of the offence exists and it has been assessed by a Supervisor/Sergeant as proportionate, the crime should be allocated for seizure and assessment of the footage. If no premises are identified within the crime report as having CCTV, the Supervisor / Sergeant should consider the following questions;

- a) Is there CCTV available for viewing?
- b) Is the evidence of sufficient quality to assist the investigation?
- c) Is the offence time specific?

An assessment of the potential value of CCTV evidence should be made which may inform the decision to investigate further or file the crime. The victim must be informed of this decision.

6.3.5.12 Forensic Evidence

6.3.5.13 The provides flowcharts to assist in determining whether a Scenes Of Crime Officer visit to the scene would be of benefit and should be considered. Key points as to whether a visit is appropriate are:

- a) Was the property or vehicle insecure or did the offender have to force entry?
- b) Has the scene been preserved or has it been cleaned / used since the offence?
- c) Is the area / item open to the public?
- d) Has a suspect been identified?

If an incident is thought suitable for SOCO attendance, the SOCO Tasking Unit or a Senior SOCO will then make a further assessment as to the viability. The victim should be informed of this, as it will not be possible to make an appointment on SOCO's behalf.

6.3.6 Special Factors

- 6.3.6.1 The following special factors should be considered by the Supervisor/Sergeant, when deciding whether or not to allocate a crime for further investigation;
- 6.3.6.2 Repeat Victim
- 6.3.6.3 Is the victim an individual who has been previously subjected to a 'like' or 'linked' crime?
- 6.3.6.4 Prevention/Reduction
- 6.3.6.4 Are there any measures that can be taken that will have a significant effect on preventing or reducing further offences?
- 6.3.6.5 Evidence of Victimisation or Intimidation as defined in Sec 4 of the Code of Practice of the Domestic Violence & Victims Act 2004.
- 6.3.6.7 Vulnerable Victim or Suspect as defined in Sec 4.2, 4.3 of the Code of Practice of the Domestic Violence & Victims Act 2004
- 6.3.6.8 Specialist Services Notifications
- 6.3.6.9 Crimes may not meet the requirements of the protocol for allocation, but specialist services may require notification to act, e.g. media services, intelligence analysts, PVP

6.3.7 Signal Crimes

- 6.3.7.1 Offences should be further assessed against Signal Crime Factors. This will ensure that crimes having a significant impact on the community are prioritised;

These are the problems identified by members of the public as those that cause the most concern:

- Significant increase in criminal damage.
- Incidents of regular anti-social behaviour.
- Regular public disorder incidents.
- Substantial increase in alcohol related crime.
- Drug related criminality or signs of drug misuse.
- Any incident that significantly affects the quality of life for residents and the community

6.3.8 Summary

- 6.3.8.1 Crimes that have been investigated to a satisfactory standard may be filed by the Designated Decision Maker, Supervisor or Sergeant pending additional evidence coming to light. Crimes must only be filed once the victim has been informed of the

result and victim code requirements complied with. Victim Code Requirements are as follows:-

- Written acknowledgment of the crime – Victim Letter/email
- Victim Contact plan (opt in / opt out of updates)
- Information on Support Services available to victims i.e. the Victim Advice Line (VAL)

6.3.9 GENERIC PRIMARY INVESTIGATION PLAN

Primary investigation of crime – West Mercia Investigative Structure

S	Scene	• Identify scene(s) • Preserve • If a serious crime – cordon off and commence scene log.
O	Observations	• Your own • Witness accounts: who saw what? • First descriptions
L	Law	• Is it a crime? • What should it be crimed as? • What are your powers?
V	Victim	• Are they safe? • What happened? • Manage ongoing risk. • Assaults with injury include details of injury, and any treatment received (stitches, gluing, surgery etc.) • Remember to ask for and record on the crime complaint contact phone numbers/email address. • Consider Vulnerable Victims and Witnesses, Special Measures, Referrals and Contact plans. • Take report from victim or their representative. • Obtain statements for Threats to Kill, Robbery, Burglary, and when a suspect has been arrested / named as a suspect / when directed by a supervisor. • For ALL crime – list who else a statement would be required from and why. • Document injuries, record severity and treatment received, photograph and ensure forensic evidence is obtained. • Record their potential for PROMAT / VIPER • Assess the impact of the crime on the victim and if required make a referral to the Victim Advice line including the following:- Has the victim expressed any concerns or fears; Are they anxious or fearful of what may happen

		next; Have they been a victim of crime previously; Do they have a good support network around them?
E	Evidence	• What evidence already exists? • Secure it • Identify and list potential witnesses • Assess the resources required to undertake a proportionate investigation. • Take full suspect description.
I	Intelligence	• What is known? • What is suspected? • Can our systems help solve?
T	Technology	• CCTV? • Phones? • Computers? • Property checks – provide full description of property. Request IMEI numbers for mobile phones, property outlets, e.g. NMPR
F	Forensics	• Identify and Preserve forensic opportunities
I	Investigate	• Identify and conduct other investigative opportunities • Get the details Right First Time e.g. times / dates of offence, location of crime, name, address, sex, age, self-defined ethnicity, type and severity of injuries. • Complete all relevant sections of the crime complaint form. • List your initial investigation on the crime complaint record. • Secure and preserve scene, evidence scene searches completed. • Consider house-to-house for all crime reported. • Record all house-to-house completed
R	Resources	• Get the right resources in place to investigate.(e.g. SOCO / specialists)
S	Suspect	• Who is the suspect? • Early attempt to arrest? • Record the actions you have taken to trace the suspect. • Arrest suspect if at scene or identified through initial investigation. Officer must consider Section 24 PACE and whether the arrest is necessary and reasonable, prior to any arrests being made.

T	Tasks left	• Take full suspect description / movements. • Identify and detail tasks/enquiries still to be done
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6.3.10 THE VICTIMS' CODE

6.3.10.1 The Basic Requirements

- The victim must receive **written acknowledgment** that a crime has taken place (send email Athena Victim Letter)
- Following the report of a crime if the police decide that there will be no further investigation, they will advise the victim of that fact as soon as possible and **within 5 working days at the latest.**
- The Police must assess the needs of the victim and if required make a referral to a support service / Harm Assessment Unit no later than 5 days after the crime has been committed. 1 day for vulnerable victims
- The Police must provide information about the Victims' Code of Practice https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/831959/adult-victims-code-leaflet.pdf
- As the investigation progresses, the officer in the case will update all Victims with any significant developments.

[Victim and Witness Care APP](#)

6.4 SYSTEMS – WEST MERCIA

6.4.1 Incident Recording System (Saab Safe)

- 6.4.1.1 Incidents reported to West Mercia Police are entered onto the Saab Safe (incident command and control system) by staff in the Operations Communication Centre(OCC), or by staff within the Crime Bureau. The description of the incident as described by the caller is selected by the Operator from an alphabetical drop-down menu and an opening code is selected following determination of the police response, it should be noted all telephony calls into OCC generates a contact record, if the need for a policing response is identified this contact record will be escalated to an incident for the appropriate police response.
- 6.4.1.2 In July 2005, West Mercia adopted the National Standard for Incident Recording and Assessment (NSIRA). The principle aim of the NSIR is to ensure that incidents are risk assessed at the initial point of contact, leading to an appropriate response. It provides a standard framework comprising of 6 categories – Anti-social Behaviour, Crime, Public Safety & Welfare, Transport & Administration. Within NSIR are a group of Qualifiers designed to add value to closing codes by capturing key aspects and characteristics of an incident.

- 6.4.1.3 When an incident is closed, a NICL 'result' code will be applied to the Saab safe log. The closing code may differ from the initial call code, for example if the police attendance ascertains that the nature of the incident is not as initially reported.
- 6.4.1.4 Where an incident is confirmed to be a crime (notifiable offence), an ATHENA investigation number must be added to the incident log. Where a Crime Related Incident (CRI) is initially recorded and later determined not to be a crime, the incident must include a full rationale why a crime is not being recorded, e.g. injured person located who states that the injuries are as a result of an accidental fall. This ensures a transparent audit trail and compliance with the NCRS.
- 6.4.1.5 Where the result code is a CR crime, PS domestic, and/or domestic, hate qualifiers are assigned to the log, where no crime has been created, the log details will be raised on an 'exceptions' report, remaining there until such time that an ATHENA investigation number is linked back to the Saab Safe log.
- 6.4.1.6 The 'exceptions' report will be managed on a daily basis by the local Policing Area for crimes which have not been submitted despite having an closure code on Saab as a crime. There is a further exception report managed by OCC Sergeants who will check any incident which has been created with an opening code as a crime but closed as non crime. This will ensure an effective incident to crime conversion and compliance with NSIR / NCRS.
- 6.4.1.7 The initial classification of the crime and the number of crimes recorded will be determined and validated by the Investigation Management Unit and amended as necessary.

6.5 CRIME MANAGEMENT

6.5.1 Investigation Management Unit

- 6.5.1.1 The preferred method of crime and incident recording will be by Crime Bureau Telephone Investigators, deployed officers and the Harm Assessment Units, though we intend to move to a revised model by early 2025 for all investigations to be called into IMU for one set of skilled staff to record the investigations directly from officers. Staff are currently going through a Management of Change process to achieve this. When this has been completed and the new model launched this policy will be updated to reflect the changes.
- 6.5.1.2 Deployed officers will record their crimes/incidents using ATHENA.
- 6.5.1.3 All allegations of crime, and those crimes that have been committed will be recorded on the force system for Crime Recording Information Management & Enquiry System (ATHENA), **before end of tour of duty**. Recording will strictly be in accordance with HOCRs /NCRS.
- 6.5.1.4 The process to be applied in all cases where a notifiable crime is reported, or it is evident that a crime has been committed, is that a crime report will be

completed by the officer or member of police staff taking receipt of the complaint at the earliest opportunity, **and at least before the end of their tour of duty.**

6.5.2 Recording in Custody

6.5.2.1 Where an offender is dealt with in custody and a crime has not already been recorded the arresting officer will be responsible for either recording the crime on ATHENA.

6.5.3 Front Counters

6.5.3.1 Visitors to the police stations will be dealt with by front counter staff who will record the crime appropriately and in accordance with this policy.

6.5.4 Telephone Investigation

6.5.4.1 The West Mercia Crime Bureau structure includes the Telephone Investigation capacity where trained investigators record crime direct from the public in circumstances where an immediate police response is not required.

6.5.4 Initial Screening

6.5.4.1 All ATHENA investigations will be quality assured and linked. Athena investigations created by the Telephone Investigators will be linked by them and the quality assurance by the Crime Bureau Supervisors. Crimes/incidents recorded by the Harm Assessment Unit, will be quality assured and linked by this team and then they will be checked by the Designated Decision Makers to file or allocate as appropriate.

6.5.4.2 Where a satisfactory investigation has been conducted the Investigation Management Unit/Crime Bureau Supervisor/HAU Supervisor may file a crime investigation at this stage pending additional investigation coming to light.

6.5.4.3 Modus Operandi. Officers will ensure that a full M.O. is updated onto the crime record completing all relevant sections of the M.O template to support the Right First Time model.

7.0 ASSESSMENT AND ANALYSIS

This policy and procedure has been subject of an Equality Analysis (EA), Health and Safety Assessment (HAS) and Risk Assessment (RA) completed by the policy writer.