

 West Mercia POLICE		POLICY
Security Classification	OFFICIAL	
Disclosable under Freedom of Information Act 2000	No	REDACTED VERSION

POLICY TITLE	Deployment Principles
POLICY REFERENCE NUMBER	WMP005
Version	2.0

POLICY OWNERSHIP	
DIRECTORATE	LOCAL POLICING
BUSINESS AREA	PUBLIC CONTACT

INITIAL IMPLEMENTATION DATE	November 2021
NEXT REVIEW DATE:	November 2023
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

1.0 POLICY OUTLINE

This policy relates to the classification of calls for service and establishes guidelines for Police Response.

2.0 PURPOSE OF POLICY

The purpose of this policy is to provide guidance that will fully support the response management to all incidents. The main priority of Call Handlers and Controllers will be to meet the needs of the caller based on THREAT, HARM & RISK, balanced against the availability of resources by applying the most appropriate response deployment..

This policy takes into account the National Standards for Incident and Crime Recording Standards and other Statutory Legislation.

[Home Office Counting Rules for Recorded Crime](#)

[National Standard for Incident Recording](#)

The use of the terms 'principles' within this document is used in recognition of the fluid nature of incident management and response. It is understood that a prescriptive solution may not be possible due to the very nature of incidents that can arise. Reasoning for decisions will be accounted for within the appropriate log/document when relevant and necessary.

3.0 IMPLICATIONS of the POLICY

- Code of Practice on the Management of Police Information;
- Risks / Health and Safety considerations;
- Call handlers have to take decisions on the risk involved - they receive training for this.
- Human Rights / Equality / Data Protection / Freedom of Information – all staff within the OCC's across the force have completed NCALT Training packages in relation to all of the above areas.
- Staffing / Training – All staff receive training and are subject to full assessment on capability to assess threat, harm and risk.
- A health and safety risk assessment has been completed and supports the activity within this policy and has been subject to consultation with key stakeholders. All those who undertake the risk assessment process **must** be trained risk assessors.

4.0 PROCEDURE

1. [Appendix 1. Graded Response Level Definitions.](#)
2. [Appendix 2. The National Decision Model – Direction and Control](#)
3. [Appendix 3 Principles to be applied when deploying to calls for service \(SENSITIVE\)](#)

4. Appendix 4. Deployment to Security System Alarms (**SENSITIVE**)

5. Appendix 5. Radio Procedure + Airwave Speak (**SENSITIVE**)

6. Appendix 6. Call Signs (**SENSITIVE**)

5.0 CONSULTATION

<i>Business Lead/Chief Officer Consulted</i>	<i>Date Consulted</i>
Supt Grant Wills/ ACC Rachel Jones	August 2021

Consultation in the preparation of this policy has been made with:-

- Federation
- Unison
- Legal
- Equality
- Critical Friends Group

This document has been shared with each of the departments listed above.

6.0 DOCUMENT HISTORY

The history and rationale for change to policy will be recorded using the below chart:

Date	Author / Reviewer	Amendment(s) & Rationale	Approval / Adoption
Sep 2019	G Morgan	Reviewed- reverted to West Mercia Policy	JNCC 18/09/2019
July 2021	J Wright/ S Layton	Reviewed in line with revised Grading's and Principles of deployment applied with installation of SAFE v2.0	JNCC Exec Board 09/11/2021

8.0 ASSESSMENT AND ANALYSIS

The Equality Analysis (EA), Health and Safety Assessment (HAS) and Risk Assessment (RA) associated with this document are available on request.

9.0 MONITORING / EVALUATION

The monitoring and review of this policy is the responsibility of the policy owner.

Appendix 1**Response Guidelines****1. GRADED RESPONSE LEVEL DEFINITIONS**

1.1 These reflect the National Contact Management Principles and Guidelines:-

1.2 Immediate Response (Grade 1) –

West Mercia will safely deploy the nearest available and appropriate resource as expeditiously as possible, whilst assessing the threat risk and harm associated with the incident and other emergency demands for service at that time.

1.2.1 The OCC Controller will, in support to their NDM & THRIVE application, complete relevant intelligence checks and provide that information to the attending officers / staff. Where that information contains violent, contagious, weapons or similar warnings relating to threat, risk and harm this information will be passed prior to arrival at scene where possible.

1.2.2 The OCC provides Controller and Call Handlers with working practices and systems prompts, which identifies actions and activities required on incident type. Violent or domestic related incidents linked to a place of residence will cause an expeditious Firearms Licensing check to be performed.

1.3 Priority Response (Grade 2) –

1.3.1 West Mercia will aim to attend priority incidents within 2 hours. This will be communicated to the caller by the Operations and Communications Centre. Where it is clear that the agreed timescale is not going to be met, and it is appropriate to do so the caller will be contacted, updated and the incident log endorsed accordingly.

1.3.2 A Priority Response is reserved for non-Immediate Response calls for policing service where the Operations and Communications Centre identifies that there remains a need for prompt police attendances due to the reported facts or incident type. This assessment is based on threat, risk and harm.

1.3.3 The OCC Controller will, in support to their NDM & THRIVE application, where necessary cause relevant intelligence checks to be performed and provide that information to the attending officers / staff. Where that information contains violent, contagious, weapons or similar warnings relating to threat, risk and harm this information will be passed expeditiously prior to arrival at scene where possible.

- 1.3.4 The OCC provides Controller and Call Handlers with working practices and systems prompts, which identifies actions and activities required or to be considered by incident type. Violent or domestic related incidents linked to a place of residence will cause an expeditious Firearms Licensing Unit check to be performed in order to identify firearms license holders.

1.4 Scheduled Attendance (Grade 3) –

- 1.4.1 West Mercia will aim to attend these incidents within 48 hours. This will be communicated to the caller by the Operations and Communications Centre. Where it is clear that the agreed timescale is not going to be met, and it is appropriate to do so the caller will be contacted, updated and the incident log endorsed accordingly.
- 1.4.2 Scheduled Attendance is where action or attendance is within 48 hours or at a time in conjunction with the agreement of the caller and can be through a diary led process. This can be either by a specific scheduled station based appointment or when necessary and available a scheduled police attendance to the agreed caller location.
- 1.4.3 Where, due to requirement or demand, a police patrol resource is to attend, the OCC Controller will, unless circumstances dictate otherwise, direct the Officer responsible for that specific patrol zone to attend the agreed location.
- 1.4.4 Where it is clear that the agreed timescale of a station based or diary car appointment is not going to be met, then the caller will be contacted by the local policing team responsible for managing that diary appointment.
- 1.4.5 Where it is clear that the agreed timescale of a scheduled appointment is not going to be met, other than as 1.4.4 above, the OCC will manage contact and reschedule with the caller.
- 1.4.6 In circumstances where there is a need to change a scheduled appointment, these must be agreed with the caller, in advance and the reason recorded on the incident log.

1.5 Local Incident Management (Grade 4) – 24hours

- 1.5.1 Police Contact Service Centre (PCSC) is made up of police officers with the aim of providing the victims of low level THRIVE incidents a quality service by telephone resolution. Incidents identified as suitable for this method of resolution are to be graded at this grade.
- 1.5.2 Contact will be made with these victims within 24 hours to provide a resolution
- 1.5.3 The PCSC will ensure that Force and National protocols (e.g. NCRS) are followed, criming incidents where appropriate.

- 1.5.4 PCSC will offer support to those policing areas experiencing exceptional demand, as directed by OCC and Force DMM.

1.6 Non deployment resolution (Grade 5)-

- 1.6.1 Non deployment resolution will be where the needs of the caller can be adequately met through the provision of call handler advice, the provision of information or support through Crime Bureau or signposting the caller to another more appropriate agency or organisation. This may include directing callers to the Police National Legal Database – Frequently Asked Questions database www.askthe.police.uk.
- 1.6.2 A non-deployment resolution can be dealt with over the telephone, directly at a front counter or other community contact site, via email or via other organisationally agreed and authorised social media sites.
- 1.6.3 Police staff and officers having first contact with the caller must explain the reason for non-deployment resolution and manage the callers expectations for a policing service.

National Decision Model

2.1. Direction & Control-

- 2.1.1 The Operations and Communications Centres (OCC) will control, direct and deploy all resources to minimise threat, risk and harm and will apply, as appropriate the National Decision Model on receipt of the initial and any subsequent information.
- 2.1.2 The Operations and Communications Centres (OCC) will identify and direct the deployment of the most appropriate policing resource based the above assessment.
- 2.1.3 The OCC will retain an overview and responsibility for the policing resilience across West Mercia policing areas and as appropriate, due to circumstances, balance the deployment demand, intelligence led policing requirement and the available policing resources accordingly by directing patrol resources across areas and counties to ensure a continued resilience for effective and immediate policing deployment.

2.2 Deployment decision-

- 2.2.1 OCC staff will be cognisant of the National Decision Model (NDM) throughout any incident.
- 2.2.2 The OCC will take a firm command, direction and control approach to initial policing and where necessary subsequent commanded deployment. Policing resources will therefore be directed to incidents by OCC Controllers, based on the OCC NDM assessment. **Officers or staff will not**, unless in exceptional circumstances, self-deploy or volunteer to attend incidents.
- 2.2.3 The OCC will consider the deployment of PCSO's in line within the powers afforded to them by West Mercia Chief Constable with consideration to the College of Policing Handbook – that states: ***There may be a false expectation that PCSO's – like police officers - have a duty to engage in almost any situation or perform any task asked of them. To preserve their core role and to ensure clarity for all concerned, it will need to be made clear that PCSO's have a limited number of powers and tasks, outside which they should neither stray nor be expected to"***

2.3 Deployment incident details-

- 2.3.1 OCC Controllers will give concise and relevant initial information to the deployed policing resource. This may be limited to the initial details, the location or address and the incident type. Where necessary additional information such as further name's, descriptions, vehicle details and any warnings or markers or further intelligence/information will be communicated to support the attending resource. The OCC Controller **will not read out** large

irrelevant sections on the incident log. Officers will be directed to view the information on the Command and Control Mobile App.

2.4 Proportionate response-

- 2.4.1 The OCC Controller will actively manage the initial deployment to all incidents to ensure a proportionate response and to maximise efficient use of resources.
- 2.4.2 Police vehicle drivers with the required driving authorisations will respond to incidents using their skills and training, taking cognisance of the vehicle capabilities.
- 2.4.3 The professional decision to use emergency lighting and audible equipment on a police vehicle is one for the police driver to make at all times, who remains ultimately answerable for their actions. The deployment response type will assist in determining this but will not normally form the only consideration and rationale by the driver.
- 2.4.4 The OCC will not explicitly authorise the use or non-use of emergency lighting and audible equipment on police vehicles responding to incidents, as this remains at all times the responsibility of the accredited driver. Relevant information will be communicated expeditiously by the OCC in support when available.
- 2.4.5 Nothing in 2.4 above prevents the OCC Police Inspector or Police Sergeant giving a lawful command order, if required.