

PROCEDURE

Title:	Crime Recording & Outcomes	
Practice / Business Area:	Intelligence Management	
Department Responsible:	Public Service Centre	
First Published:	19/08/04	Amendment Record
Last Reviewed:	08/06/16	This document applies to employees of the:
Version Number:	7	Chief Constable
SOUTH WALES POLICE MISSION & VISION:		
<p>KEEPING SOUTH WALES SAFE</p> <p>TO BE THE BEST AT UNDERSTANDING AND RESPONDING TO OUR COMMUNITIES' NEEDS</p>		
SOUTH WALES POLICE PROCEDURE OBJECTIVE:		
To maximise the quality of recorded data for crimes and their outcomes.		
GUIDANCE:		
All aspects of this Guidance and Procedure are mandatory therefore please refer to Procedure		
GENERIC RISK ASSESSMENT:		
<ul style="list-style-type: none"> • No H&S risk assessment required 		
PROCEDURE:		
CRIME RECORDING		
All reports of crime will be dealt with in line with the National Crime Recording Standard (NCRS) and the Home Office Counting Rules (HOCR) for recorded crime.		
General Recording Principles		
<ul style="list-style-type: none"> • All reports of incidents, whether from victims, witnesses or third parties, however received, will result in a Control Works Record of Contact (ROC) being created. Depending on circumstances a Control Works Incident and or Niche occurrence will be created in accordance with National Standard for Incident Recording (NSIR). (Control Works & Niche are software systems used by South Wales Police) • Following the initial Control Works ROC and or Control Works Incident and or Niche occurrence creation, offences will be "crimed" if <ul style="list-style-type: none"> ○ there is an identified victim ○ the circumstances as reported amount to a crime defined by law (based on police knowledge of the law and counting rules); and ○ there is no credible evidence to the contrary. • Unless there is additional verifiable information (AVI) to disprove that a crime had occurred the incident or occurrence will remain recorded as a crime. • Other than in exceptional circumstances, reported crimes will be recorded as such on Niche immediately. • It is a national requirement that crimes are recorded within 24 hours from the time the incident is first logged. (The reasons for any non compliance with this standard will evidenced on the relevant Niche Occurrence Enquiry Log (OEL) for example where victims are unavailable. Recording should not be delayed in order to wait for further details.) 		

Public Service Centre (PSC)

Initial contact from a member of the public

When contact (from whatever source) is received by PSC staff and a crime as outlined has occurred the following process will be undertaken: -

- A Control Works ROC and or Control Works Incident (depending on grading & circumstance) and or NICHE Occurrence will be created using the relevant code. ('CRI' for Control Works 'CR' for Niche).
- The incident will be graded 1 – 4 in accordance with [Threat, Risk Vulnerability and Harm \(TRVH\)](#) and [National Decision Model \(NDM\)](#).
- If attendance is required at the incident it will be allocated to the appropriate response for attendance.
- In incidents where the victim or reporting person is able to communicate in sufficient clarity to enable details and a full account to be obtained or there are indications of vulnerability officers will be deployed in accordance with call grading criteria, [Deployment Strategy](#) and solvability factors.
- PSC staff will ask sufficient questions to accurately make the crime recording decision, assess risk and provide a proportionate response according to [PSC working practices](#)
 - There is an identified victim.
 - The circumstances as reported amount to a crime based on the call handlers knowledge of the law and Home Office Counting Rules.
 - There is no credible evidence to the contrary that the crime has occurred.
 - A basic Modus Operandi (MO)
- If a victim or reporting person declines to provide further detail, the decision to record a crime should be based on all available first contact information. However, even if it is decided that no crime has taken place, further police action may still be required, for example, for the protection of vulnerable persons or the investigation of suspicious incidents which will require officer deployment.
- If unable to take sufficient details the responsibility will return to the attending officer to update the PSC or create an MO on the Niche occurrence and then task to the 'PSC Officer Crime Submission' box.

Resolution at source (crime case screening)

The decision to case screen or not will be made by the call handler following the questioning of the victim or person reporting. This decision will be based on the [solvability factors guidance](#) and:

- Seriousness of offence
- Victim vulnerability
- Known crime patterns
- Aggravating features i.e. racial motivation, hate crime factors, etc.
- Likelihood of identifying the offender and detecting the offence
- Any other factor deemed relevant by the call handler

Where case screening takes place

PSC staff will:

- Inform the victim or reporting person:
 - that no formal investigation is to take place
 - the reasons why the case has been screened
 - that no scheduled police visit will take place¹
 - of the occurrence number
- recorded on the relevant OEL (*pre-formatted CO1 entry*) the rationale for case

screening

- Link full details of the victim or reporting person
- Record full details of the offence committed including completion of the occurrence M.O. screens
- Record the crime as appropriate
- Complete “*Finalised case screened*” pick-list entry on *Niche occurrence* – Stats field

¹The fact that a crime has been case screened does not preclude Neighbourhood Policing Teams researching incidents occurring in their areas to conduct investigations, conducting welfare visits, etc. Such activities will be considered as “added value” and the Niche OEL updated with details of the actions taken.

Where crime recording or case screening does not take place

Where resolution at first point of contact cannot be taken, officers will be deployed in accordance with the [Deployment Strategy](#) and call grading criteria.

When this occurs PSC staff will:

- Obtain and link full details of the victim or reporting person
- Obtain and record as much details as possible of the offence committed
- CW incidents will be closed “FAR”
- open OMU task for “Occ Type CRIME”
- If the occurrence is graded either 1 or 2 link the attending officers supervisor.
- If the occurrence is graded 3 task the occurrence to the respective BCU Scheduled box for allocation.

If there is sufficient information to record a crime in accordance with HOCR the PSC operator will:

- Record the crime from the details on the summary and OEL
- Create a basic MO
- Update OEL to explain the above for the OIC to review and update as appropriate
- Change status to ‘*Under investigation*’
- Link supervisor of the attending officer

If there is insufficient information to record a crime in accordance with HOCR the PSC operator will:

- Change status to ‘*HOCR Compliance*’

Receiving a request from an OIC to classify as a crime

- On receipt of request from OIC to classify as crime, record as appropriate (including M.O. field completion)
- Once crime recorded, change occurrence status to ‘*Under Investigation*’.
- Check that the ‘Occ Type and MO are correct according to the summary and the information from the OIC
- Ensure that supervisor of the OIC is linked
- Operator to link as reviewing officer
- Check the stats classification against the description in MO

PSC review of ‘Pending Finalising’

PSC operators will review occurrences with status of ‘pending finalisation’ and will:

- ensure that the BCU officer in case (OIC) has updated the OEL with appropriate update to supervisor
- ensure that supervisors have updated the OEL as required and have :

- approved the appropriate crime outcome code entry by OIC (co1-17)
- endorsed the outcome (co18 & 19)
- finalise occurrence ensuring the correct 'Occ Type' shown to reflect what has happened. Do not change the original Disp Type
- complete the finalisation process and change the status to 'Allocated and Finalised'.
- if any of the required OEL codes are missing or inaccurate or are insufficient to negate the allegation of crime, complete a 'TR18' entry on the OEL and explain the rationale for not finalising the occurrence. Change the status to Overdue Red and task to the supervisor for remedial action

BCU Supervisor / Officer in Charge (OIC)

Where crime recording or case screening has not taken place

When a NICHE occurrence has been allocated for investigation/attendance and no crime has yet been recorded, the following actions must be undertaken immediately:

- BCU Supervisor who opens the task and allocates the occurrence for investigation/attendance must link themselves as supervisory officers.
- The BCU Supervisor must not change the status field from 'HOCR Compliance'.
- The BCU Supervisor must link an OIC.
- The BCU supervisor will task/allocate the investigation to the OIC
- The OIC will attend in accordance with the call grading allocated
- The OIC will conduct initial investigations and cause the crime to be recorded immediately¹ as long as:
 - there is an identified victim
 - the circumstances as reported amount to a crime as defined by law (based on the officers knowledge of the law and Home Office Counting Rules)
 - there is no credible evidence to the contrary that the crime has occurred²
- The OIC will contact PSC with full details including MO and PSC will record as a crime as indicated by the OIC.

The BCU Supervisor will regularly review the occurrence and ensure timely crime recording, completing OEL entries where immediate recording has not taken place with comprehensive reasons why this has not been achieved

¹In most incidents, reported crimes will be recorded immediately on Niche, but must be recorded within 24 hours from the time the incident is first logged with an OEL explaining why it was not immediately crime recorded. In exceptional circumstances, a maximum of seven days is allowed (to cater for situations outside of the control of the Police such as where victims are unavailable), providing the explanation for the delay is clear on the occurrence OEL. Recording should not be delayed in order to wait for further details.

²If a crime HAS NOT been committed the OEL must be updated with a FULL explanation as to why.

The responsibilities for investigative thoroughness and appropriate outcome recording are that of the OIC and Supervisors on BCU who must complete the OEL as required and will be accountable for the data and the integrity.

BCU staff must ensure stats classification and MO is correct and reflects the investigation.

Specialist Departments with crime investigation responsibilities will comply with the requirements of this policy as regards timeliness of crime recording. This will require:

- direct classification (if authorised to do so) or
- by telephone contact with the PSC.

OICs specific responsibilities are:

- Full and timely investigation of the allegation, including expeditious arrest of identified suspect(s), or other appropriate outcome
- The expeditious completion of all allocated enquiries and documentation of the outcome on Niche OEL.
- Compliance with [TRICK](#).
- Providing regular updates to victims and witnesses in accordance with the [Victims Code of Practice](#) and the [Witness Charter](#), identifying vulnerability and any individual needs and to communicate with partner agencies for support if appropriate, recording all actions on Niche OEL
- Record appropriate outcome and rationale (CO 1-17 OEL entries as appropriate) prior to tasking to supervisor for review ([see Outcomes Procedure](#)).

Supervisor's specific responsibilities are:

- Ensure that the OICs responsibilities as outlined above are complied with.
- Update OEL with supervisory intervention – investigative action plans, monitoring, etc.
- Review OIC outcome and rationale prior to submitting for finalisation using OEL CO18 (investigation complete) and CO19 (appropriate outcome recorded) entries
- Change Occurrence status field to “Pending Finalisation”

Crime recording – sexual offences

Allegations of sexual offences received directly from victims must be recorded at first point of contact as a crime in accordance with the provisions of this policy. The basic details will be obtained and recorded with basic *MO* completed. The victim will not be asked detailed questions at this stage.

Where a victim provides initial details but declines to support an investigation a sexual offence crime must still be recorded and allocated for investigation. The allocated OIC and BCU Supervisor will comply with the investigative and recording requirements of this procedure.

Third parties or from Sexual Assault Referral Centres (SARCs)

Allegations which come via third parties or from SARCs will be recorded as a crime in the following instances:

- The victim provides personal details and seeks a police investigation; or
- The victim (whether anonymous or not) provides details of the allegation to be passed to the police but decides not to pursue the allegation; or
- The victim undergoes a forensic examination with samples submitted to the police for analysis (whether or not personal details are passed to the police)

A report received via a third party or from a SARC should be recorded as a crime-related incident (CR45 Niche Occ. Type) in the following instances:

- The victim does not seek a police investigation but is happy for some depersonalised data to be passed to the police for intelligence purposes; or
- The victim wishes to remain anonymous and does not want details of the allegation passed to police (if any information at all received by police); or
- The victim undergoes a forensic examination and samples are frozen at the SARC in case the victim decides to pursue the case at a later date (forensic samples are not passed to the police).

Crime recording – Changing crime classifications and “no criming”

A crime once recorded should be classified as a 'no crime' where:

- It was committed in another police force area where it should be referred to the appropriate Force
- following the report of an incident, which has subsequently been recorded as a crime, additional verifiable information is available which determines that no notifiable crime has been committed,
- the crime, as alleged, constitutes part of a crime already recorded,
- the reported incident was recorded as a crime in error, or
- where the recorded crime is one of assault - section 47 ABH only, assault police or common assault etc. - and there is clear additional verifiable information that shows that the offender has acted in self-defence.

Process for requesting change in crime classification or request to “no crime”

If as a result of the investigation there is a need to request the crime be re-classified or 'no crimed'

- The OIC will complete a comprehensive OEL update evidencing the need to re-classify or “no crime”
- The OIC will task the BCU Supervisor who will either;
 - approve the change, endorsing the OEL to that effect and task to Crime Integrity Team Niche assignable unit - Occ. type status will remain as “*Under investigation*”
 - not approve the change, endorsing the OEL to that effect. If enquiries complete and outcome recorded and rationale detailed by OIC, complete SR OEL entry and submit for finalisation, changing Occ. Type status to “*Pending Finalisation*”
- Crime Integrity Team will either:
 - agree with request and re-classify or “no crime*” as appropriate
 - disagree with request with endorsement on OEL outlining rationale prior to returning to supervisor for finalisation or further action as required - Change status to 'Overdue Red'

**other than rape offences which will be tasked to Crime Registry for decision and appropriate action*

On receipt of rape “no-crime” requests, Crime Registry will either:

- approve request and complete 'no-criming' process endorsing OEL with rationale prior to returning to Supervisor for finalisation
- not approve the request, endorsing OEL with rationale and re-task through Crime Integrity Team (for audit trail) to Supervisor for finalisation or further action as required

Crime Integrity Team

The team will:

- conduct daily searches to locate any crimes that have been incorrectly classified under PSW (Public Safety and Welfare), ASB (Anti-Social Behavior), etc for the previous 24 hours.
- review all 'HOCR Compliance' occurrences and classify as crimes as required
- re-classify and “no crime*” following OIC and supervisor observations and appropriate quality assurance checks to verify need to do so

<i>*other than rape offences which will be tasked to Crime Registry as above</i>
FORMS:
<ul style="list-style-type: none">• None
LEGISLATION & REGULATION:
<ul style="list-style-type: none">• None
REFERENCE MATERIAL:
<ul style="list-style-type: none">• NCRS Guidance• Home Office Counting Rules (HOCR)• NSIR• Threat, Risk Vulnerability and Harm (TRVH)• National Decision Model (NDM).• Deployment Strategy• PSC Standard Operating procedures• Recording Crime Outcomes – OEL entries• Solvability Factors Guidance