

CCR PRIORITISATION OF DEMAND AND CALL GRADING POLICY
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**CCR PRIORITISATION OF DEMAND
AND CALL GRADING**

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Legal Basis

Legislation specific to the subject of this policy document:

- None identified

Other relevant legislation which you must check this document against (required by law) (Delete as applicable for each policy)

- Human Rights Act 1998 (in particular A.14 – Prohibition of discrimination)
- Equality Act 2010
- Crime and Disorder Act 1998
- Health and Safety at Work etc. Act 1974 and associated Regulations
- General Data Protection Regulation (GDPR) and Data Protection Act 2018
- Freedom Of Information Act 2000
- The Civil Contingencies Act 2004

Other documentation which you must check this document against:

- College of Policing – Code of Ethics
- Norfolk and Suffolk Constabularies’ Standards of Professional Behaviour
- College of Policing – Authorised Professional Practice
- Norfolk Constabulary Contact Management Strategy 2023 – 2028

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- Forensic Scene Handling Policy
- Voice of the Child
- National Contact Management Strategic Plan 2023 – 2028
- Right Care Right Person Norfolk Constabulary Policy
- The National Standard for Incident Recording and Assessment
- Domestic Abuse Policy

1. Introduction

- 1.1 All calls for service to Norfolk Constabulary's Contact and Control Room (CCR) must be assessed appropriately by the Switchboard call taker or CCR contact agent or Op Solve Sergeant. Any demand assessed to be an incident (as per the National Standard for Incident Recording and Assessment – NSIR&A) should be graded appropriately.
- 1.2 This policy sets out how those grading decisions should be made and the different grades which can be applied.
- 1.3 Our approach to making grading decisions is underpinned by the College of Policing Authorised Professional Practice on Risk, the National Decision Model and THRIVE.
- 1.4 The Domestic Abuse policy applies to all contact.

2. Statement of Policy

- 2.1 This policy has been formally agreed via the approved policy development/review process. It will be maintained by the CCR in conjunction with the Central Policy Unit.
- 2.2 The policy is intended to promote equality, eliminate unlawful discrimination and actively promote good relations regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, economic or family status.
- 2.3 Managers have a responsibility to ensure this policy is applied fairly, and unless otherwise stated, all policies and procedures are non-contractual.

3. Applicability

- 3.1 Unless otherwise stated, this policy applies to all police officers (including officers of the Special Constabulary) and all members of police staff (including police support volunteers) who have dealings with contacts coming into the CCR.

4. Contact Options

- 4.1 There are numerous ways to contact the police and these services should be public focussed. The 999-emergency call system will remain to be the

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single preferred means to contact the police in an emergency, however there are now a range of routine channels which regularly change as digital technology evolves.

- 4.2 Contact agents should prioritise emergency demand via the 999-emergency call system, 101 phone system or online demand if an emergency is reported.

Switchboard

- 4.3 The 101 non-emergency phone line is available 24 hours a day, seven days a week. During Switchboard operating hours, calls are routed through an Interacted Voice Response (IVR) with several options available for the caller to choose – to reach a different department such as custody. This is to reduce demand into the CCR and to reduce the length of time members of the public spend in call queues. Should they wish to speak with a Switchboard call taker, they will first listen to a pre-recorded IVR message which is changeable depending on current demands.
- 4.4 Switchboard will answer the 101 call to triage the risk – considering if they can resolve the matter at the first contact; transfer to another person, department, or agency; book an Op Solve diary appointment or transfer to a CCR Contact Agent.
- 4.5 To reduce public waiting times, Switchboard can also book a call-back appointment for specified non-urgent, low risk demand types if the call queue into the control room is assessed as suitable for this. A contact agent will call the informant back within 24 hours to deal with the incident appropriately.

Non-Emergency Demand

- 4.6 There are a number of online options available for the public to report non-emergency incidents to Norfolk Constabulary via the website including using Single Online Home. The public are reminded throughout the reporting process that they should call 999 in an emergency. These reports are THRIVE assessed as soon as practicable by Op Solve and the CCR between 07:00 and 22:00; and by the CCR between 22:00 and 07:00. If it is assessed as needing urgent attendance, a CAD will be created, appropriately graded and sent for deployment. If it is assessed as Op Solve suitable, the victim will be contacted for a desktop investigation as soon as possible – at least within seven days. There are also contact options for partners to reach Norfolk Constabulary online to request service.
- 4.7 Live Chat is available to the public to report non-emergencies to Norfolk Constabulary 24 hours a day, seven days a week (unless there are extenuating circumstances to temporarily close the service off). Switchboard will triage all Live Chat demand within their operating hours and will transfer to a CCR contact agent if deemed to carry risk or is urgent – as per the telephone operating model.

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- 4.8 There is supervisory oversight for digital, switchboard and Op Solve triaging. This ensures that risk is managed effectively.
- 4.9 Members of the public may also report incidents via the Public Enquiry Office (PEO) front counter – in which case a CAD will be raised, and this will be risk assessed by the CCR as per all other police contact.
- 4.10 Crimestoppers can be used by members of the public to report a crime or suspicious behaviour anonymously. Anything urgent will be sent to the CCR for assessment.
- 4.11 All police contact, which includes face to face reports at the PEO front counters and online contact, should be dealt with in the same way as non-emergency 101 phone contact. If it meets the incident criteria, it should be recorded on CAD or Athena and risk assessed as per the THRIVE principles below. A suitable grading assessment should be assigned as per the national Service Level Agreement – to prioritise those at greater risk of harm.
- 4.12 Switchboard and other Control Room staff will attempt to resolve public contact at the initial point of contact or signpost the caller to self-service where appropriate.

5. Demand Service Level Agreements

- 5.1 There are national Service Level Agreement (SLA) targets Norfolk Constabulary will strive to achieve – with performance reports published regularly.

Service Level Agreement Target Times

- 5.2 The National 999 SLA is to answer 90% of all 999 calls within ten seconds.
- 5.3 Switchboard will aim to answer 90% of all 101 contact and Live Chat within five minutes.
- 5.4 Contact agents will aim to answer 90% of 101 calls and Live Chat demand transferred from Switchboard within 15 minutes.
- 5.5 Contact agents will aim to answer 90% of partner calls into the CCR within 15 minutes.

6. Making Grading Decisions

- 6.1 As per the National Standards of Incident Recording and Assessment (NSIR&A), all calls for service should be assessed to determine if a report is suitable as a 'First Contact Resolution' (such as a request to find out when an officer is next on duty) or whether an incident (CAD) should be recorded and assessed. An incident is defined as a single, distinct event or occurrence, which disturbs an individual's, groups or community's quality of life or causes concern.

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- 6.2 When an incident (CAD) is recorded, a THRIVE rationale should be made to make a deployment decision.
- 6.3 Calls for service come in a variety of methods – more traditionally in a phone call to the control room – but also from digital methods such as online reports, emails, Live Chat and PEOs. All reports should be recorded in line with the NSIR&A principles and guidance, and risk assessed for a deployment decision.
- 6.4 All decisions on deployment made within the CCR should reflect the [National Decision \(NDM\) Model](#) incorporating the [THRIVE principles](#) designed to assist CCR decision makers.
- 6.5 Grading decisions should reflect the threat, risk and harm a call taker has identified from a conversation or scrutiny of a document. A grading decision helps the police to provide the best service to the caller.
- 6.6 The initial contact agent will grade the call using the THRIVE and NDM. If it is for deployment then transfer the incident promptly to Control. The ability to change the grading (up or down) of a CAD is in place for all staff and officers, if this happens a re-THRIVE must take place and be recorded on the CAD by the staff member who has made the decision and with a clear rationale.
- 6.7 Operational staff should, as a matter of course, action the grading decision and, only challenge at the time, through the Oscar command structure, if they feel an identified risk has been missed. This action includes updating the caller.
- 6.8 If there is a doubt or question about a particular response, the matter should be discussed with a CCR Supervisor or Inspector.

National Decision Model (NDM)

- 6.9 The NDM provides a framework in which decisions can be examined and challenged, both at the time of the decision being made and afterwards.
- 6.10 The NDM is based on the following elements:
 - **Information:** The right information/intelligence should be gathered from the caller and other supporting police ICT systems such as ATHENA/STORM/NFLMS.
 - **Risk:** The threat/harm/risk should be assessed around the matter reported.
 - **Powers and Policy:** It should be considered if the approach has a specific deployment methodology, SOP or policy.
 - **Options:** The options to deal with this should be considered.
 - **Action and Review:** The best course of action should be decided, and a rationale noted on the CAD, if necessary. Any new information

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should be reviewed and a re-spin of the NDM should be completed as appropriate.

- 6.11 At the core of the above elements is the Code of Ethics which means all police decisions should be consistent with the principles and standards of behaviour set out in the Code.

THRIVE Principles

- 6.12 The THRIVE principles are Threat, Harm, Risk, Investigation, Vulnerability and Engagement + (advice / support), all of which are explained below and shown in further detail in Appendix A. Contact agents should utilise the THRIVE model to assess the urgency and nature of response to an incident. It should lead to the appropriate use of resources to minimise, monitor and control the probability and / or the impact of the incident.

- **Threat:** Assess what the threat is and who is subject to the threat. Note if it is directed at a person, group, property, or situation. Consider if the organisation has a duty to respond and a failure to do so would damage confidence in policing.
- **Harm:** If the threat identified was carried out or realised, determine what would the level of harm be.
- **Risk:** Assess what the risk of the harm occurring is. Consider if a person is making a threat and what their capability is to carry it out. If it is situational – consider what risk there is that it will happen.
- **Investigation:** Ask investigative questions to help clarify the matter. Consider if the caller is a repeat victim by researching Objects Markers and researching previous calls, as well as enquire with the caller. (Op Solve to create a CAD to check these details).
- **Vulnerability:** Vulnerability is defined as:

“A person is vulnerable if as a result of their situation or circumstances, they are unable to take care or protect themselves, or others, from harm or exploitation.”

- 6.13 It may include age, disability, race, religion or belief, sex, sexual orientation, gender reassignment, marriage and civil partnership and pregnancy and maternity family circumstances, personal circumstances, intimidation, health and disability, economic circumstances or repeat victimisation.

- 6.14 Vulnerabilities of the caller should be considered, along with the vulnerabilities of anyone else in the household or involved in the incident.

- 6.15 The contact agent should consider the Voice of the Child – as capturing and acting on the voice of any child could save lives. The following mnemonic should be considered:

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- A** - Are there children present?
- R** - Review the circumstances to identify and assess any risks.
- T** - Take time to speak with children, ask them how they are feeling and record what they say.
- H** - How do they appear (demeanour)? – note any concerning behaviours.
- U** - Understand their wishes, thoughts, and feelings.
- R** - Record detail (including BWV) and make referral/take action ASAP.

6.16 The contact agent should ensure they assess the caller's ability to distance themselves from the risk as part of the vulnerability assessment to provide immediate safeguarding advice.

6.17 The call taker should engage the caller and manage their expectations.

- **Engagement:** Consider signposting to another department or agency. Engage and reassure the caller.

6.18 The contact agent should apply the principles of Right Care Right Person within THRIVING the call, to determine if police should attend a call for service. The police will respond to a request for service when there is a legal duty for the police to act or the circumstances giving rise to the request engages one of the core policing duties. In the latter case, this reflects the usual business of policing and is not to be taken as an assumption of responsibility of care for an individual. Further details can be found in the Norfolk Constabulary Right Care Right Person Policy.

- **+Plus:** The contact agent should consider what additional support or advice could be offered to the caller – such as crime prevention advice; scene preservation of evidence and whether the call or CAD should be reviewed by a CCR Supervisor or Inspector.

6.19 Every contact to the control room will be assessed against these seven elements before decisions are made on how to respond and the level of resource required. Contact agents should also take into consideration objects markers, SOP's, force policies and operational orders.

6.20 Incidents should be THRIVE assessed again when fresh information and/or intelligence is obtained. This will develop and help further understand the ongoing threat/risk/harm of the situation and empower contact agents to accurately assess and manage demand and deployments. It is not necessary to re-THRIVE every shift if the information has not changed.

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7. Gradings

- 7.1 Listed below are the different gradings which can be allocated. It will be for the THRIVE trained contact agent to decide which grade ultimately is appropriate based on the circumstances of the contact. The descriptors accompanying each grade type are a guide only.

Resolved / First Contact Resolution

- 7.2 Contact suitable for resolving as a 'first contact resolution'. (Storm Grade 6) may include information seeking such as contacting an officer and does not need to be recorded as an incident / CAD.

Grade 'D' – Non-Attendance

- 7.3 Any call for service which includes anything within the National Incident Category List (NICL), an incident / CAD should be recorded. It may be the matter requires no further police involvement beyond noting on Athena or STORM and/or redirecting to another agency. Advice and engagement with the caller should still take place- this is a second form of 'first contact resolution'. The incident / CAD should be updated and closed once the matter is finalised.
- 7.4 The circumstances are such that the investigation is suitable for resolving over the telephone, online or face to face at an enquiry counter. First contact resolution can result in public satisfaction, making the constabulary more public focussed.
- 7.5 Resolution without deployment should occur where the needs of the caller can be adequately met through provision of advice, information, helpdesk, or telephone investigation function or signposting to another agency or service. (Storm Grade 5).
- 7.6 Resolution without deployment will include:
- Police advice, intelligence and guidance
 - Signposting to online resources
 - Signposting to partners and other agencies

Grade 'C' / Diary – Scheduled Response RVR / Op Solve

- 7.7 Where a contact does not require an immediate or priority response but still requires police attendance, it will result in a scheduled appointment response. The aim is for a Diary or Grade C CAD to be serviced as scheduled / or within 72 hours. These circumstances typically arise where the response time is not critical or the matter is service-oriented, and a better quality of initial police contact can be provided by a pre-arranged police response by way of a diarised appointment (Storm Grade 4), such as:

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- Desktop investigation (Op Solve) –A scheduled appointment is made for an officer to speak with the victim
- RVR diary appointment – A scheduled appointment is made for an officer or member of staff to speak with the victim who has reported a non-urgent domestic
- Scheduled appointment with a Response / Neighbourhood / Specialist resource

Grade 'B' – Priority/Non-urgent Incidents (non-emergency – B1 and B2)

Grade 'B2' Non-urgent

7.8 Incident types suitable for B2 may include the below type of important incidents where Grade A or B1 is not applicable. THRIVE will be used to determine whether a response within 24 hours is appropriate and the THRIVE rationale will be recorded.

- The crime or incident is linked to a Force Priority
- Neighbourhood crime (Residential burglary, Criminal Damage, Theft from motor vehicle, Theft of motor vehicle and High risk anti-social behaviour
- Hate crime
- Domestic abuse
- Serious violence and Knife crime (ABH and GBH)
- Serious sexual offences
- Criminal exploitation (County Lines)
- Recall to prison / wanted person
- A person involved is vulnerable or a repeat victim

7.9 The THRIVE rationale for a B2 will need to reflect that:

- Threat, Harm and Risk has been assessed and does not require a prompt (A / B1) attendance to mitigate or reduce it
- Investigation has no 'Golden Hour' principles to be followed with no potential loss of evidence
- Caller / Victim is not a Vulnerable person who requires prompt attendance
- There are no Engagement opportunities that would require a prompt attendance

7.10 A B2 incident requires attendance as soon as possible and within 24 hours unless the victim / caller requests attendance beyond the 24 hours period. In these cases, the THRIVE assessment must record this appropriately and a CCR Supervisor or Duty Sgt will need to endorse. Attendance is to

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enhance the Investigation, support the Vulnerable and increase confidence and satisfaction through Engagement.

Grade 'B1' – Priority

7.11 A B1 incident requires attendance urgently and within 60 minutes. Prompt attendance is to mitigate / reduce Threat, Harm and Risk to enable 'Golden Hour' principles to be followed and to ensure face to face interaction between the victim / caller and Police.

7.12 Incident types suitable for B1 are for urgent crimes and incidents, which may include the below with an appropriate THRIVE rationale recorded:

- There is genuine concern for a person's safety
- A hate incident / crime is reported
- An offender has been detained but poses no risks to others
- A witness or other evidence is likely to be lost
- A person involved is vulnerable or a repeat victim
- Force / neighbourhood priorities needing a priority response
- A wanted person or recall to prison where Threat, Harm or Risk exists

Grade 'A' – Emergency

7.13 A response time to scene of 20 minutes for urban areas and rural areas is set for deployments at this grade.

7.14 The CCR Controller will prioritise attendance from the nearest available appropriate unit. The aim will be to deploy a Response Police unit from the District where the incident is or a neighbouring District prior to considering a Neighbourhood Policing Team, Beat Manager or a Roads and Armed Policing Team unit – unless it is a local priority; a Road Related Incident or a firearms deployment. Grade A incident types will include where it is reported there is an incident ongoing and there is, or is likely to be, a risk of:

- Danger to life
- Use or immediate threat of use of violence
- Serious injury to a person
- Serious damage to property

7.15 Where the contact relates to an allegation of criminal conduct, it will be dealt with as an emergency if:

- The crime is, or is likely to be, serious and in progress
- An offender has been disturbed at the scene

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- An offender has been detained and poses, or is likely to pose, a risk to other people

7.16 Where the contact relates to a traffic collision, it will be dealt with as an emergency if:

- It involves or is likely to involve serious personal injury
- The road is blocked or there is a dangerous or excessive build-up of traffic

7.17 Where the above circumstances do not apply, a contact will be classified as an emergency if the Police contact handler has reasons for believing that the incident should be classified as an emergency, or the Force attendance policy requires an immediate response.

Closure of CADs

7.18 Dispatch agents will close all CAD grades if necessary following attendance and review if appropriate action has been taken with crimes being recorded as per the National Crime Recording Standards (NCRS).

7.19 The Crime Data Integrity Quality Assurance Team (CDIQAT) provide further scrutiny and support to ensure NCRS is complied with.

8. Command of Incidents and Interagency Updates

8.1 The Norfolk Oscar 1 (CCR Inspector) and their supervisory team have the initial responsibility for the command of incidents reported into the Norfolk Control Room. For any high-risk deployments or major incidents, Oscar 1 will seek to implement a command structure (internally) which will clearly be annotated on the CAD. Oscar 1 will clearly annotate the CAD if an incident ownership is transferred to another agency or force. If the Oscar 1 is operationally unavailable, the CCR Supervisor should refer any incident to a Duty Inspector to review and implement a command structure.

8.2 Further details on command structures can be found in APP –Operations | College of Policing.

8.3 Interagency communication and information sharing is essential to ensure an effective joint agency response to incidents both within the county and cross-border.

8.4 Other police forces / agencies have the ability to write directly onto Norfolk generated CADs. This enables the quick time ability to share information which can be key to mitigate risk. However, if not managed carefully, it can cause confusion as to who owns the CAD / who is the key decision maker. Local officers also have the ability to update CADs and this too can cause confusion as to the command structure and ownership.

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8.5 The guidance set out below is designed to provide clarity about who is 'the decision maker' when multiple people are updating the same CAD, whether that be an external agency or a Norfolk Constabulary officer/staff member.

- Any CAD opened by Norfolk CCR is 'owned' by Norfolk CCR unless later transferred internally or externally.
- Where others (internal or external) write on a CAD, their contribution should only be to add information or intelligence.
- The agent that opens the CAD is the sole 'decision maker' and are responsible for undertaking the initial THRIVE and grading assessment; the only exception to this is that a CCR supervisor or Inspector re-THRIVE's and/or re-grades the CAD.
- If a CAD is to be transferred to another agency or force, only once transferred can the receiving agency or force re-THRIVE and/or re-grade.
- If a local officer disagrees with the THRIVE or grading assessment, they should refer the matter to a CCR Supervisor / Inspector who will review and re-THRIVE/Grade as they see appropriate.

9. Ethical Updates

9.1 An 'ethical update' refers to the revision, modification, or enhancement of existing information recorded within a Norfolk Constabulary Smart Contact Incident. The amendment is made to maintain high standards of integrity, independence, and accountability.

9.2 When completing a review of an incident, it may be required to 'ethically update' the incident to ensure that the information recorded within it is accurate. This may involve amending the grading or deployment and arrival times on any given incident.

9.3 There are several ways whereby an ethical update may be required:

- Patrols are on scene but have not Geofenced at the location due to radio, airwaves or mapping issues.
- Where officers are aware of radio issues and forget to use Code 6 when on scene.
- Whilst a Firearms assessment is ongoing, patrols are deployed to an RV. They arrive at the RV but don't show as arrived as they are not within distance to Geofence at the location of the incident.
- The wrong location has been entered onto the system and so officers don't arrive accurately via Geofencing and this must be done manually.
- The Incident grading is amended AFTER patrols have already arrived on a particular grading – for example an appointment is booked on an Emergency graded incident (after patrols have attended) and the log is amended to an Appt grading. This

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incorrectly records the incident as an APPT as opposed to an emergency grading.

- Officers are engaged with roadblocks/rolling roads/areas searches and would not therefore arrive via Geofencing.

9.4 To amend an incident, there must be suitable evidence to support the change. This can be provided via:

- Body Worn Video (BWV) shows that officers were on scene.
- Updates within the body of the text that - without doubt - show that officers were on scene.
- There is sufficient evidence within the body of the incident that the location was incorrect at the time of arrival.
- A Supervisor has provided evidence directly that the log can be updated

9.5 When any 'ethical update' is made to an incident, a suitable entry must be added within the text of the incident to rationalise and explain why the updates have been completed.

9.6 To prevent inappropriate/incorrect amending of incidents, the process for completing an 'ethical update' is restricted to the CCR Systems team and members of the CCR SLT.

10. Non-engagement Management

10.1 Police will always attempt to make contact and/or attend a call for service; however, some CADs remain unresolved due to non-engagement with informants or victims. These are generally low or unknown risk service grade CADs where immediate deployment was not required; however, these CADs cannot remain open indefinitely and police require a process to close such CADs.

10.2 The process of non-engagement management outlined below will not be applied to the following CAD types which must remain open until contact is made with the informant:

- Domestic abuse (crime or incident)
- RASSO
- Hate (crime or incident)
- Where the informant or any person named in the CAD is under 18 years of age

10.3 In other CADs which are low / unknown risk –police will make a maximum of three attempts to engage with the informant; these can be any combination of a phone call, text, email, social media contact, visit or letter. Whilst this policy allows for CADs to be closed after a maximum of three contacts, officers and staff should use their professional judgment based

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upon the nature of the CAD to determine if more than three attempts should be made to conclude the matter.

- 10.4 For Switchboard Call-Backs, three contact attempts should also be made to reach the caller within 24 hours. These can be via the phone and email address.
- 10.5 After each contact attempt, the CAD should be updated with the police activity to try to establish contact with the informant. At the point of closure, a re-THRIVE rationale should be added by the District Duty Sgt to ensure there is no ongoing risk to the informant, the CAD can then be closed, crimes raised as per force policy and a finalisation letter, email, text etc. provided to the informant.
- 10.6 If an informant contacts us with new information following the closure of a previous CAD, a new CAD should be opened and dealt with. Where there is no new information, the original CAD will be opened and dealt with as a live CAD.

11. Call Management Records

- 11.1 Records relating to calls for Police assistance/Call Management records will be retained in accordance with the Review, Retention and Disposal of Crime and Non-Crime Related Information Schedule.

11. Further Guidance

- 11.2 A summary overview of the gradings is available here. File path:
\\norfolk.police.uk\fs\Norfolk\CPC\CCR\Org\Reports and Publications\03.
CCR Performance Documents\CCR Demand & Call Grading FPD

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Appendix A: THRIVE+

T	THREAT	<p>What THREAT has been identified? To Who / What?</p> <p>TO PERSON – Violence with weapons TO PERSON – Violence without weapons TO PERSON – Verbal threats/Stalking/Harassment/Electronic Communications TO PERSON – Through Personal Circumstances/Vulnerability/RTC/Health–refer to RCRP TO PROPERTY – Damage/Loss/Environmental COMMUNITY TENSION / CONFIDENCE IN POLICING / BOP / PUBLIC DISORDER OTHER – Advice, Intel Report, Organised Events, Lawful Protest NO T/H/R</p>
H	HARM	<p>If the Threat has been carried out, how serious could the outcomes be?</p> <p>HIGH <i>Threat to Life/Life changing injuries (Homicide/Suicide/T2K/Rape/SSO/RTC)</i> <i>Very high value/widespread loss or damage to property/environment (relative to the callers circumstances)</i></p> <p>MEDIUM > HIGH <i>Serious Physical/mental injuries that require medical treatment but from which recovery will be prolonged (GBH/Self-harm/ TTK/Serious Sexual Offence/RTC)</i> <i>High value/widespread loss or damage to property/environment (relative to the callers circumstances)</i></p> <p>MEDIUM > LOW <i>Physical/mental injuries that require medical treatment but from which a full recovery is likely</i> <i>Mid-value/localised loss or damage to property/environment (relative to the callers circumstances)</i></p> <p>LOW > None <i>Minor/temporary physical/mental injuries that don't require medical treatment</i> <i>Low/no value loss or damage to property/environment (relative to the callers circumstances)</i></p>
R	RISK	<p>What is the Immediacy of the Threat occurring?</p> <p>HIGH - Almost Certain/Ongoing/Crime in Action (likely Grade A Response) MEDIUM > HIGH - the incident has recently occurred and/or the likelihood of the incident occurring is reducing but could escalate without notice, or Golden Hour Principles apply (likely Grade B1 Response) MEDIUM > LOW - the incident has occurred or the likelihood of the offence taking place is reducing and unlikely to escalate without notice (likely Grade B2/C/Diary/ non-attendance/ advice / signposting) LOW > No - the incident has occurred and/or it is possible but unlikely that the incident will occur (likely Grade B2/C/ Diary/ non attendance / advice / signposting)</p>
I	INVESTIGATION	<p>Is there an opportunity for a Police Investigation?</p> <p>Known Offender / Suspect / CCTV / Crimes in Progress or Recently Discovered / Golden Hour Principles Identifiable Property / Injury Level / Forensic Evidence / Repeat Victim / Series of Similar Offences- is there a crime series or potential pre cursor to crime? Not Applicable</p> <p>Is the victim a REPEAT VICTIM within the last 12 months? Consider previous calls and any incidents not already reported</p>
V	VULNERABILITY	<p>“A person is vulnerable if as a result of their situation or circumstances they are unable to take care of or protect themselves or others from harm or exploitation”</p> <p>Repeat Victimisation / Coercion and Control / Personal or Family Circumstances / Health & Disability Discrimination factors / Economic Circumstances Not Applicable</p> <p>Consider Vulnerability of the person reporting in addition to any other parties involved</p>
E	ENGAGEMENT	<p>Manage caller’s expectations. If signposting, detail which department or agency most suitable to deal.</p> <p>Signposted / Another Agency /Another Police Department Hard to reach group Self-Service / Website Police Deployment Required Not Applicable</p>
+	PLUS +	<p>What additional support / advice has been provided?</p> <p>Crime Prevention Advice Preservation of Evidence Escalation – do you need to escalate to Oscar 1/2/3/4 or Duty Sgt Not Applicable</p>