Investigations Standards and Crime Management Policy

POLICY & PROCEDURE

OFFICIAL

Publication Scheme	Government Security Classification Scheme (GSCS): **OFFICIAL** Publish Policy & Procedure on External Force Website? **Policy and Procedure suitable for external publication**
Department of Origin	Investigations
Policy Holder	ACC Ryan – Investigations and Intelligence
Policy Authors	DCS Karen Jaundrill DCS Paul Lamb
Related Information	• College of Policing Code of Ethics • Human Rights Act 1998 • Data Protection Act 2018 • Police Information and Records Management (PIRM 2023) • Youth Justice and Criminal Evidence Act 1999 - Section 2 • APP Investigation • Named Suspect Policy • Major investigation and public protection | College of Policing • Managing effective investigations | College of Policing • The Code of Practice for Victims of Crime - GOV.UK • Protocol between NPCC, CPS and HMTS to expedite cases involving witnesses under 10 years • Victim-Personal-Statements-Officer-Guidance
Date Approved at SMB	05/11/2025
This Version	V 1.0
Date Created	30/07/2025
Review by Date	30/07/ 2028

Contents

Policy

National Context

The effective investigation of crime is essential to maintaining the legitimacy of policing and ensuring public confidence. It lies at the heart of the principle of policing by consent.

The quality of service provided to victims plays a crucial role in shaping public trust in both the police and the broader criminal justice system. It also impacts people's sense of safety and helps to prevent future crimes.

When a crime is reported, the public has a right to expect that the police will record and investigate it thoroughly. They are also entitled to receive regular updates and a level of service that aligns with the rights outlined in the Code of Practice for Victims of Crime.

Statement

It is essential that Merseyside police investigate crime thoroughly and professionally to uphold public confidence, ensure justice for victims, and maintain the rule of law. A robust and fair investigative process not only helps to identify and prosecute offenders but also protects victims and prevents future criminal activity.

We must ensure that our officers and staff are equipped to deal effectively with all reported crime. To support this, Merseyside police now has a clear and comprehensive crime management policy.

The policy provides a structured framework for how crimes are recorded, allocated, investigated, and supervised. It ensures consistency, accountability, and transparency across investigations, helping to prioritise resources effectively and meet legal and ethical standards.

The crime management policy supports our performance framework and is fundamental to delivering an efficient service which ensures public confidence and victim satisfaction.

Rationale

The effective investigation of crime plays a crucial role in building and maintaining public confidence and satisfaction in policing. When the public sees that crimes are taken seriously, investigated thoroughly, and resolved fairly, it reinforces trust in the police as a competent and accountable institution.

This trust encourages greater cooperation from communities, which in turn enhances the ability of police to prevent and solve crime. Moreover, when victims feel that their cases are handled with professionalism and empathy, they are more likely to feel supported and satisfied with the service they receive.

Consistently high standards in investigations also demonstrate a commitment to justice and fairness, which are fundamental to the legitimacy of policing in a democratic society. Ultimately, effective investigations not only bring offenders to justice but also reassure the public that their safety and concerns are a priority.

Aims

The overall aim of this policy is to establish a framework that provides all officers and staff within Merseyside Police with clear and consistent guidance in relation to the effective prevention, detection, investigation, and prosecution of crime.

Every victim of crime deserves the highest standard of service. As a force, we are committed to delivering a professional and effective response, while continuously striving to enhance the quality of our investigations and the support provided to victims.

This Investigations Standard and Crime Management Policy directly supports our mission to pursue offenders, prevent crime, and protect people. It aligns fully with our overarching strategy and reinforces our commitment to working as one team, always placing the needs of our communities at the forefront.

This policy has been developed taking into consideration the requirements of the Human Rights Act 1998, GDPR 2018 and Regulation of Investigatory Powers Act 2000. The policy is also cognisant of the Criminal Procedure Investigations Act 1996 and the Police Information and Records Management (PIRM) code of practice 2023.

Objectives

This policy sets out the minimum standards for the investigation and management of recorded crimes and is aimed at officers and staff investigating crimes in addition to supervising officers.

The objective of the policy is to:

- Improve the quality of service to victims of crime.
- Deliver effective and sustainable crime investigation and management.

- Ensure consistency in the quality of investigations across all Local Policing areas and across all operational units.
- Improve the timeliness of investigations
- Increase positive outcomes.
- Reduce crime by effective identification of, and dealing appropriately with, offenders
- Ensure a child centred approach
- Maximise opportunities to identify and respond effectively to any vulnerability at the earliest opportunity to implement appropriate interventions

This will be achieved by:

- Establishing a corporate approach to crime investigation
- Setting minimum standards for crime investigation, management and documentation
- Setting minimum standards for the supervision of crime investigations
- Driving continuous improvement and learning
- Promoting public confidence and trust in Merseyside Police
- Ensuring that APP is recognised and adopted

Application and Scope

All police officers and police staff, including the extended police family and those working voluntarily or under contract to Merseyside Police must be aware of, and are required to comply with, all relevant policy and associated procedures.

Outcome Evaluation

Any outcome evaluation of this crime management policy should assess how effectively the policy achieves its intended goals and impacts policing outcomes. Key outcomes to evaluate typically will include:

1) Crime Detection and Resolution Rates: Measuring improvements in the proportion of crimes that are solved or result in positive outcomes (e.g., charges, cautions) can indicate the policy's effectiveness in guiding investigations.

2) Victim Satisfaction and Confidence: Surveys and feedback from victims can reveal whether the policy has led to more victim-centred practices, timely updates, and overall satisfaction with police response.

3) Public Confidence in Policing: Broader community surveys can assess whether the public perceives the police as effective, fair, and trustworthy, which is often influenced by how well crime is managed and investigated.

4) Timeliness and Efficiency: Evaluating whether investigations are completed within appropriate timeframes and whether resources are being used efficiently can highlight operational improvements.

5) Compliance and Accountability: Reviewing adherence to national standards, legal requirements, and internal procedures ensures that investigations are being conducted lawfully and ethically.

6) Staff Confidence and Capability: Internal feedback from officers and staff can indicate whether the policy supports their work, provides clarity, and enhances investigative capability.

7) Reduction in Repeat Victimisation and Offending: A successful policy should contribute to reducing repeat crimes by ensuring effective interventions and safeguarding measures.

Procedure

Version History

Version Number	Date	Detailed rational behind amending/updating policy or procedure.	Policy Owner Details	Policy Author Details
V.1	August 2025	Introducing formal policy	Head of INV Head of PVP	Head of INV Head of PVP

1. Introduction

We all understand that the way we investigate crime plays a vital role in maintaining the trust and confidence of our communities. This trust directly influences whether victims and witnesses feel confident enough to engage with us, reporting crimes, sharing evidence, and providing intelligence. These actions are essential for bringing offenders to justice, preventing further crime, and safeguarding those at risk.

Merseyside Police is dedicated to maintaining high standards in crime investigation, in line with national guidance outlined in the Approved Professional Practice (APP) https://www.app.college.police.uk/app-content/investigations

Every reported crime will be subject to an initial evaluation to support informed decision-making regarding the appropriate response, accurate recording in accordance with the National Crime Recording Standards (NCRS), and suitable allocation for further investigation, considering Threat, Risk, and Harm.

Allocation occurs when it is determined that an investigation is necessary to deliver an effective policing service, whether to bring offenders to justice, safeguard vulnerable individuals, or uphold public confidence. A robust and well-considered allocation process promotes a victim-centred approach by ensuring that the needs and experiences of victims are prioritised. It ensures that indicators of vulnerability are clearly identified, documented, and acted upon and it reinforces the organisation's commitment to holding offenders accountable through proportionate and timely investigative action.

This policy outlines Merseyside Police's approach to investigating, managing, and supervising criminal investigations and applies to all officers and staff within

Merseyside Police involved in crime investigation, including volume crime, vulnerability, serious and complex crimes.

The use of the Investigation Allocation Model (IAM) and the Fraud Allocation model, both recognised screening tools, will support consistent and transparent decision-making, with clear rationale.

The allocation process adopted in Merseyside is informed by a structured objective assessment of seriousness, complexity and threat to an investigation. Solvability factors and a proportionality assessment will also be considered, in addition to wider consideration of force policy, community impact and operational priorities.

Regardless of the guidance provided, officers must place the needs of the victim at the forefront of their decision-making. Once any concerns relating to vulnerability have been identified and addressed, solvability factors should be assessed and recorded at the point the crime is logged. Investigations should be conducted promptly, and supervisors are expected to review open cases in line with this guidance.

2. Crime Recording

In line with our Community First approach, Merseyside Police is committed to the accurate and ethical recording of crime and, when recording crimes, will comply with the:

- National Crime Recording Standard (NCRS).
- Home Office Counting Rules for recorded crime (HOCR); and
- Code of Ethics.

The guidance sets out a standard that directs a victim-focused approach to crime recording and by ensuring we follow it we will deliver Crime Data Integrity (CDI) for victims and the communities of Merseyside. The intention is that victims are believed and benefit from statutory entitlements under the Victim Code of Practice (VCOP). Victims need to have confidence that when a crime is reported they will be treated with empathy and their allegations will be taken seriously, and where the Crime Recording Decision Making Process (CRDMP) establishes that a crime has been committed then recording will take place. Any investigation that follows is then taken forward with an open mind to establish the truth. The public also need to have confidence that the crime statistics produced can be trusted and are accurate.

The Code of Ethics explicitly states that complying with the NCRS, which is central to HOCR, is an example of meeting the standards.

All reports of incidents, whether from victims, witnesses or third parties and whether crime related or not, will, unless immediately recorded as a crime, result in the registration of an auditable incident report by the police. This will normally be on the force command and control system (STORM) in accordance with the National Standards for Incident Recording (NSIR).

An incident will be recorded as a crime (notifiable offence) on the force crime recording system (NICHE), for 'victim related offences' if, on the balance of probability: the circumstances of the victim's report amount to a crime defined by law (the police will determine this, based on their knowledge of the law and counting rules); and there is no credible evidence to the contrary immediately available. A belief by the victim, or person reasonably assumed to be acting on behalf of the victim, that a crime has occurred is usually sufficient to justify its recording.

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

Where the information obtained at the first point of contact satisfies the CRDMP the expectation is that identified crimes will be recorded without delay, usually on the same day the report is received – and in any case recording must take place within 24 hours of the time the initial report was received. Exceptionally, in circumstances where a victim, or person reasonably assumed to be acting on the victim's behalf, cannot be located to confirm that a victim related crime has occurred, then recording may be extended for up to 7 days. However, where the victim is not traced to confirm an initial report (for a victim related crime), the expectation is that the crime report will be made based on the available first contact information. All reports subject to delayed recording must contain an NCRS compliant rationale and have appropriate oversight from the Force Crime & Incident Registrar (FCIR).

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. Crime cancellation decisions can only be made by a Designated Decision Maker (DDM) or the FCIR.

A police investigation may relate to criminal or non-criminal activity and includes all investigations within the scope of the Criminal Procedures and Investigations Act 1996 (CPIA), Professional Standards enquiries or investigations conducted on behalf of His Majesty's Coroner.

The Code of Practice for Victims of Crime and the Witness Charter set out obligations on the investigator to offer appropriate support to victims and witnesses. These should be consulted when investigating and managing all cases.

The Force has adopted Approved Professional Practice (APP) which provides definitive guidance on the key principles of investigation, irrespective of nature or complexity. Investigations will be conducted in a manner consistent with that guidance.

Operational Guidance on Crime Investigation Management uses the basic principles contained in APP and will be followed in all investigations, by attending, investigating and supervising officers and staff.

3. Crime Allocation & Crime Allocation Tool

The decision to allocate a crime for investigation will be based on –

- THRIVE assessment
- Solvability Factors
- Proportionality Assessment
- Force Priority/Area of Operational Focus

These factors ensure an increasingly consistent and transparent rationale for investigation and allocation. In addition, officers of the rank of Sergeant will utilise their professional judgement to ensure consistency and accurate allocation based on skill set and investigative qualification.

Merseyside Police follow the Professionalising Investigation Programme (PIP) to ensure that appropriately trained and accredited staff are allocated to the correct level of investigation. The national standard, which Merseyside follows is:

- PIP 1 – Priority and Volume crime investigations
- PIP 2 – Serious and Complex investigations
- PIP 3 – Major investigations
- PIP 4 – Strategic management of highly complex investigations.

When operational demands and resources are such that appropriately skilled staff are not available for deployment, measures must be applied to support the investigation to reduce risk to the public, the individual and the organisation that may arise due to that lack of availability.

Local allocation

All crimes are scored via the Corvus Investigations Allocation Model (IAM) this enables a structured and objective assessment of the seriousness, complexity and threat around a crime. Following scoring a crime is tasked automatically through Niche to the relevant department for progression.

Any crime scoring 75 or above will be tasked to PIP2 (Serious & Complex crime) any crime scoring below this will be tasked to PIP1 (Priority & Volume crime). A full break down of how IAM is used based on score and offence type can be found at Appendix 1.

The supervisor will assess the availability, capacity/capability of the investigator to conduct and complete the investigation. Should an officer/investigator be absent for more than 7 days their supervisor must review their current Niche workloads to ensure no immediate action or time sensitive investigations are delayed.

Where necessary, the crime WILL be reallocated to ensure progress. For example, the supervisor is required to assess workload, leave, absence through illness and skills of the investigator.

Where the case is reallocated, this will be clearly documented in the Supervisor review and the ‘OIC status’ will be updated, and direction given to update the victim as to the change of OIC. The victim update is crucial in respect of complying with VCOP.

All Supervisors must have a ‘workload’ review with all investigators who are due to move departments or leave the force. Where necessary, the crime WILL be reallocated to ensure progress.

In addition, officers of the rank of Sergeant will utilise their professional judgement to ensure consistency and accurate allocation based on skill set and investigative qualification. Once allocated a supervisor will review the crime and complete the following pre allocation checks:

Pre allocation checks

Correctly Assigned – Ensure that the crime has been tasked to the correct department for investigation. If the crime has been incorrectly tasked ensure that this is redirected to the correct department.

Check Stats Classification - Ensure that the stats classification is correct and that the right crime is recorded. If it appears that the crime has been incorrectly recorded, then the supervisor must endorse the OEL and submit a task to the DDM or Force Crime Registrar on Niche for consideration of reclassification. This should not delay the allocation of the crime unless requesting a transfer to another force or crime cancellation.

Suspect Status- Ensure that suspects are named correctly using the correct naming conventions. For state-based offences, ensure REX is recorded.

Evidential Review - A supervisor will then review the crime and assess the necessity for allocation, all available information within the crime report must be reviewed. The supervisor may decide to file the Investigation without allocation. Factors such as the seriousness of the crime, the realistic prospect of conviction and the victims wish may influence the decision to file or allocate. If the decision is made to file the investigation without allocation, the supervisor must document their rationale for doing so by using the correct F3 outcome code within the 'Supervisor comments' section of the Occurrence Enquiry Log (OEL). Additionally, the supervisor must ensure that the victim has been notified of the decision to file in accordance with the codes of practice for Victims of Crime. The supervisor should add themselves as OIC and file in accordance with force policy.

Safeguarding - Any concerns for the welfare of a vulnerable adult, child or young person should be notified to the VPRU on the prescribed VPRF for consideration of a referral being made to Local Authority Adults/ Children's Social Care. If significant concerns, a call must be made to the relevant social care team for that Local Authority to speak to the duty social worker, either by the officers at scene or by the Force Contact Centre operator.

IAM Score Review - Should the assessment of the seriousness, complexity or threat differ, the supervisor has the option to allocate to a suitably trained officer within either PIP1 or PIP2.

Link Officer in Case (OIC) - If allocation of the crime is deemed necessary, the supervisor must ensure that the crime will be allocated to a suitable officer for progression. The following is not an exhaustive list but must be considered prior to selecting an OIC. Skills and abilities (general experience with crime type & specialist training such as Tier 2 or ABE Interview qualification). The OIC's current workload, upcoming commitments such as abstractions, annual leave or court attendance along with any conflicts of interest that may arise. Every time a crime is allocated the new OIC should be linked on Niche from the allocation date and the previous OIC should be 'end dated' so that only one active OIC is showing. If the Detective Sergeant files the crime they should link themselves as OIC as they are the decision maker.

Link Supervisor - Allocating supervisors must link themselves.

Associated occurrences - Ensure that associated occurrences have the same OIC linked and that duplicated tasks are closed.

Supervisor Allocation Plan – Ensure that a bespoke Investigation Plan is added to the OEL, using the correct F3 template: INVESTIGATION PLAN – MSP USE ONLY [INP:02] or for RASSO cases –SUPERVISOR ALLOCATION PLAN [RAS:01].

Task OIC - Ensure a task is sent to the OIC via the occurrence to notify them of the new allocation.

Feedback - If the handover from R&P or SRU etc. is deemed inadequate or Service Level Agreement (SLA) not adhered to, then consider providing feedback to ensure quality and that we get things right first time. Again, such feedback should not delay the allocation of the crime.

Reallocations - Should the OIC leave the department (and it is agreed they are not retaining their workload) or the officer leaves the force (retirement, resignation etc) the crime must be reviewed by a supervisor, a new OIC should be linked and tasked to make them aware of the reallocation. The previous OIC should be 'end dated' on Niche so only one active OIC is showing, and any tasks to the previous OIC should be closed or reallocated.

4. The Investigation

4.1 The investigation Plan

All investigations will be conducted in accordance with the Investigation Standards & Crime Management Policy.

There is a requirement that supervisors actively manage the crime investigation in support of the officers/staff member they supervise. This includes ensuring appropriate ownership of the crime investigation, agreeing an ongoing proportionate investigation plan, setting realistic review times, ensuring the investigation is appropriately managed and the tasks required are achievable in the time allocated.

The purpose of a 'proportionate investigation plan' is to ensure that all reasonable lines of enquiry are considered (whether pursued or not), that the actions decided upon are undertaken and recorded, and equally the rationale for NOT following certain lines of enquiry are recorded. Setting out an investigation plan is an important stage and is meant to assist officers in prioritising tasks. Investigations should be focused and have clearly stated objectives in accordance with the assessment of 'proportionality'.

The Officer in the case and the status of the Victim, Witness and Suspect are to be continuously reviewed during the life of the investigation. Any changes to their status or classification must be updated and reflected within Niche. (E.g.: Arrested, NFA). All suspects should initially be recorded as 'named suspect core' and then if their suspect status changes, the new status should be added alongside the 'named suspect non-core status'.

The Niche occurrence OEL will be updated regularly as the enquiry progresses. All actions discussed with supervision and their outcomes must be recorded to highlight the rationale of the decision-making process. It is as important to record why we did not do something, as it is to record that which we did.

4.2 Supervisor Allocation Plan

Supervisors are responsible for adding a 'Supervisor Allocation Plan' using the correct F3 template: INVESTIGATION PLAN – MSP USE ONLY [INP:02] or for RASSO cases – SUPERVISOR ALLOCATION PLAN [RAS:01]. This plan should be completed at the time the crime is allocated to an officer and should be written by the OIC's direct line manager unless they are unavailable. In this case to avoid any delay to allocation the plan will be written by another Detective Sergeant from the relevant team in which the OIC is based.

Setting out an investigation plan is an important stage and is meant to assist Investigators in prioritising tasks. Investigations should be child centred, victim focused, be meaningful and include the following as a minimum:

Crime allocated to – Add OIC details.

Proportionate file build – Confirm if suitable Yes / No

Principle Crime – Add crime classification. If the sequence of crimes in an incident, or a complex crime, contains more than one type of crime, then count the most serious crime. Usually the most serious violent crime (including rape) will take precedence over the most serious property crime. Where a conduct crime (Stalking, Harassment, C&C Behaviour) is disclosed by a victim at the same time as other crimes committed by the same offender, in most cases the principal crime should be the conduct crime. Victimless crimes are usually recorded in addition to victim-based crimes. Contact the FCR for additional advice or support.

Secondary Crime – Add details of any secondary crime. Consider what else happened to the victim? Remember – same victim/suspect relationship only & all reported at the same time, e.g. a victim reports C&C, which includes assaults, thefts & criminal damages as part of that behaviour. These are additional crimes committed that have not been separately recorded (Stats Classed). Contact should be made with the FCR in relation to the Statute of Limitations that may apply to the Principle or Secondary Crimes and will affect the timeliness of the investigation.

Linked Crime Occurrence – Add details of any linked crime which are crimes that have been separately recorded (Stats Classed) and should be linked on Niche as Associated Occurrences.

Record any additional crimes that should have been recorded and ensure they are linked and allocated correctly.

If there is any over-recording of crime send a task to the DDM/FCIR on Niche with the rationale for cancellation. For linked substantive offences only, e.g. (1) a victim reports rape by 3 separate suspects; record 1 rape for each offender & link the crimes, (2) a suspect is arrested for S4a POA & found in possession of a controlled drug – record both crimes (1 victim based + 1 state based) and link the crimes.

Circumstances – Add details of the circumstances of the crime.

Assess Threat, Harm & Risk - Low/Medium/High together with reasoning and ensure safeguarding has been addressed.

Assess Safeguarding - Safeguarding of all parties including suspects

Voice of the Child – Ensure the investigation is child centred and correct use of F3 template [SG:VOC1]

High Priority Actions – Add details of any High Priority actions identified such as CCTV, Forensics, Circulate suspect on PNC etc.

Mandatory CCTV Enquiries - Seize and review CCTV where applicable. Seize original footage to ensure best quality evidence is available. Screen recording of footage should be a last resort and only considered when 'absolutely' necessary, i.e. the footage is about to delete, and this is the only way to secure the evidence. Review CCTV, consider circulation of suspect images for identification on the Digital Image Database. Use Original Footage to create Image for circulation on Digital Image Database. If suspect is not circulated, then please give reasons why.

Suspect Management - In all RUI and VAAD cases, suspects are to be updated by the OIC following the investigatory reviews at 16, 32 and 48 weeks. Suspects are also to be updated by the OIC at the conclusion of the investigation. All contact made with suspects should be recorded on the Niche OEL, using the appropriate template.

Further review – Add timeframe, 35 days for Tier 1 offences and 56 days for Tier 2 offences.

Confirm OIC has been correctly linked – Yes / No

Confirm crime has been correctly recorded – Yes / No, if not ensure task sent to Force Crime Registrar with reclassification request.

4.3 OIC Investigation plan

The allocated OIC is responsible for adding an 'OIC Investigation Plan using the correct F3 template: INVESTIGATION PLAN – MSP USE ONLY [IND:03]. This must be added at the earliest opportunity. The investigation plan is mandatory, should be bespoke and meaningful whilst following the direction set by their supervisor. The plan should include the following as a minimum:

Details of Crime – Add principal crime details.

Safeguarding – Add details of safeguarding considerations to include VPRF, Liaison with EDT/Social Services and relevant point of contact. Details of strategy meetings, S47 application / requirement for joint visit. Threat assessment consideration (MFRS target hardening / TAU markers).

Voice of the Child – Ensure Investigation is child centred and correct use of F3 template [SG:VOC1]

HOCR classification – If it appears that the crime has been incorrectly recorded, then the OEL must be endorsed, and a task sent to the Force Crime Registrar or DDM on Niche for consideration of reclassification.

Linked occurrences – Add details of any linked occurrences and consider victim contact gatekeeper.

Offence location – Add details.

Victim – Add details.

Suspect – Add details.

Involved parties – Add details.

Witnesses – Add details.

Brief Circumstances - Add details.

Victim – Brief overview and consideration of the following vulnerabilities- suitability for MG11 / requirement for ABE interview, requirement for intermediary / interpreter, willingness to support prosecution, possibility of victim led prosecution. forensic capability, seizure of clothing, swabs, EEK, medical assessment, CSI, medical evidence requested / obtained, photographs – damage / injuries, referrals to victim support, authority to access third part material/medical records.

Suspect – Brief overview & consider the following – Overview of the victim / suspect relationship, arrest strategy and suitability for VA, escalation through the DMM or Fugitive Team referral/efforts locate and arrest the suspect, warning markers, risk assessment and relevant offending history, intelligence, consideration for search post arrest / items to be seized, requirement for bail conditions, requirement for body mapping / imaging / forensic swabs.

Witnesses – Brief overview & consider the following: Interview strategy (ABE/written statement), requirement for an appropriate adult, requirement for VIPER, special measures assessment.

Scene – Add details of scene considerations, Single scene/multiple scenes, CSI requirement/report. Forensic Yield, Requirement for specialist support, CCTV, H2H

Media Strategy – Add details of media considerations including press release

Digital Strategy – Add details of digital considerations - Mobile Phones and other electronic equipment

Voice of the child

Hypothesis – Add initial hypothesis.

Outstanding High Priority Actions – Add actions that will be completed expeditiously to progress the investigation.

The Officer in the case and the status of the Victim, Witness and Suspect are to be continuously reviewed during the life of the investigation. Any changes to their status or classification must be updated and reflected within Niche. (E.g.: Arrested, NFA)

Supervisors (Sergeants) should review all investigations including the OIC's Investigation Plan at no more than 35 days for Tier 1 offences and at no more than 56 days for Tier 2 offences.

Additionally, supervisors should regularly dip sample the quality of Investigation plans to ensure that Investigators are following the actions set within the supervisor allocation plan, that victim contact has been maintained, nd that the investigation is progressing satisfactorily. If any blockages are identified, supervisors must assist the Investigator so that the investigation can continue to progress diligently and expeditiously.

A proportion of Investigations will also be subject to review by Command Team members at crime performance & scrutiny monthly meetings, this will include a review of both supervisor allocation and OIC Investigation plans with a common purpose to ensure plans are of satisfactory quality.

The Delphi daily actions dashboard is used to monitor compliance against this aspect of the policy.

4.4 Initial Supervisor Review

This policy sets out the minimum standards required by supervisors in reviewing and managing investigations. Supervisors must recognise the importance of a quality initial supervisor review. The initial review is vital in maximising opportunities for achieving a positive outcome.

It is recognised that every investigation is unique and therefore this policy is not exhaustive. It does however set out the minimum expectations on how often supervisor reviews should be completed and some of the areas the supervisor should consider when completing a review.

The role of a supervisor in an investigation should not be underestimated, and they should ensure that in every case a proportionate, thorough and victim centred investigation is carried out. A good quality initial review should set the tone for the investigation and provide helpful guidance to the OIC to direct them in their enquiries. The role of a supervisor is to support the OIC in carrying out their investigation.

Supervisors should ensure that bespoke reviews are carried out on every investigation that they are managing that assists the OIC to carry out their investigation. Supervisors should not use pro forma reviews as these do not assist the OIC or assist in the effective management of the investigation.

Merseyside Police have a duty to ensure that reasonable lines of enquiry are conducted in every investigation (see Conducting Effective Investigations APP) and the role of the supervisor is crucial in ensuring this happens.

Separate policy and guidance exist for homicide investigations and in such cases National Police Chiefs Council (NPCC) guidance should be followed.

When completing the initial review, supervisors should consider the incident log, detail on the investigation including the investigation summary and enquiry log / actions and any evidence gathered to date. They should also consider any relevant background on the individuals involved in the investigation (particularly on the complainant and suspect).

The initial review should ensure that the golden hour tasks and crime specific tasks have been considered, and that the crime is compliant with the Victim's Codes of Practice (VCOP). If these tasks have not been completed, supervisors must ensure remedial action is taken to address them.

Supervisors should ensure that the investigation has been recorded correctly (in accordance with NCRS) and that there is sufficient detail on the investigation so anyone reviewing the investigation would be able to gain an understanding on the nature of the crime and the enquiries that have been / are going to be completed.

Safeguarding of victims is paramount, and every review should consider the safeguarding of the victim (unless the investigation is a state-based offence). Supervisors should consider whether there is any risk posed to the victim or witnesses. Where a risk is identified, they should ensure steps have been taken to address this and documented as part of the review.

Supervisors should also consider whether the investigation is allocated to the correct investigator. If the investigation is not allocated in accordance with the Crime Allocation Policy, then supervisors should address this or document why it has been retained by that investigator.

Whilst it is not possible to address every eventuality within this policy, the below are some considerations for the initial supervisor review:

- Victim management
- Suspect management
- Safeguarding strategy
- Scene strategy
- CCTV strategy
- House to house strategy
- Digital strategy
- Witness strategy

- Forensic strategy
- Third party material strategy

It is imperative that in cases where an image of a suspect / offender exists, investigators should conduct a search against the Police National Database and any other relevant databases. Under no circumstances should an investigation be closed before this has been completed.

If at the time of the review the suspect has not been arrested or otherwise dealt with, supervisors must pay consideration to the suspect management specifically any threat and risk and any steps that are required for them to be dealt with.

Should any public protection concerns arise in relation to safeguarding third parties, appropriate consideration should be given to the force policy and guidance relating to information sharing and common law police disclosure.

The initial supervisor review must be placed on the Supervisor review template. Supervisors should also ensure that the OIC is aware that the review has been completed.

It is generally expected that the officers first line supervisor (generally of Sergeant rank) will complete the initial review. However, where the requirement exists, advice and guidance can always be sought from an officer of Inspector rank or above.

4.5 Subsequent Supervisor Reviews

Regular supervisor reviews are essential to ensure that investigations are conducted expeditiously and in line with the force strategy. Supervisors are not expected to conduct a full evidential review on every subsequent review; however, they must ensure that sufficient progress has been made since the last review and take steps to address any lack of progress.

Merseyside Police have a duty to keep complainants / victims up to date with the progress of their investigation (see Victim's Codes of Practice). As part of this duty, the OIC should have discussed with the complainant how often they would like to be kept updated, the method of communication and the OIC should record this on the investigation OEL using the relevant templates (see below). The supervisor should ensure as part of their subsequent review that the complainant's wishes have been complied with. Where it hasn't, action should be taken to address this.

Whilst safeguarding should have been addressed in the initial review, supervisors should consider any changes in risk to the victim and / or other members of the public and address this as part of this review. Supervisors should document that they have considered safeguarding as part of this review and take steps to address any changes in the safeguarding strategy.

Suspect management should also be considered as part of this review. This includes ensuring a plan is in place to deal with suspects who have not yet been arrested or otherwise dealt with. Where suspects have been dealt with and are on bail or released pending further enquiries, supervisors should ensure that suspects are being managed appropriately.

Subsequent reviews must be completed within 35 days of the last supervisor review. The supervisor may consider that more frequent reviews are required (for instance, where a high-risk suspect remains outstanding) and in those cases it is a decision for the supervisor as to how often they should be completed.

The subsequent review must be placed on the Supervisors Review template on the OEL. Supervisors should also ensure that the OIC is aware that the review has been completed, ideally by completing it with them, but when this is not possible then creating a Niche task to advise them that the review has been completed and documented on the OEL.

Again, it is generally expected that the officers first line supervisor (generally of Sergeant rank) will complete the subsequent review. However, where the requirement exists, advice and guidance can always be sought from an officer of Inspector rank or above.

Wherever possible, the subsequent supervisor review should be done by the OIC and supervisor having a conversation as part of a regular one-to-one.

Where an investigation has not been progressed expeditiously, supervisors should prioritise service recovery whilst also considering the most appropriate way to capture any individual or organisational learning and any other action necessary.

Supervisor reviews are subject to scrutiny in terms of both the quality and timeliness at crime scrutiny and performance meetings in addition to daily scrutiny through the Daily Actions dashboard on Delphi.

Supervisors must ensure that the Stat Time Limits are met. Additionally, cases with CTL are given high priority to fulfil progression and ensure the OIC details up to date.

The supervisor must ensure that the Victim, Witnesses and Suspect are updated as to the case progression and their status (If applicable) during all review processes.

The Officer in the case and the status of the Victim, Witness and Suspect are to be continuously reviewed during the life of the investigation and during any Supervisor review.

The supervisor will document their full review comments using the relevant template on the OEL. It is recommended that the supervisory review / update follows the main lines of enquiry in terms of additional / further work required. This is an important process in the crime management function.

Should the investigation require a Bail review by a Superintendent or a Magistrates Court then a supervisory review is required prior to application. The supervisor must ensure that the investigation and application is quality checked prior to application to Chief Officer/Court.

It is recognised that one of the main functions of the reviewing officer is to ensure that investigations are being conducted expeditiously. Therefore, in all cases where a suspect has been arrested / Voluntarily interviewed the following reviews will occur-

- At 16 weeks, a review of the investigation must take place by an officer of not less than Inspector rank. The review should ensure that the investigation is being conducted expeditiously and that all reasonable lines of enquiry have been identified.
- At 32 weeks, a review of the investigation must take place by an officer of not less than Chief Inspector rank. The review should ensure that the investigation is being conducted expeditiously and that all reasonable lines of enquiry have been identified.
- At 48 weeks, a review of the investigation must take place by an officer of not less than Superintendent rank. The review should ensure that the investigation is being conducted expeditiously and that all reasonable lines of enquiry have been identified.

The review will be recorded on a Niche entry - REVIEW QA then SUPERVISOR REVIEW RUI or SUPERVISOR REVIEW VA.

4.6 Reasonable and relevant enquiries

Reasonable and relevant enquiries depend upon the unique nature of the incident under investigation. If there is dispute over what is believed to have taken place, it may be a reasonable line of enquiry to locate further witnesses or to recover relevant material which may have been identified from a search or forensic examination. Material includes verbal information which is due to be recorded.

What an investigator considers reasonable or relevant may need to be justified later. It is, therefore, essential that they record their decisions and supporting rationale onto the OEL. When investigators conduct reasonable enquiries and gather relevant material, it is important that they remember the following points:

- Review – consider further relevant lines of enquiry or more relevant material
- Record – keep a log of material and enquiries made
- Retain – keep material in a durable format and/or copy
- Reveal – if a prosecution takes place the relevant material will be scheduled for the prosecutor.

4.7 Victim & Witnesses: requirements

The service and support provided to victims and witness in Merseyside is of the upmost importance and we need to ensure we get this right for every victim from their first contact or engagement with the police and at every subsequent stage in the criminal justice process and beyond.

How we deal with victims of crime from the outset will have a lasting effect on their perception of the police and more importantly their recovery. The rights and principles outlined in the revised Victims Code should be at the heart of how we police in Merseyside and it is everyone's responsibility to ensure they understand their responsibilities under the code. For more information, please visit I Force: Victims' Code

The code sets out the services and minimum standards that must be provided to victims of crime by organisations, this is enshrined within the 12 rights. These are applicable to victims of all criminal offences. The code also includes enhanced rights to provide additional support for victims who are assessed as:

- vulnerable or intimidated
- persistently targeted
- victims of the most serious crime (including bereaved close relatives)

The code includes the right to be offered support when a victim reports a crime to the police and to be provided with a crime number and have an initial victim needs assessment completed which helps identify those who are entitled to receive enhanced rights. Appropriate Victim contact (method and frequency) will be agreed through the victim contact contract and maintained and recorded by the investigator in accordance with the Victim Code of Practice. It is imperative that we document all contact made with

Victim and Witnesses throughout the investigation lifespan, this must be entered on the Niche Occurrence Entry Log using the appropriate templates*:

- VCOP:01 Crime Number
- VCOP:8 Victim Contact Contract
- VCOP:4A/B Enhanced/ Standard victim entitlements
- IAN:01/ IAN Individual Assessment of Need
- VCOP:7A/ 7B VPS explained/ obtained
- VCOP:9A Successful Contact
- VCOP: 9B Unsuccessful Contact
- VCOP:13 Gatekeeper – to be used when REX offence is recorded
- VCOP:10 Finalisation Contact

*Please note this is subject to change through Niche enhancements.

The reporting officer/staff member must assess the potential for re-victimisation and witness intimidation, ensuring appropriate safeguarding actions are implemented. Examples to be included – signposting to support agencies, target hardening, threat assessment, crime prevention assessment and actions. All actions in respect of Victim safeguarding MUST be recorded on the OEL. Investigating officers must keep this under constant review, assessing against new information and intelligence as the case progresses.

Victims and witnesses should be interviewed at the earliest possible opportunity. Delays may undermine the value of victim / witness evidence and impact on victim / witness willingness to support the investigation and / or prosecution. In serious and / or complex investigations it would be advantageous in seeking the advice of an accredited Investigative Interview Adviser (Tier 5). Consideration of the needs of witnesses will be recorded on the OEL regarding their possible vulnerability. Specific reference should be considered to 'Achieving Best Evidence' in accordance with Youth Justice & Criminal Evidence Act 1999 and the future consideration of Special Measures. Achieving Best Evidence in Criminal Proceedings.

Victim and Witness impact assessments will be considered and recorded appropriately on the rear of MG11 statement form at the point of initial statement, including consideration of the relevance for a Victim Personal Statement at a later stage.

Victim Support Services are provided through Victim Care Merseyside, Home: Victim Care Merseyside on the basis of mandatory initial referral for all victim-based crimes.

This will afford the right by the victim to receive additional support from service providers. Individuals can choose not to accept this right, and this should be discussed with them when the incident is being recorded.

4.8 Suspect Management

Review of named suspects are built into the daily business of all teams. Authority from the appropriate Supervisor is required where the investigator in the case seeks to progress other than by way of arrest.

Consideration must always be given to the loss of potential corroborative evidence where VA is determined. Consideration must also be given in respect of the risk to the victim and the risk of interviewing suspect through the VA process.

All Named Suspects need to be recorded correctly on Niche to ensure Force Systems accurately captures the volume of outstanding Named Suspects.

The correct procedure for recording Named Suspects on Niche is as follows:

- For crimes that have a suspect named they should be classified as ‘suspect named non-core’ as standard. When they become arrest/VA ready the OIC will add the classification as ‘suspect named core’ or ‘suspect named core VA ready’. A suspect should only be marked as arrest ready by OIC following allocation unless there are THR considerations which necessitate arrest attempts prior to allocation of the crime.
- Where reporting officers believe arrest criteria (Code G) is met all reasonable efforts should be made to locate the Named Suspect.
- If the suspect is not located by reporting officers, then all activity to trace the Named Suspect should be recorded on the Occurrence Enquiry Log.
- All offences should be linked, and the suspect status reflected, the OIC and Primary Unit should also be reviewed, and any amendments completed. This will ensure the suspect will be shown as a suspect on Delphi to ensure visibility and momentum to enquiries to locate and arrest them.

Once arrested or VA the arrested or VA status needs updated, and the appropriate outcome updated to reflect the positive action taken. At this point they will NO LONGER appear on Delphi as a suspect the Suspect Management Power Bi database. Outcome possibilities are:

- Postal requisition
- Charge

- Bail / RUI
- Eliminated
- No Further Action

A review of the status of the investigation must be carried out at regular intervals to ensure that the Suspect category (as detailed above) is updated to reflect the status of the investigation and all associated crimes and the role in which that person plays.

All applicable suspects will be documented, and their details added to the overnight return daily. Their risk and offending will drive the tasking and assistance.

Applicable offences are Domestic Abuse, Child Protection, RASSO, Harm index offences.

Where a suspect has been arrested and is subject to police bail, any decision to release the suspect from bail whilst remaining under investigation (RFBUI) will be made by an officer of Inspector rank or above. For the below volume crime offences, where no additional risk has been identified, the decision can be made by a Sergeant.

- Business crime that doesn't involve the use of weapons
- Volume crime drug offences.
- Interference with motor vehicle
- Theft of motor vehicle
- Driving under the influence of drink or drugs

4.9 Circulations

Where OIC / investigators seek to circulate suspects via PNC as 'Wanted' for any offence(s), the circulation case must be of the required standard to demonstrate to the authorising officer (Detective Inspector) how the case meets the evidence threshold. It will include an appropriate and documented Victim contact contract, investigation plan and arrest strategy reflecting any items of evidence or property outstanding. All cases that are subject to circulation must be ready for any interview or remand application at Custody or approach to CPS for a charging decision with appropriate MG documents.

To ensure there is consistency for any Suspect classified as WANTED officers must adhere to the circulation criteria. When suspects are classified as 'Arrest Ready' then all reasonable efforts should be made to effect the arrest before they are circulated on PNC.

If there is a significant risk to the public or victim(s) then consider immediate circulation via a Detective Inspector. The relevant Inspector should be contacted in person or by phone to avoid any delays to circulation. Likewise, there may be cases where fast time circulation is required as a basis for Out of Force request to arrest. In such circumstances it is the responsibility of the investigator in the case to continue to case build to the required level.

OICS' are required to ensure that PNC circulations are submitted correctly via the Niche workflow tasks to ensure there is a robust Detective Sergeant QA of post arrest quality before DI authorisation. This ensures that Named Suspects PNC circulations are justified and proportionate and that all necessary enquiries to trace and locate have been completed and updated on the OEL.

Victim contact remains the ongoing responsibility of the officer in the case where suspects are circulated for the offence. In addition, the ownership of the investigation progress to trace and arrest the suspect REMAINS with the investigator.

Each named suspect will be subject to a regular review by a Detective Sergeant to ensure that every effort and opportunity is being made to locate the suspect and appropriate investigation is still being pursued.

Following circulation, the named suspect with then be reflected within the current Suspect dashboard on Delphi to ensure continued visibility and focus.

Suspect Management should additionally be reviewed by all Detective / Chief Inspectors as part of daily business using Delphi and the command team corridors to assess threat, risk and harm and ensure a positive Criminal Justice outcome for victims of crime.

For those WANTED persons who have been circulated for more than 1 year – each one will be reviewed on a case by case basis to identify other potential lines of enquiry to aid the investigative process and locate the wanted person.

Named suspects will be actively monitored daily through each LPAs DMM and further support may be available through the fugitive team in the case of certain suspects. Further details on allocation of named suspects and referrals to the fugitive team can be found in the Offender Management Policy on iForce.

4.10 Making a Disposal Decision

Where the subsequent review identifies that proportionate lines of enquiry have been completed, OIC's should decide on whether to refer the case for a disposal decision or take no further action.

This decision will include whether there is sufficient evidence for a positive outcome (including charge, caution or community resolution) or whether there is insufficient evidence to progress the case.

There are many factors to consider when deciding on whether there is sufficient evidence for a positive outcome, and it is not possible for this policy to consider every eventuality. As part of their consideration, supervisors should refer to the CPS Code for Crown Prosecutors and Directors Guidance on Charging.

The test to decide whether there is sufficient evidence for a positive outcome is often referred to as the evidential test. When assessing whether there is sufficient evidence, supervisors should consider whether there is a realistic prospect of conviction (see Code for Crown Prosecutors).

As a rule, supervisors can only decide to offer an out of court disposal where there has been a clear and unambiguous admission to the offence from the suspect. Supervisors should refer to relevant guidance (Crime Outcomes) before deciding whether to offer an out of court disposal.

In assessing whether the case meets the evidential test, there are a variety of factors that the supervisor must consider. This includes the results of the enquiries completed, the evidence currently available, the background of the parties involved and any other investigations that are linked to the suspect.

Where a decision is taken to take no further action or an out of court disposal, supervisors should consider whether any other measures or orders are required to manage the suspect.

The disposal decision review must be placed on the Niche OEL using the relevant supervisor template. Supervisors should also ensure that the OIC is aware that the review has been completed and it is good practice to complete the review face to face with the OIC or, if not practicable, to send a task on Niche to alert them that it has been done.

In domestic abuse cases, supervisors should refer to guidance issued in the Domestic Abuse policy in respect of who can decide to take no further action. In Gold (highest risk) domestic abuse cases, and for any rape cases, only an officer of Detective Inspector rank or above can make the decision to take no further action.

Reference should be made to the Home Office Counting Rules – crime outcomes guidance (Force Crime and incident registrar which has been developed to help Designated Decision Makers (DDM) and supervisors to apply the most appropriate Crime Outcome when finalising crimes.

4.11 Crime Closure / Supervisor Case Finalisation

Crime closure templates were introduced to improve crime closure activity by OIC and Sgts.

A rationale from the investigator is be included at the point of finalising an Investigation by way of a closure template. This will include contact with the victim and any suspect(s). The investigator will actively seek to identify crimes during an investigation and ensure all crimes are accurately recorded prior to the closure of the investigation, in accordance with NCRS.

All nominals must be accurately linked by their involvement and any duplicate records to be notified to the Niche Errors Team using the relevant workflow.

Investigators need to ensure that all areas of VCOP are fully updated and recorded on the OEL.

The OIC must ensure any linked offences are also updated in terms of victim, witness and suspect status, closure template and OIC name and primary unit.

The Investigator will ensure linked processes are actioned or closed where relevant; this will include the following

- Disposal of property or reason for retention
- Closure of custody record if applicable
- Closure of VA record if applicable
- Consideration of any current bail requirements

The entry will include full rationale for the closure type sought and include the required information for that closure type, including Out of Court disposals. There is detailed Crime Outcomes Guidance and a flowchart on i-force and through links directly from Niche. If there is any doubt in relation to the Outcome Type which should be used then contact a DDM or the FCIR.

With reference to any crime closed (Outcome 16) against a child, the views of that child should be sought and evidenced on the crime report using the VOC template, with additional verifiable information in the form of PNB or MG11 that the victim does not support a prosecution. In the case of children there needs to be extra caution and we should ensure that where the relationship between offender and child is a parent/guardian that we categorically obtain the views of that child and away from the offender, so they are more likely to speak freely about how they feel about it.

The supervisor must ensure the investigation has been completed to the required standard and the rationale is appropriate, including VCOP, Suspect Management (e.g. closure of RUI / VA record) and property is managed. The supervisor must also complete the Supervisor Closure Template and add to NICHE with the Outcome recommendation, ensure that all associated crimes are also addressed, and crime closure processes followed.

5. Human Rights

The Human Rights Act 1998 incorporates the Articles contained in the European Convention on Human Rights (ECHR) into domestic law, making it unlawful for public bodies to act in a way which is incompatible with the Convention.

I confirm that this document has been drafted to comply with the principles of the Human Rights Act 1998.

6. Freedom of Information

Fully Disclosable: I confirm this procedure is fully disclosable to members of the public via the Force website.	Yes
Part Disclosable: I can confirm that this procedure is disclosable in part only.	No
The sections listed are NOT suitable for disclosure. Please seek approval from the Force FOI Officer	None
FOI Review Completed by:	DCS Jaundrill

7. Equality Impact Assessment

This procedure has been reviewed and drafted against all protected characteristics in accordance with the Public Sector Equality Duty embodied in the Equality Act 2010. This procedure has therefore been Equality Impact Assessed to ensure 'due regard' in respect of the need to:

(i) Eliminate discrimination, harassment, and victimisation.

(ii) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it. Protected characteristics are age, disability gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

(iii) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

An EIA is required in the following circumstances:

When creating/updating a new policy/procedure, process or project an EIA is to be considered and completed in conjunction with the policy and submitted through to the DEI team via email diversity.equality.inclusion@Merseyside.pnn.police.uk for agreement and confirmation of EIA sign off, then the policy can be forwarded to Performance Planning and Risk Department.

If a policy, procedure or project is due for review at renewal date, then the EIA must be reviewed as part of the process and if any amendments to the EIA are made then this required to be submitted to DEI team for sign off, before submitting the updated policy/procedure to the Performance Planning and Risk Department.

If an EIA has not previously been added to an existing policy/procedure then at review of the policy/procedure an EIA must be completed and submitted to DEI team for sign off, prior to being submitted to Planning, Performance and Risk Department.

8. Data protection

This procedure has been reviewed and drafted in accordance with the General Data Protection Regulation and the Data Protection Act 2018. Merseyside Police full Data Protection Procedure can be found on the force intranet.

9. Health and Safety

I confirm that this document has been drafted to comply with the requirements as detailed in the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, including amongst others the general duties to:

(i) Secure the health safety and welfare of persons at work.

(ii) Protect persons other than persons at work against risks to health and safety arising out of or in connection with the activities at work.

10. Training

The following training plan will be adopted to ensure compliance with the procedure:

(i) Training required to comply with this procedure will be delivered to Local Policing Units and Force Control Centre via Investigation & Development, Training.

(ii) Learning and Development have updated the Force training package in line with this procedure. Current induction incorporates this procedure and NCALT package addresses stalking and harassment.

(iii) Additional training if required/requested will be provided by Investigation & Development, Training.

11. Communication

The following methods will be adopted to ensure full knowledge of the procedure:

(i) Procedure will be published on the Force Intranet (iForce) for the attention of all Police officers and staff.

(ii) Procedure will be published on the Force procedure library.

(iii) Intranet marketing via weekly orders.

(iv) Disclosure to all police officers and staff on any learning/development requirements.

12. Review/Approval

The policy business owner maintains outright ownership of the policy and any other associated documents and in-turn delegate responsibility to the department/unit responsible for its continued monitoring.

The policy should be considered a 'living document' and subject to regular review to reflect upon any Force, Home Office/NPCC, legislative changes, good practice (learning the lessons) both locally and nationally

Appendix 1 – IAM Allocation process

The Investigations allocation model (IAM) was brought into force in November 2016, this was to provide a framework to provide a consistent approach to be taken towards allocation and investigation of crime. The idea being that the right resources are allocated to the investigation.

The attending R&R officer will be responsible for completing the scoring of each incident at the time they complete the niche report and crime the incident. For incidents that are reported via the force website, over the phone or from the GEO (General Enquiry Offices), the SRU (Scheduled Response Unit) are responsible for completing the IAM scoring. For anything that will not involve an investigation the CDU will crime automatically without the completion of an IAM scoring.

The IAM score is based on a structured assessment of seriousness, complexity, and threat, the IAM score will then determine where the crime is allocated for further investigation as detailed below;

Level 1	40 - 70
Level 2 / Level 2 PVP	75 - 140
Level 3 / Level 3 PVP	145+

The IAM threshold for the allocation of Murder/Homicide is;

Investigation Level	IAM Score
Level 2	110 - 160
Level 3	165+

The IAM threshold for the allocation of Fraud is;

Investigation Level	IAM Score
Level 1	40 - 70
Level 3 (ECT)	75+

There are situations that the IAM score may need to be altered, this would be when there was a challenge to the original score and the second being if there was a need for a rescore as a result of additional information.

In the case of a re-scoring the Sergeant should place the rationale on the OEL. The rescores should be passed through the IAM system with the new score being stamped on the OEL, the re-score should only be undertaken by an Inspector or D/Inspector.

Review of current process

Level 1

- currently deal with all investigations that score under 75
- including domestics that are silver or bronze – unless they have been risk assessed as Gold within the last 12 months which will be dealt with by PVPU regardless of the IAM score
- All fraud that scores under 75 is now dealt with by ECT – there are two level 1 officers that are attached to ECT that will deal with these incidents

PVPU level 2

- All domestics that score over 75 regardless of MERIT risk assessment
- All domestics that have been risk assessed as Gold within the last 12 months regardless of IAM score
- All Section 1 Rapes and Section 2 sexual Offences that have occurred within a domestic setting or if involving a child in a care custody and control setting
- All Child Protection investigations where there is an element of care, custody, and control regardless of the IAM score
- All vulnerable adult investigations with an element of care, custody, and control regardless of the IAM score
- All hate investigations (except for anything that happens in custody after the offence which will go to the unit that is dealing with original offence) ie racist/homophobic comments to officers

Level 2

All investigations that score over 75 on the IAM score that are NOT classified as the following;

- Domestic
- Hate Crime
- Child Protection
- Vulnerable Adults
- Fraud

- Category A&B murders
- Firearms related
- Section 1 Sexual Offences
- Section 2 Sexual Offences - are not within the forensic window
- Volume PWITS class A, B & C
- Production of cannabis when 20+ plants
- Series linked burg dwellings
- Series linked burg dwelling with significant T,H,R to the Community or Organisation
- Operation Hammer
- Will deal with the following investigations regardless of the IAM score;
- Volume PWITS class A, B & C
- Production of cannabis when 20+ plants
- Operation Castle
- Will deal with the following investigations regardless of the IAM score;
- Series linked burg dwellings
- Series linked burg non dwelling with significant T,H,R to the Community or Organisation
- Level 3 Investigations
- Unity
- Do not take into account the IAM scoring of any of the offences that they will deal with.
- Will deal with all Section 1 Rape offences as long as;
- no previous relationship or within the last 12 months (unless have children together then regardless of the time scale that the relationship has been broken down)
- if a child then no familiar link – regardless of whether they lived in the same household. If child against child in a care-home setting or familiar relationship
- offence has taken place within a nursing home, residential home or place of residence where there is a care package in place whether the suspect in a position of trust or another resident – if the suspect if another resident then this will be dealt with by Unity.
- Will deal with all Section 2 Sexual Offences that are reported within the forensic window – within 48 hours of the offence taking place
- Major Crime Unit (MCU)
- Will deal with all category A&B murders regardless of the IAM score, MCU will not take into account the IAM score when dealing with a murder investigation it will be based on the classification and complexity of the murder rather than the IAM score.
- ECT

Economic Crime Team (ECT) – Fraud Overview:

The Economic Crime Team is comprised of two specialist units:

- Fraud Investigation Unit
- Proceeds of Crime Unit

All fraud investigations, whether disseminated from the National Fraud Intelligence Bureau (NFIB) or received as a Call for Service directly to the Force, are managed exclusively by the ECT—regardless of the IAM score.

Policy Change & Impact

Previously, fraud cases allocated to Level 1 (PIP 1 hub-based investigators) were often prematurely filed due to a lack of understanding and investigative capability. Following a strategic policy shift:

- All fraud investigations are now handled by the ECT.
- Detection rates have increased, attributed to improved investigative skills among PIP 1 officers assigned to ECT.
- Officers benefit from direct access to specialist advice within the team, fostering professional development.

Investigation Process

- Each fraud case undergoes a triage process led by a Detective Sergeant.
- Investigations follow the Fraud Investigation Model (FIM), with reviews conducted:
    - At allocation
    - Quarterly
    - Upon finalisation

Training & Accreditation

All officers within the Fraud Investigation Unit will undertake the Specialist Fraud Investigators Programme, delivered by the City of London Police Economic Crime Academy. This includes, Supervisors and managers completing the Accredited Counter Fraud Managers Programme