

Scope Of Bocu Based Telephone Investigation Bureaux

One of the outcomes of the CMBVR was an acceptance of the importance of telephone investigation and the impact on TIB as a result of the transfer of command and control functions from BOCU based CAD rooms to Metcall. This requires the development of BOCU based TIB so that they are able to provide a corporate interface with Metcall, as well as a borough based investigation process linked to ward based policing.

Currently, the scope of crime types investigated by TIB varies from borough to borough. In addition, the availability of staff and opening hours across TIB is inconsistent. Both of these issues were identified in a recently commissioned 'mystery shopper' survey conducted on existing MPS TIB. (see **Appendix 1**)

This appendix outlines the standard scope of crime types and corporate opening hours, suitable for TIB. Concerns raised regarding the proposed scope are clarified at the end of this appendix.

Accepted scope for TIB

TIB will deliver primary investigations only. TIB will secure as much intelligence and information as possible within one telephone call and the investigatory role of the TIB will cease once the first successful 'call-back' is complete. Further calls will be deemed as secondary investigations. Boroughs have discretion about how they deliver secondary investigations, but it should not be to the detriment of the delivery of the corporate TIB standard service levels.

Within Metcall, General Support (GS) will receive allegations of crime either by telephone or via the Internet. Certain categories of allegation will not be referred to or investigated by a TIB at any stage. The decision to deploy resources will be made by Metcall in accordance with agreed Deployment Standard Operating Procedures (SOPs). Metcall GS operators will also have the discretion to refer a demand to the Operational Monitor (OM) function for deployment even if the SOPs suggest a TIB referral.

The involvement of the TIB is intended to reduce the assignment of officers to the scene of certain crimes and provide an immediate resolution to suitable calls made to the MPS. It does not detract in any way from the professionalism or thoroughness of any investigation once a CRIS report is created or to the response considered suitable for a particular crime based on local priorities. Should a TIB receive a demand which is inappropriate, the demand can be sent back to the GS Supervisor in Metcall who can forward to OM for deployment.

All procedures within the TIB and the associated interface with Metcall must be compliant with the National Crime Recording Standards (NCRS). This demands that there is transparency in the processes, namely that:

- they are fully auditable;
- there is clear accountability throughout the process; and
- they are defensible to any complainant.

Scope of TIB service

The scope of the TIB service is to:

- Respond to allegations of crime deemed suitable for resolution by TIB:
- Provide advice to victims, witnesses and informants consistent with the Metcall FAQ database: and
- Transfer allegations of crime that are outside the scope of the TIB service to the appropriate unit for resolution, for example to GS in Metcall for deployments.

TIB investigations

The following allegations will be investigated by the TIB without Metcall assignment of resources to the scene, unless exceptional circumstances exist, whereby the GS operator deems an assignment necessary in accordance with the Deployment Standard Operating Procedures (SOP's) and graded response calls¹:

- assaults - any violence against a person, including threats to assault;
- burglary (other than aggravated or artifice) where burglary sole response (CSE deployment) is appropriate;
- robbery/snatches where allegations are over an hour old;
- theft of motor vehicles;
- theft from motor vehicle;
- theft (any theft or allegation of theft not covered elsewhere);
- theft of petrol;
- fraud and forgery (including credit card fraud and cloning, mail order fraud, fraudulent applications and theft from ATMs);

¹ Specifically that no allegation is referred to TIB if it demands an 'I' response (12 minutes response to scene) or where the VIW is deemed especially vulnerable.

- criminal damage – except arson endangering life;
- threatening/obscene telephone calls;
- public order offences; and
- harassment.

Non TIB investigations

If any of the following criteria apply, the allegation is unsuitable for TIB investigation at any stage or under any circumstances:

- any demand requiring the assignment of a resource, in accordance with the Deployment SOP's;
- any allegation involving the abuse or neglect of children under eighteen years of age (as defined by The Child Act 1989);
- racial or homophobic motive;
- aggravated burglary/artifice – an exception to burglary;
- bomb threats;
- arson endangering life – an exception of criminal damage;
- abduction/kidnap;
- robberies when the allegation is made within an hour of the offence – an exception to robbery;
- sexual offences;
- threats to kill; and
- domestic incidents/crime.

Corporate opening hours for TIB

The inconsistencies in crime types reported by various BOCU TIB in the recent 'mystery shopper' survey also indicated wide variations in accessibility to these units. There are currently no corporate opening hours set for TIB. When TIB are closed, BOCU based CAD rooms deploy a police resource or pass the call to the TIB for when it re-opens, the member of CAD staff having assessed the call as suitable for a delayed response.

When the command and control function of a BOCU migrates to Metcall it is essential that there are corporate opening hours for TIB. This will ensure that: -

- TIB's meet Metcall's requirements;

- ❑ There is an improved service to victims;
- ❑ Some localised quality control is provided by the TIB; and
- ❑ Out of corporate TIB hours this quality control can either be dealt with by Metcall or where appropriate by Integrated Borough Operations (IBO)².

Based on liaison with boroughs and analysis of demand an agreed, corporate opening hours for TIB will be 08:00 to 20:00 hours, seven days a week.

Concerns raised regarding the proposed scope to date:

Should there be a telephone response to any priority crime?

Telephone Investigation is appropriate in certain circumstances such as a non 'I' graded calls, no risk of serious injury or damage to property, non-sensitive location or vulnerable VIW. Metcall will make the initial assessment and TIB staff will make a further assessment on receipt of the Demand Record (DR) regarding the appropriateness of the referral. Should there be a requirement TIBs will be able to send the DR back to the General Support (GS) Supervisor for deployment.

In some cases the quality of the investigation and completed CRIS reports will be of a higher standard than that of an officer attending the scene

In one guise or another, the allegations included on the proposed scope are already being reported on the telephone by BOCUs. The TIB project is about providing a corporate scope and opening hours rather than significantly expanding the scope of TIBs.

How will telephone investigation deal with forensic issues in particular where a scene requires immediate preservation to ensure evidence is captured?

The Standard Operating Procedures (SOPs) in Metcall will enable staff to provide the victim or witness with advice and guidance to preserve the scene. It is anticipated that a broader range of specialist advice will be provided by the TIBs. Metcall will assess the incident and decide whether to deploy a unit to attend or direct the DR to TIBs for investigation. TIBs will complete a CRIS report and send the result to Metcall with a request for a Crime Scene Examiner (CSE) to attend the venue. Often the TIB > CMU > IO or TIB > GS > CSE route will result in a quicker response to the allegation/scene examination than a non urgent demand 'sitting' on a CAD open incident list which can be passed from one shift onto the next awaiting allocation.

² This will negate the risk to the MPS and protect the victims of crime wrongly routed to a TIB both within and outside of the agreed opening hours.

Under burglary sole-response CSEs are the only resource attending the scene. TIBs fit well with this process as CRIS reports are completed prior to or in parallel with CSE attendance.

If the SOPs do not cover Question 2 will there be a requirement to attend the scene ASAP in order to preserve the scene?

Metcall will retain the ability to deploy a unit to the scene ASAP to deal with the incident even if the SOPs suggest a TIB referral.