

# Major Incident Room Standardised Administrative Procedures (MIRSAP 2021)

## Version 1.0 November 2021

The National Police Chiefs Council with the College of Policing has agreed to these revised guidelines being circulated to, and adopted by, police forces in England, Wales & Northern Ireland.

It is marked as Official under the Government Protective Marking Scheme and any referrals for advice and rationale in relation to Freedom of Information Act disclosure should be made to the NPCC Central Referral Unit at [npcc.request@foi.pnn.police.uk](mailto:npcc.request@foi.pnn.police.uk).

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# Preface

These revised Major Incident Room Standardised Administrative Procedures (MIRSAP) guidelines have been developed and approved by the NPCC Crime Coordination Committee.

MIRSAP provides the police service with information and guidance on the standardised administrative procedures to be used in a Major Incident Room (MIR). Every member of staff working in an MIR is essential to its efficient running and to the successful outcome of an investigation. Officers and staff must, therefore, fully understand their roles and responsibilities along with those of their colleagues.

MIRSAP 2021 is the first major revision of this guidance since 2005. With the development of the College of Policing's Authorised Professional Practice (APP), the format of MIRSAP is substantially different. Previous sections including casualty bureau, intelligence led DNA screening, linking major investigations, exhibit management, covert policing cells, and the management of intelligence within counter terrorism investigations are now covered by other national guidance.

MIRSAP preserves its focus on incident room responsibilities and procedures, and should be considered in conjunction with [APP](#) and the [NPCC \(2021\) Major Crime Investigation Manual](#).

NPCC would like to express its thanks to all those involved in the development of this guidance. The NPCC Homicide Working Group, NPCC HOLMES Working Group, the College of Policing and all those individuals who gave their advice and contributed to this final document.

Any queries relating to this document should be directed to either the author detailed above or the NPCC Business Support Office.

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# Introduction

## Who developed this practice advice?

This practice advice was developed by a working group of experienced practitioners in collaboration with the College of Policing, including: Major Incident Room (MIR) staff, Senior Investigating Officers (SIOs) and HOLMES practitioners. It was led by an experienced Greater Manchester Police Detective Superintendent on behalf of the NPCC Homicide Working Group.

## What is this practice advice for?

The success of a major investigation relies on an organised and methodical approach to managing material which comes into, or flows out of the MIR. This in turn supports the SIO or lead investigator to direct and control the course of the investigation, and underpins timely and effective disclosure. A key aspect is action management, which ensures that all lines of enquiry are followed, providing an audit trail of their progression and results.

The MIRSAP practice advice provides advice for the establishment, resourcing and running of an effective MIR for:

- SIOs
- Senior managers
- MIR staff
- those carrying out inspections or reviews

## Methodology

There have been significant developments in major crime investigation since the previous version of this guidance was published more than 10 years ago.

This review started with a comprehensive survey of UK forces targeting key practitioners. The results were used to develop a first draft which was refined based on further feedback and consultation with practitioners and other projects, including the Murder Investigation Manual review team.

This latest version of MIRSAP 2021, reflects developments, and refinement of resourcing and roles within the MIR through the recent years, as well as developments in the changing nature of criminality.

Where guidance already exists in specialist areas such as family liaison, HOLMES use and scientific support, the reader is directed to the relevant publications. This advice should be read in conjunction with the [NPCC \(2021\) Major Crime Investigation Manual \(MCIM\)](#) and [Authorised Professional Practice](#).



# 1 The Major Incident Room (MIR)

## 1.1 The MIR

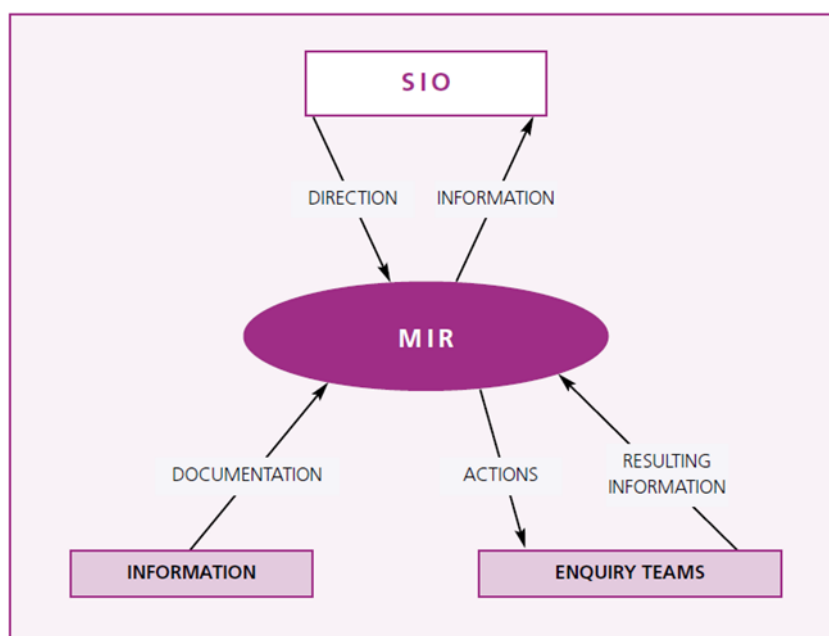
An organised and methodical approach to managing material within an MIR will support an effective investigation. The MIR is the repository for all material gathered from the public, enquiry officers and other sources. It is managed using standardised administrative procedures, and supports the SIO to direct and control the investigation. There are a number of key roles and responsibilities within an MIR.

The principles used within the MIR can be scaled to suit the size of the investigation. The scale of an investigation may not be known at the outset, but it is often easier to scale down than to scale up.

As a minimum, the MIR can be managed with just two people, with flexible role combinations permitted. This will ensure quality control but minimise the documentation. In some cases, exhibits and action management can be manually recorded and managed using a simple spreadsheet where the principles of MIRSAP should still apply. There are also options to use HOLMES in a limited capacity for fast actions in a streamlined way. For further information see [Fast actions](#).

It is important that any decision around the use of the MIR, its scale and resourcing, use of HOLMES or other recording systems is recorded with supporting rationale.

**Fig 1: Schematic model of a major crime investigation**



## 1.2 MIR Responsibilities

- Providing the Senior Investigating Officer (SIO) with an accurate record of all relevant information relating to the investigation, together with the enquiries made and results obtained.
- Showing the state of the investigation and how much work (outstanding [Actions](#)) remains to be done at any time.
- Enabling investigators making enquiries to establish whether any person has previously come to notice in the investigation.
- Providing investigators with a means of acquiring all the knowledge the investigation already has about their enquiry subjects.
- Keeping records that highlight people, vehicles or other factors that have become subject to enquiry, so that those records can pinpoint individuals for further investigation.
- Acting as a means of historical reference so that in long-running enquiries officers joining the investigation can have easy reference to major policy decisions and the rationale behind them.
- Facilitating the production of comprehensive reports for legal consideration.
- Recording and linking all information so that it may be readily retrieved to aid the SIO and their team to establish priorities. This will ensure that all enquiries are made efficiently, and the results analysed.
- Ensuring all the recognised protocols have been applied so that the necessary research can be made across different databases and, where appropriate, investigations linked.
- Maintaining the database from which it is possible to undertake internal and external reviews.

## 1.3 Logistics

There are no specific rules about the location or make-up of an MIR. The security of the room, must however be considered, in particular, physical, visual, and technological security as well as information assurance (particularly where a paperless room is used).

### MIR accommodation

The location and size of the room will, determine the layout of the MIR. The room should be as large as possible as it can quickly become congested, and should be located so it is best placed to meet the needs of the investigation. The Receiver should be the first person anyone entering the room deals with. This ensures that no one needs to enter the room any further than is necessary.

### MIR equipment

Visual display facilities should be available and constantly updated as the incident continues. Rapid photocopiers and scanners should be available to support the paperless MIR. Scanning and other software should be compatible with HOLMES. For a small scale MIR (e.g. a divisional incident room), HOLMES light or spreadsheets can be used, but MIRSAP principles should still apply.

### Satellite incident rooms

The main MIR should be one location where all permanent roles are located. The geography of a force area or the nature of the investigation may require a satellite incident room. There are





risks associated with multiple incident rooms and procedures should be implemented to minimise these. The following may overcome these risks:

Briefings should include staff from all incident rooms and be organised in a way to reduce disruption to the investigation. Audio visual links between rooms may help this. During briefings the SIO and/or Deputy SIO (DSIO) should split their attendance to maintain contact with staff and avoid misunderstandings.

If possible, the Receiver should stay in the main MIR, with the Action Manager (AM) at the satellite incident room acting as a liaison between the two rooms. In many cases, however these roles are likely to be carried out by the same person.

All material received into the satellite room should be transferred to the main MIR without delay. Typing resources or scanning facilities at the satellite location may help to achieve this but the registration process needs to be carried out first. An Indexer in the satellite room can carry out registration and raise high priority actions when urgent information is received.

### **Paperless incident rooms**

SIOs can now use electronic policy files to record decisions; these can now be securely stored in electronic format within HOLMES or other MIR recording system. Where appropriate this use of technology should be extended to the wider MIR. The use of technology can be used to reduce and in some case remove the need to retain and process hard copy actions and documents.

### **Action emails**

HOLMES functionality allows actions to be allocated and the response received from staff by email, changing the state of the action queue on HOLMES. Staff will receive e-mails from the 'HOLMES Entity Manager' email address notifying them that an action has been allocated. The email will include a copy of the action and a copy of the source document. Staff do not have to be HOLMES trained to use email actions.

Key points:

- Actions are allocated in the normal way.
- Users will receive an action via email. The email will include a copy of the action and a copy of the source document.
- Most common file types can be attached, however documents over an agreed maximum limit will be rejected. (Speak to the HOLMES team for advice).

When submitting the reply, emails should end '**MOPI YES**' or '**MOPI NO**' (without punctuation) to indicate whether any intelligence has been submitted.

- Staff should respond to the original email only. **Do not** change the subject title of the message (the system will not be able to identify the correct action to update).
- Successful email submissions will receive an acknowledgement from the HOLMES entity manager showing the action status has been updated to **Submitted**.
- An email will be generated to the HOLMES Mailbox if an 'out of office' is on.
- Electronic attachments can be added to any document type, not just actions.
- For further information, contact your local HOLMES team.



## 2 Roles and Responsibilities

### 2.1 Introduction

The College of Policing publish [Policing Professional Profiles](#), which define the expectations and accountabilities of all for police officers and police specific staff roles. They articulate the skills and professional standards, competencies and behaviours for policing on a national basis. Adherence to these national profiles is particularly important for major crime investigations that may involve cross-border linked series investigations and mutual aid from other police forces.

There should be an element of flexibility in relation to how roles are resourced within the MIR. For further information, see [Flexible role combinations](#).

### 2.2 Senior Investigating Officer

The [Senior Investigating Officer \(SIO\)](#) has a range of responsibilities within an investigation, which are set out in the [NPCC \(2021\) Major Crime Investigation Manual \(MCIM\)](#). This section refers to their MIR function and responsibilities.

#### Responsibilities

The SIO is responsible for managing the investigation of the crime. This includes ensuring, in liaison with other senior officers as necessary, that an incident room with appropriate resource is established. A regular assessment should be made of the work outstanding to maintain an appropriate staffing level to process documentation at all stages of the enquiry. Depending on the scale and complexity of the investigation the SIO should consult the management team and agree timescales for the review of:

#### Actions – including:

- Prioritisation
- For allocation
- Allocated
- For referral
- Referred

#### Documents – including

- Prioritisation and progress through the MIR
- Exhibits, including exhibit reviews and forensic strategy
- Meeting documents and minutes
- Other main lines of enquiry that require regular review and strategy meetings, e.g. intelligence and communications data

In a fast-moving investigation or at significant points in the investigation, these reviews may be required on a daily basis. In general, weekly or fortnightly reviews may be sufficient, but no more than twenty-eight days should elapse between reviews.

An investigation may be part of a linked series, to ensure consistency and to facilitate merging investigations, the SIO should ensure standard MIR practices. In linked series investigations,



the gold commander may deploy a [Strategic Investigator](#) (PIP 4) in support of the SIO. The SIO should ensure the PIP 4 is regularly briefed on the progress of the investigation.

The SIO is responsible for ensuring that all decisions are properly recorded in the policy file and each entry is signed and dated. For further information on digital policy files see [NPCC \(2021\) Major Crime Investigation Manual \(MCIM\)](#).

It is the responsibility of the SIO to read and mark as filed all documentation generated by the MIR. In appropriate circumstances, the SIO may delegate part of this function to an appointed deputy and/or the Office Manager (OM), e.g. where there is a high volume of documentation.

At regular intervals the SIO, together with the [Office Manager](#) and [Action Manager \(AM\)](#), should conduct an action management review, including a review of the referred actions. They should also check whether actions should remain as referred or be allocated.

From the beginning of the investigation and in line with intelligence processes, there should be an ongoing process to review accrued covert material. This should be in consultation with the covert manager, with a view to further dissemination of intelligence. This information can be passed to force intelligence systems in a timely manner.

The SIO should communicate to the MIR the current lines of enquiry, investigative strategies and priorities, and any SIO policy decisions in relation to these.

The SIO is responsible for ensuring that all staff, are briefed and debriefed. This responsibility includes hot debriefs, which are essential within the first twenty-four hours of an investigation. It is a matter for the SIO to determine when debriefs take place, but as a minimum all staff going off duty after significant events should be subject to a hot debrief.

Where a PIP 4 is deployed, chief officer briefings and gold meetings should be undertaken by the PIP 4, leaving the SIO free to lead the investigation.

Note: During the initial stages of some investigations, an SIO may not have been allocated to lead the enquiry, for example a Missing from Home. In these circumstances, the officer in charge of the case will assume this responsibility. Where the case is handed over to an SIO an effective hand over should be undertaken.

At the conclusion of a case, the SIO is responsible for ensuring the closure or suspension of all detected and undetected investigations. Where appropriate they should ensure the investigation is subject to any review cycle for undetected investigations. Further guidance is provided within the [MCIM](#).

## 2.3 Deputy Senior Investigating Officer

The Deputy Senior Investigating Officer (DSIO) has the responsibility for the control and direction of the investigation in the absence of the SIO. In some cases, the DSIO may also perform the Office Manager role.

**Note:** Throughout this document, reference to the SIO will include the Deputy SIO.



## 2.4 Strategic Investigator (PIP 4)

The [Strategic Investigator \(PIP 4\)](#) provides independent advice, support and review for high profile, complex, serious and organised or major crime investigations.

A PIP 4 is not usually a full time position within an investigation, but they can provide support to the SIO and be the link to the Gold Commander. For further information, see [NPCC \(2021\) Major Crime Investigation Manual \(MCIM\)](#).



## 2.5 Office Manager

The [Office Manager \(OM\)](#) has the delegated responsibility for the efficient running of an incident room and as such should have the necessary skills and competencies, and be of a supervisory rank.

### Responsibilities

- Advise the SIO on the resourcing numbers of staff required to carry out the administrative duties efficiently.
- Manage MIR staff and ensure that they are aware of their duties, updating them with any new developments.
- Brief MIR staff and new staff joining an investigation and, if appropriate, arrange for a scene visit or viewing of a scene video.
- Attend all the briefings held by the SIO and ensure persons in key roles attend all main briefings.
- Determine, in conjunction with the SIO and the Indexing supervisor, levels of, and requirements for indexing (including paperless working if appropriate), ensuring that an appropriate entry is made in the incident room indexing policy file.
- In liaison with the Indexing supervisor, continually monitor the quantity of documentation for processing at all stages, evaluating the documents and amending priorities as necessary.
- At all times be aware of developments in the investigation and keep the SIO so informed.
- Liaise with the finance manager and make them aware of any requirements for resources including accommodation, staff, vehicles, and other equipment.
- Ensure the log of events file is maintained.
- Ascertain from the SIO the designated area for [HtoH enquiries](#), whether a questionnaire is to be used and if supplementary questions are required. Arrange briefings of the HtoH Teams with the HtoH Coordinator.
- Consider the use of a [Major Incident Public Portal \(MIPP\)](#) for HtoH, appeals for information and recovery of digital media.
- Liaise with the AM, keeping up to date with all high priority actions.
- Make sure that typed documentation is promptly proof read.
- Read and assess all documentation and approve it for filing.
- In liaison with the AM assess resulted actions, checking that they have been dealt with effectively and raising further actions where necessary. If satisfied, the OM should approve the action and mark the document 'recommended for filing' or 'file' if they have been so authorised by the SIO.
- Assess actions that the AM considers should be referred (not pursued at this stage). Together with the SIO review such actions on a regular basis. An action should be referred as per action queues section. Filed actions are those completed to the SIO's satisfaction.
- Liaise with the force media department in order to ensure that the media strategy set by the SIO is reviewed and current. Ensure that any material generated is captured within the MIR.
- Where the need arises liaise with force welfare officers. This may be necessary due to the nature of the investigation, exposure to material or limited resources and length of hours worked.
- Confirm that all officers engaged on the enquiry are aware of the need to carry out dynamic risk assessment to fulfil their obligations and duty of care under the European



Convention on Human Rights and associated case law, such as *Swinney v Chief Constable of Northumbria* [1997] QB 464.

- Ensure a current situation report (CSR) is maintained.
- Make sure notes are prepared from briefings for future reference and disclosure.
- In the case of suspected homicide offences, ensure a Homicide Return Crimsec7 is completed.
- In the case of an investigation which meets the Serious Crime Analysis Section (SCAS) criteria as defined in [NPCC \(2017\) Code of Practice for the Use of the Serious Crime Analysis Section](#), ensure that full case papers (as defined in the code) are submitted to SCAS by the force SCAS contact officer.
- Make sure national and local force policy for case management is followed in unsolved or unresolved cases. This should include completion of current situation reports where a prosecution is outstanding or has not taken place and ensure secure storage of all files, documents and exhibits.
- Liaise with reviewing officers to ensure full access to relevant staff and data.



## 2.6 Receiver

The [Receiver](#) receives and reads all documentation entering the MIR in order to check that it has been correctly completed and to assess whether fast-track actions should be raised. The Receiver should be the most up to date (within the MIR) on the current state of the enquiry. The Receiver should work in close liaison with the OM and AM.

### Responsibilities

- Receive returned actions and accompanying documentation from enquiry officers and;
- Ensure the action is correctly completed.
- Read the attached documentation and if necessary discuss the content with the officer.
- Assess documentation for security levels, priorities and Government Security Classifications (GSC).
- Add handling instructions where appropriate or ensure existing handling instructions are adhered to.
- Arrange for any urgent actions to be raised from the accompanying documents or from the result of the returned action, recording instructions on the action form and forward prioritised documentation to the index section.
- Indicate any text contained in the action result which is to be indexed.
- Move submitted actions to the received queue on HOLMES to give an indication of their current location.
- When an action is complete, note this on the action and forward it for resulting together with any accompanying documentation.
- Ensure that any copy documentation issued with an action is returned with it, in accordance with GSC.
- Assess actions to eliminate persons, as defined by the SIO's policy, and indicate on the action the appropriate elimination code to be entered on the nominal record
- Inform the AM of actions which may be pended or suggested for referral.
- Prioritise the way all documentation is handled.
- Receive and assess all documentation and determine whether any high priority actions should be raised.
- They should also receive and assess all messages and raise all appropriate actions
- Assess all documentation received for security issues and indicate the marking required under GSC.
- After assessment forward all documents received for registration.
- For [Other Documents](#), where relevant, attach the appropriate form (see [Other document form](#)) and endorse it with the title, indicating the urgent actions.
- Notify the SIO, DSIO and/or OM immediately of any important developments.
- Attend all briefings held by the SIO.



## 2.7 Action Manager

The [Action Manager \(AM\)](#) is responsible for managing actions, e.g. allocation and pending. They will play a key role in supporting the SIO when conducting action management reviews which should be held frequently. They will suggest actions for referral in consultation with the SIO's management team.

The AM should preferably be an investigative supervisor and is responsible for allocating individual actions to the enquiry teams. The AM should have a thorough knowledge of the enquiry team personnel, their skills and experience, and also of the area where the offence has occurred.

### Responsibilities

- Continually research the action queues, assess the actions and, if necessary, update their priorities, i.e. high, medium and low, in accordance with the policy laid down by the SIO. They should then move the actions to the appropriate queue.
- Maintain a structure of classes and sub-classes on HOLMES to assist in prioritising actions.
- Assess the For Allocation queue. To avoid duplication of effort, a number of actions may be allocated to the same officer(s). This may be determined by the locality or the nature of the action.
- Assess the type of enquiry to be made and ensure that the officer to whom the action is allocated has the necessary skills and experience to satisfactorily complete the enquiry.
- Ensure that all the necessary documents relating to the subject of the action are issued with it or are available for viewing. The officer undertaking the enquiry should then have all the relevant information available.
- Actions relating to unidentified persons and vehicles may be allocated to a researcher or analyst who will attempt to identify such persons and vehicles.
- Liaise with the SIO and identify actions which are to be pending or referred.
- Maintain a pending queue for those actions where enquiries cannot be completed until a future date.
- Maintain a For Referral queue for those actions which are not to be allocated at this stage.
- Regularly and in line with the SIO's policy, discuss with enquiry officers any difficulties or problems which may prevent them completing their allocated actions.
- Continually monitor High Priority Actions.
- Ensure all submitted actions have been finalised satisfactorily and reallocate (in conjunction with the Receiver) if necessary.
- Attend all briefings held by the SIO.
- Liaise with the SIO and OM to report progress of actions.





## 2.8 Document Reader

The [Document Reader](#) should be a competent investigator with appropriate skills. The Document Reader will read in detail all documentation, although the Receiver should have already read and indicated any content to be indexed on messages, HtoH questionnaires, PDFs, any bespoke questionnaires and any action result text.

Documents may be marked up either using the [graphical facility](#) of HOLMES or [manually](#) if necessary.

Where an incident is likely to be considered as part of a linked series, typed documents should be graphically read and indexed.

### Responsibilities

- Read and assess the content of the document to be marked up.
- Mark up the content of the document to be indexed, indicating which index records or documentary associations are to be created or updated.
- Where any line of enquiry is apparent, give explicit instructions to raise an appropriate action, assessing the priority of the action.
- Record a summary of the document. The summary should start with the subject's name. This will aid list management, file preparation and disclosure.
- Assess the initial priority given to the document and update if necessary.
- Forward all marked up documents to the index section, ensuring that their status has been updated.
- Attend all briefings held by the SIO.



## 2.9 Indexer

Although generally referred to as an [Indexer](#), if the scale and nature of the investigation requires it, the Indexer's tasks can be divided into the three separate roles of Indexer, Action Raiser and Registrar. The functions of an Indexer are summarised below and then the three separate roles are detailed.

The Indexer will:

- Register all documentation from the Receiver;
- Raise any action(s) as instructed, after checking that the enquiry is not already the subject of a previous action;
- Index the content of the documents following the guide indicated by the Receiver or Document Reader;
- Maintain designated indexes
  - Nominal
  - Location
  - Vehicle
  - Telephone
  - Category
  - Sequence of Events
  - Organisations
  - Digital communications
  - Exhibits – only the Exhibit Officer can create or update records. Indexers, however, can link exhibits to other records, add documentary associations and raise actions in respect of exhibits.

**Note:** The role of Indexer should not be reduced to merely recording information. Indexers should interrogate the system and take appropriate action as they update information or link relevant facts.

### Responsibilities

The Indexer should be able to use HOLMES to:

- Index all documentation indicated by the Receiver or Document Reader, see examples of [manual](#) and [graphical](#) mark-up (on a hard copy document this will be underlined text together with instructions, or highlighted text with instructions if using the graphical mark-up facility of HOLMES);
- Carefully check that all instructions contained within the document have been carried out;
- Endorse documents as indexed, either manually or electronically;
- Forward all indexed documents to the OM for approval;
- Type the result of received actions onto the system (if completed manually), indexing as instructed by the Receiver, raise any further actions if so instructed and endorse the action as resulted, unless reallocation is required;
- Forward all resulted actions to the OM for filing;
- Carry out the responsibilities of [Action Raiser](#) and [Registrar](#), except where the roles are being undertaken separately.

### Action Raiser

- Raise actions as directed, either where indicated in a document or by specific instruction from a named person. Research the investigation database to see if an action already exists, if one does, verify that it fulfils the current action required;
- Ensure that the originating document number or other originating named authority is included on the action;



- Raise an action ensuring that the résumé and full instructions are in clear and precise terms so as to enable the enquiry officer to carry out the action specified; assign the appropriate priority and associate any other associated documents or linked actions which may need to accompany the allocated action when issued to an enquiry officer.

#### Registrar

- This function can be useful in large-scale enquiries where it is necessary to speed up the flow of documentation entering the MIR. Where a high volume of messaging is likely, the [Major Incident Public Portal](#) should be used.
- The Receiver will first assess and endorse the document(s) with appropriate comments and forward it to the registrar.
- Register documents which are returned with a received action and endorse the numbers on the action form, then forward the action to the index section;
- Register all incoming documentation as directed by the Receiver;
- Register messages or electronic transmissions which may be dealt with in one of the following ways:
  - Register and type the message or electronic transmission, where directed raise and index actions, and then forward to the OM for approval or
  - Register a message (which has already been typed), forward it to the index section for processing or where directed raise actions, index and then forward to the OM for approval.

Register the document and **only** create sufficient index details to enable that document to proceed quickly into the MIR

## 2.10 Indexing Supervisor

The [Indexing Supervisor](#) will be fully conversant with all aspects of major incident room procedures and should have experience of all relevant areas of HOLMES. They have the responsibility for the quality of the indexes, the structure of the database and for providing advice and guidance to all staff in the MIR supporting the OM.

#### Responsibilities

- Liaise with the OM to establish a system of prioritising documents to be dealt with by the index section.
- Distribute work to the Indexers on a regular basis.
- Maintain an incident room indexing policy file, recording decisions made on the structure of the incident and indexing procedures adopted to meet the needs of the enquiry.
- Ensure that indexing is carried out in accordance with the agreed instructions.
- Attend briefings held by the SIO and ensure that the index section is kept abreast of developments in the enquiry.
- Regularly review the structure of the database and carry out quality control checks, giving feedback, advice and guidance as necessary.
- Develop aspects of indexing policy and good practice.



## 2.11 HOLMES Manager

The [Holmes Manager](#) varies in each force and may be carried out either by a member of the MIR or by support staff. The person undertaking this role should be conversant with all aspects of the HOLMES system and, where possible, have practical experience of an MIR.

### Responsibilities

- Create and activate [Major Incident Public Portal](#) if instructed to do so by SIO.
- Maintain and develop the system in support of the investigation.
- Create HOLMES accounts.
- Authorise users, terminals and printers.
- Be a point of contact for fault reporting and recording.
- Resolve user problems and queries.
- Create tags and/or custom fields.
- Assign document flow.
- Be responsible for the housekeeping and archiving of the database(s).
- Have a working knowledge of database transfers and incident linking processes.
- Liaise between MIR staff and force IT support departments.
- Consider and explore innovative IT solutions to further the investigation, for example, scanner technology, importing and exporting data.

## 2.12 Analyst

The [Analyst](#), acting as a tactical advisor, is responsible for evaluating and interpreting all information and material that forms part of an investigation, together with any other pertinent material, with a view to assisting the SIO in structured decision- making processes. The analyst should form part of the management team. For further information see [APP for the use of analysis in a major incident](#).

## 2.13 Intelligence Research and Development Officer

This role is located within the MIR and should be an investigator with experience in researching, gathering and disseminating material. They should also have a thorough working knowledge of the Criminal Procedure and Investigation Act 1996 (CPIA), particularly in reference to sensitive and non-sensitive material. They are responsible for undertaking research and development of all open source intelligence, as authorised by the SIO. They also contribute towards the production, dissemination and presentation of intelligence packages, in line with the [APP for Intelligence Management](#).

Where a covert policing cell is established, some of the responsibilities will be undertaken by the covert policing cell manager or supervisor.

### Responsibilities

- Receive, evaluate, sanitise and appropriately collate and disseminate intelligence material relating to the enquiry.
- Ensure that all intelligence, logs and other related documentation is recorded, secured and disseminated appropriately, and complies with GSC.
- Search and retrieve data from HOLMES and other local databases.
- Carry out actions relating to intelligence gathering.
- Research and develop relevant and timely intelligence packages.



- Make recommendations based on the intelligence to assist the SIO to progress current lines of enquiry, and identify potential new ones.
- Assist the SIO to develop the overall investigative intelligence strategy and underpinning intelligence requirement.
- Develop, plan and evaluate intelligence activity in line with the intelligence strategy to support the SIO's intelligence requirement.
- Ensure that intelligence activity is undertaken in compliance with all relevant legislation (CPIA, Investigatory Powers Act 2016, Data Protection Act 2018, General Data Protection Regulation and Human Rights Act 1998) and according to national standards of good practice [NPCC \(2021\) Major Crime Investigation Manual \(MCIM\)](#), ACPO (2008) Lawful and Effective Use of Covert Techniques.
- Attend all briefings, presenting intelligence as appropriate.
- Be aware of the intelligence requirement and developments in the investigation at all times and ensure that intelligence gathering takes these into account.
- Maintain close liaison with the researcher(s) and analyst(s).
- Identify opportunities and suggest tactics to address intelligence gaps and information requirements.
- Maintain an awareness of local and force intelligence requirements, informing the SIO of issues in the investigation that may have an impact on these (and vice versa).
- At all stages of the investigation, ensure timely dissemination of all intelligence gathered making sure that it does not directly impact on the investigation.
- Maximise opportunities to gather intelligence from witnesses, prisoners and members of the public, including making source unit referrals and source tasking requests.
- Form good working relationships and liaise with other officers from outside the MIR, external agencies and other professional bodies in order to minimise duplication of effort and maximise intelligence opportunities.

## 2.14 Exhibits officer

The principal duties of an [Exhibits Officer](#) is to record all items of property seized in the course of the investigation, to store it appropriately in a suitable, secure location, to ensure that each item is considered for evidential value and investigative opportunities, and later disposed of when authorised by the SIO. The Exhibits Officer is responsible for the integrity of the receipt of the property and should be in possession of continuity statements.

The exhibits officer:

- should have completed training in exhibits handling and recording, and the use of the HOLMES exhibits facility;
- should have knowledge of the requirements of the Human Tissue Act (2004);
- should have knowledge of relevant parts of health and safety legislation in order to carry out dynamic risk assessments;
- should be forensically aware and fully conversant with current methods of recovery, correct packaging procedures, security of evidence, contamination and continuity issues;
- may be required to seize items of property in any number of situations.

The exhibits officer should ensure that:

- the exhibit label contains a full description of the item;
- the details of the person finding it are obtained together with the date, time and place and they are clearly marked on the exhibit label;
- the witness reference is completed correctly and the label signed in all the appropriate places;



- the item is appropriately packaged and securely stored.

For advice on how to package, label and store exhibits and relevant retention periods, the local crime scene manager should be contacted for advice.

## 2.15 Disclosure Officer

Disclosure in major crime investigations can be one of the biggest challenges to cases and, if not done properly, can lead to cases collapsing or miscarriages of justice. The SIO and the [Disclosure Officer](#) should be fully conversant with their obligations and responsibilities in relation to disclosure under the Criminal Procedure and Investigation Act (1996) and comply with its provisions and the associated Code of Practice.

A Disclosure Officer should have:

- completed training in disclosure and the use of the HOLMES disclosure facility
- a thorough knowledge of the reference material covering their duties and responsibilities for disclosure, including:
  - [Criminal Procedure and Investigations Act 1996](#) and the accompanying [Code of Practice](#)
  - [Attorney General's guidelines on disclosure 2020](#)
  - [Charging \(The Director's Guidance\) - sixth edition, December 2020](#)
  - [CPS \(2018\) Disclosure manual](#).

The Disclosure Officer should liaise with the SIO to ensure that the existence of all material obtained in the course of the investigation is recorded and revealed to the prosecutor by means of disclosure schedules. The SIO and prosecutor will produce a disclosure management document, which will outline how disclosure obligations under CPIA are managed. The Disclosure Officer should be able to brief the prosecutor on the issues in the case and the rationale used for identifying material that may assist the defence or undermine the prosecution case.

### **Appointment of Disclosure Officer**

- By their nature, major investigations are likely to generate a vast amount of documentation. A Disclosure Officer should be appointed at the beginning of the enquiry so that they are aware of all aspects of the case and can start to assess the material.
- The Disclosure Officer should aim to submit the schedules with the case file, but in a major enquiry this may not be possible due to the volume of unused material. The prosecutor should be informed of the volume of unused material and this should be revealed in phases within agreed timescales. HOLMES has been designed to facilitate this.
- The arrest and post-charge stage of the investigation may raise new lines of enquiry from, for example, interviews, forensic possibilities and telephone examinations, which will require further timely revelations to the CPS.

### **Multiple Disclosure Officers**

In circumstances where more than one Disclosure Officer is required, for example, because of the volume of material gathered, sensitivity of covert material or a linked series, a lead Disclosure Officer should be identified and used as a single point of contact for the prosecutor. They should also be aware of all schedules submitted.



### **The Disclosure Officer and the major investigation team**

The Disclosure Officer is an integral part of the major investigation team and the individual appointed should have completed training in disclosure and in specific HOLMES disclosure facility. Disclosure is a crucial part of the investigation and the Disclosure Officer should, therefore, receive effective support and supervision in this role.

### **HOLMES documents**

The HOLMES disclosure facility has been designed so that the Disclosure Officer will have to consider all source material for disclosure purposes. This includes:

- Actions
- Electronic messages, including still or video footage uploaded via the MIPP portal
- Exhibits (productions in Scotland)
- House-to-house documentation
- Interviews
- Messages
- Other documents
- Officers' reports
- Personal descriptive forms
- Questionnaires
- Statements
- Intelligence reports

### **HOLMES indexes**

The HOLMES indexes are a working tool of the investigation and contain information drawn from the source documentation. In line with the CPS policy advice, indexes other than the exhibit index do not have to be considered for disclosure. All information entered onto an index should, therefore, be sourced to a document.

The indexes are:

- Categories
- Location
- Nominals
- Organisations
- Sequence of events
- Telephone
- Vehicle
- Digital communications
- Exhibits

The index records will contain associations from a mixture of non-sensitive and sensitive records and there is no facility to edit the index records on screen. As such, it is not appropriate to allow the defence, even supervised, access to HOLMES.



### Scottish jurisdiction - Disclosure Reviewing Officer

The SIO and Disclosure Reviewing Officer should understand their obligations and responsibilities for disclosure under Article 6 of the ECHR; the Criminal Justice and Licensing (Scotland) Act 2010 – Part 6 and comply with its provisions; and the provisions of the Criminal Justice and Licensing (Scotland) Act 2010 (Section 164) Code of Practice on the Disclosure of Evidence in Criminal Proceedings.

A Disclosure Reviewing Officer should be trained on the obligations of revelation and disclosure and should have:

- a thorough knowledge of the reference material covering their duties and responsibilities for disclosure, e.g.
- Review of the Law and Practice of Disclosure – Lord Coulsfield’s Report
- Criminal Justice and Licensing (Scotland) Act 2010 – Part 6
- Criminal Justice and Licensing (Scotland) Act 2010 (Section 164) Code of Practice on the Disclosure of Evidence in Criminal Proceedings
- The Police Service of Scotland Standard Operating Procedures including the Disclosure of Evidence in Criminal Proceedings Standard Operating Procedure
- The Police Service of Scotland Disclosure of Evidence in Criminal Proceedings – Manual of Guidance
- Crown Office and Procurator Fiscal Service (COPFS) Disclosure Manual.

Where reference is made to the CPS in the text this will also mean COPFS.

There are other areas within this Practice Advice where Scottish legislation will differ from legislation in England and Wales. Practitioners should satisfy themselves that they understand the relevant legislation for their jurisdiction.

## **2.16 File Preparation Officer**

This officer should be drawn from existing MIR staff or the outside enquiry team. They should be HOLMES conversant. They should be appointed at an early stage of the investigation and be fully conversant with all aspects of the investigation and the HOLMES system.

## **2.17 House-to-House Coordinator**

Where major investigations require house-to-house (HtoH) enquiries to be undertaken the HtoH Coordinator manages enquiries.

### **Responsibilities**

- Liaise with SIO and OM to agree HtoH parameters, consideration should also be given to using the MIPP.
- Read the content of documents collated to assess whether actions are to be raised for persons to be interviewed by the enquiry team and to ensure that any resulting actions are raised through the MIR.
- In cases where full HtoH isn’t required, the parameters including any questionnaires to be agreed with the SIO.





These key responsibilities should be considered in conjunction with the College of Policing national Authorised Professional Practice (APP) on [House-to-house enquiries](#).

## 2.18 Other specialist roles

Other specialists may be used during a major investigation but these will generally be outside the MIR.

These include:

- [Digital media investigator](#)
- [Communications data investigator](#)
- CCTV officer
- [Family liaison officer](#)
- [Family liaison coordinator](#)
- [Crime scene manager/coordinator](#)
- [Interview advisor](#)
- [Financial investigator](#).



## 3 Resourcing

### 3.1 Introduction

It is the responsibility of chief officers to ensure there are sufficient and appropriately trained resources available to deal with an incident when it arises. Where no dedicated major investigation team exists or resources are insufficient, chief officers should ensure local commanders provide the SIO with resources based on [mature assessment](#) considerations.

In the most complex or high profile investigations, or where a [critical incident](#) occurs a gold group should be established to provide oversight of the investigation and the provision of resources. In cases where a PIP 4 is deployed they should provide a link between the SIO and gold commander to ensure the investigation is adequately resourced.

### 3.2 Categorisation of homicide and major crime investigations

Homicide and major crime investigations are categorised for the purpose of command and resourcing. The terminology is widely used in policy and practice, however when considering resource allocation system, it should be supported by an assessment of threat, harm and risk as the investigative knowledge grows.

|                     |                                                                                                                                                                                                                                                                                                                  |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Category A+</b>  | A homicide or other major investigation where public concern and the associated response to media intervention is such that normal staffing levels are not adequate to keep pace with the investigation.                                                                                                         |
| <b>Category A</b>   | A homicide or other major investigation which is of grave public concern or where vulnerable members of the public are at risk, where the identity of the offender(s) is not apparent, or the investigation and the securing of evidence requires significant resource allocation.                               |
| <b>Category B +</b> | A homicide or other major investigation where the identity of the offender(s) is not apparent, the continued risk to the public is low or unknown, and the investigation or securing of evidence requires additional force resourcing or other considerations, due to added complexities or aggravating factors. |
| <b>Category B</b>   | A homicide or other major investigation where the identity of the offender(s) is not apparent, the continued risk to the public is low or unknown and the investigation or securing of evidence can be achieved within normal force resourcing arrangements.                                                     |
| <b>Category C +</b> | A homicide or other major investigation where the identity of the offender(s) is known from the outset and the investigation or securing evidence can be achieved easily, but may requires additional force resourcing or other considerations, due to added complexities or aggravating factors.                |
| <b>Category C</b>   | A homicide or other major investigation where the identity of the offender(s) is apparent from the outset and the investigation or securing of evidence can be achieved easily.                                                                                                                                  |

Aggravating factors and complexity will vary according to context, but could include:



- Significant community impact
- Significant public interest
- Significant media interest
- Significant local vulnerabilities
- Gang crime
- Gun crime
- Organised crime
- Multiple offenders
- Child homicide
- Serious youth violence
- Mental health
- Professional standards issues
- Complex international connections
- Linked series

The categorisation of an investigation by itself will not determine the resources that should be provided to the investigation. The nature of every case must be considered. Once the facts of the incident are clear, a detailed assessment of the resource requirements should take place.

The categorisation and aggravating factors will enable managers to identify incidents that will require different approaches to support the investigation and address public confidence or media concerns to varying degrees.

### **3.3 Mature assessment (investigative assessment)**

When the facts of the incident are clear, the SIO in conjunction with the gold commander should assess a broader range of investigative issues to ensure effective resourcing. Consideration should be given to the following factors (this is not an exhaustive list).

#### **Scale (volume of work)**

- Number of victims
- Size and number of scenes
- Cross-border issues
- Level of public response
- Number of witnesses
- Exhibit management, CCTV and telecommunications
- Number of named offenders and suspects

#### **Sources of evidence**

- Forensic potential
- Suspect potential
- Witness potential
- CCTV
- MIPP

#### **Complexity**

- Sensitive policing issues
- Language and cultural issues
- Specialist requirements such as medical or fraud investigations
- Organised crime
- Sensitive and covert intelligence
- Linked investigation
- Joint investigation
- Witness risk management
- Child protection and safeguarding
- Legal - what offence, if any, has been committed
- Operational risks, for example, firearms operation



### **Media**

- Potential of media interest - local, national, international
- Actual level of media interest
- MIPP

### **Political**

- Risk to the public
- Organisational risks
- Community impact
- Political sensitivity
- Cross-border issues
- Status of suspect

## **3.4 Resourcing requirements**

Initially the SIO should consider the following factors:

- Whether to use HOLMES an action management spreadsheet, or other paper based incident.
- The level of HOLMES functionality required e.g. action, document and exhibit management can be used in isolation or together, without full indexing and research capabilities. The level of indexing can be tailored to suit the functions required (see also [Disclosure assessment](#)).
- The roles required to support the desired level of functions specified. Roles may be supplemented, combined or reduced accordingly.
- The anticipated volume of documentation and enquiries, for example, where media interest and public response dictates, a number of Receivers may be required.

## **3.5 Review of resourcing**

Resourcing levels of each incident should be regularly reviewed. Different stages of an investigation can require different levels of resources. The investigation post charge, for example, should not be seen as the opportunity to reduce resources.

## **3.6 Resourcing requirements where the mature assessment factors are high**

Good practice is that each role should be allocated to an individual member of staff. Where an individual undertakes more than one role, this should be subject to a policy decision. This also applies to roles which are sometimes seen as ancillary when resourcing the MIR.

The number of individuals for each role may need to be increased to relieve the 'traffic jam' caused in the document flow. This increase in staff may need to be repeated throughout the MIR, as the documentation flows through.

Where it is necessary to increase the staffing levels of Receiver, Document Reader or Office Manager (OM) roles, a lead officer should be appointed in each role.

The lead officer should be responsible for:

- Ensuring a common standard in the work processed;
- Acting as a single point of contact;
- Representing the role at any meetings and reporting back from those meetings.



In these circumstances options for processing the documents through a number of staff performing one role may be to:

- Group documents together by type;
- Group documents together by priority.

If additional resourcing of the OM role is not possible another option should be found. With the approval of the SIO certain documents may be vetted and processed by another supervisory officer in the MIR, for example, the AM. The OM should ensure that documents containing pertinent information are still forwarded to them.

Where the mature assessment factors are high consideration can be given to employing mutual aid. [National Police Coordination Centre \(NPoCC\)](#) holds a national resource database, a national readiness matrix and common costing model, together with activation guidelines and mobilisation protocols.

### 3.7 Staffing requirements for a minimum document, exhibit and action management system

Where only these functions are required, two appropriately trained staff, supported by typing services, may carry them out. Index cross-references would only be needed to register documentation and exhibits, and to raise Actions. Research is provided by the free text searching of those documents typed onto HOLMES.

This option requires the two individuals to have the necessary training, skills, experience and expertise to carry out the functions usually associated with the other roles required by the enquiry. The following example shows how this may be split.

| Individual 1                 | Individual 2    |
|------------------------------|-----------------|
| SIO                          | Registrar       |
| Receiver and Document Reader | Action Raiser   |
| Action Manager               | Indexer         |
| Exhibit Officer              | Office Manager  |
| Disclosure Officer           | Enquiry Officer |
| File preparation Officer     |                 |
| Enquiry Officer              |                 |

Where possible, the roles of Receiver, Document Reader and Office Manager should be undertaken by separate individuals as this ensures a quality control check. The suggestion would be to split these three investigating roles between two people. The recommended permutation would be:

1. Receiver and Document Reader;
2. Office Manager.

### 3.8 Flexible role combinations

Combined roles within an MIR should not be a routine practice but may be necessary where resources are limited. Where this is the case, care needs to be taken that the merging of roles is not at the expense of quality and the control checks built into the document flow.



It is easier to reduce staffing resources after an initial assessment than to try to increase resources in an attempt to keep pace with a rapidly expanding enquiry.

### 3.9 Risks

The SIO and chief officers should be aware of the potential risks involved in combining roles, when carrying out a resourcing assessment. Incident challenges may arise where:

- Staff are multi-tasked and work simultaneously on a number of enquiries – quite often working from the same location;
- Documentation from one enquiry is mistakenly fed into another enquiry;
- Individuals are working on the wrong HOLMES account;
- Documentation is assessed with a mind-set working to lines of enquiry from another incident.

Note: Each person assigned more than one role should not necessarily be performing all the roles at any one time.

Caution should be exercised when combining a role with more than one other role, especially where staff are simultaneously engaged in a number of investigations. This will support consistency and quality assurance.

When decisions are made to combine roles, SIOs and chief officers are encouraged to determine resourcing levels based on the mature assessment factors, see [Mature Assessment](#).

### 3.10 Resourcing considerations involving fast-paced enquiries

The MIR may be required to support investigations that due to the pace of the enquiry, have already gathered an amount of information prior to the setting up of the MIR. A counter terrorism unit disruption operation may be an example of this. Here initial resourcing requirements may be high while the MIR catches up with enquiries made earlier and with the material already collated.

An MIR may be required to support a fast-paced enquiry, for example, a crime in action kidnapping or contract killing. The SIO should ensure that the MIR is set up at the earliest opportunity with sufficient resources to manage the investigation and that, where possible, key staff are kept fully updated.

The MIR should continue its normal business process of recording information and raising actions. Actions which may impact on the investigation as it is unfolding, however, such as actions to recover CCTV footage covering a route taken by a courier in a kidnapping or extortion enquiry, should not be allocated until it is safe to do so. An MIR liaison officer should be appointed to assist the swift transfer of material from any other cells or rooms involved in the investigation, to the MIR.

### 3.11 Major Incident Public Portal (MIPP)

The [Major Incident Public Portal](#) (MIPP) is a website that can be directly accessed by the public, police and partner agencies. It offers an online platform to submit information and digital media directly into a HOLMES major incident or casualty bureau account. Material submitted through MIPP is instantly searchable and reviewable by the investigation team for triage and action.



HOLMES is the administrative tool for MIPP. Appeal forms are issued at the direction of the SIO and can be added to a generic template database. These will be created by the appropriate HOLMES support, reflecting the media strategy. They will include how and when MIPP is used, reviewed and closed. Multiple appeal images can be used reflecting the wider media releases to ensure full public engagement.

Information can be submitted through the MIPP with a degree of anonymity and encourages inclusivity and engagement with all communities or organisations.

Information received through the MIPP is created in HOLMES as an electronic message (EM) with attachments automatically linked. The EM will be allocated a unique reference number, which can be searched for through the document dashboard if necessary.

High volume messaging (HVM) can be used when the MIPP is activated to enable full triage functionality. EMs are created without a subject and with a status 'Ready for Assessment' in the document dashboard when HVM is activated.

The MIPP can be used successfully in both targeted (e.g. letter drops and leaflets) and in wider public appeals through various media channels. This can be used to support witness and other strategies. It can also be used for information gathering, such as submitting HtoH questionnaires, and casualty bureau documentation.

Points to consider:

- Resources required to assess incoming messages and media (e.g. business hours or 24hr cover)
- Media releases and MIPP should mirror information and requests
- Control rooms and/or contact centres should update the MIPP immediately following incoming calls or digital 101 to avoid delay in information reaching the MIR and duplication with other force systems

For further information, force HOLMES manager should be contacted.



## 4 Document Management

### 4.1 Introduction

During an investigation, a large amount of information will be received from numerous sources. The MIR is responsible for ensuring that this information is evaluated so that the SIO can control and direct the investigation; see Figure 1 [Structure of a major investigation](#).

All information received, should be recorded in a manner that enables efficient retrieval and analysis. To achieve this, information enters the MIR in documentary form (this includes hard copy or electronic and audio and visual recordings).

A Receiver will review documents entering the incident room. They will follow a defined route through the incident room. The route may be refined by the SIO in consultation with the OM. The document dashboard shows an overview of all the possible [Document queues](#).

Documents should not proceed to the next stage, either by physical or electronic means, until the current one is complete. This ensures that the checking procedures built into the document flow are not compromised. See suggested [Document flow](#).

The document route should be set for each type of document at the start of the enquiry. For example, [Personal Descriptive Forms](#) (PDFs) could be set for registration, indexing and approval only. The PDF may not need to be typed and proofread, or the content read by the Document Reader if the Receiver has already performed this function.

Where HOLMES is not being used, document management relies on the maintenance of registers. OMs should monitor the volume of manuscript documents moving through the room and identify areas where blockages may occur. Where HOLMES is used, this document flow can be monitored by viewing the document queues. It is then possible to identify future potential bottlenecks as the documents progress and resources can be allocated accordingly.

Note: When assessing resources, viewing document queues can only show the volume of work to be done after registration. It cannot show documents submitted to the MIR which are awaiting assessment by a Receiver.

### 4.2 Document queues

| Document Queues |                                                                                                                                                       |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. REGISTRATION | Ready for assessment<br>Ready for registration<br>Registration complete<br>Registration pending<br>Registration referred<br>Registration for referral |
| 2. TYPING       | Typing required<br>Typing not required<br>Typing for amendment<br>Typing complete                                                                     |

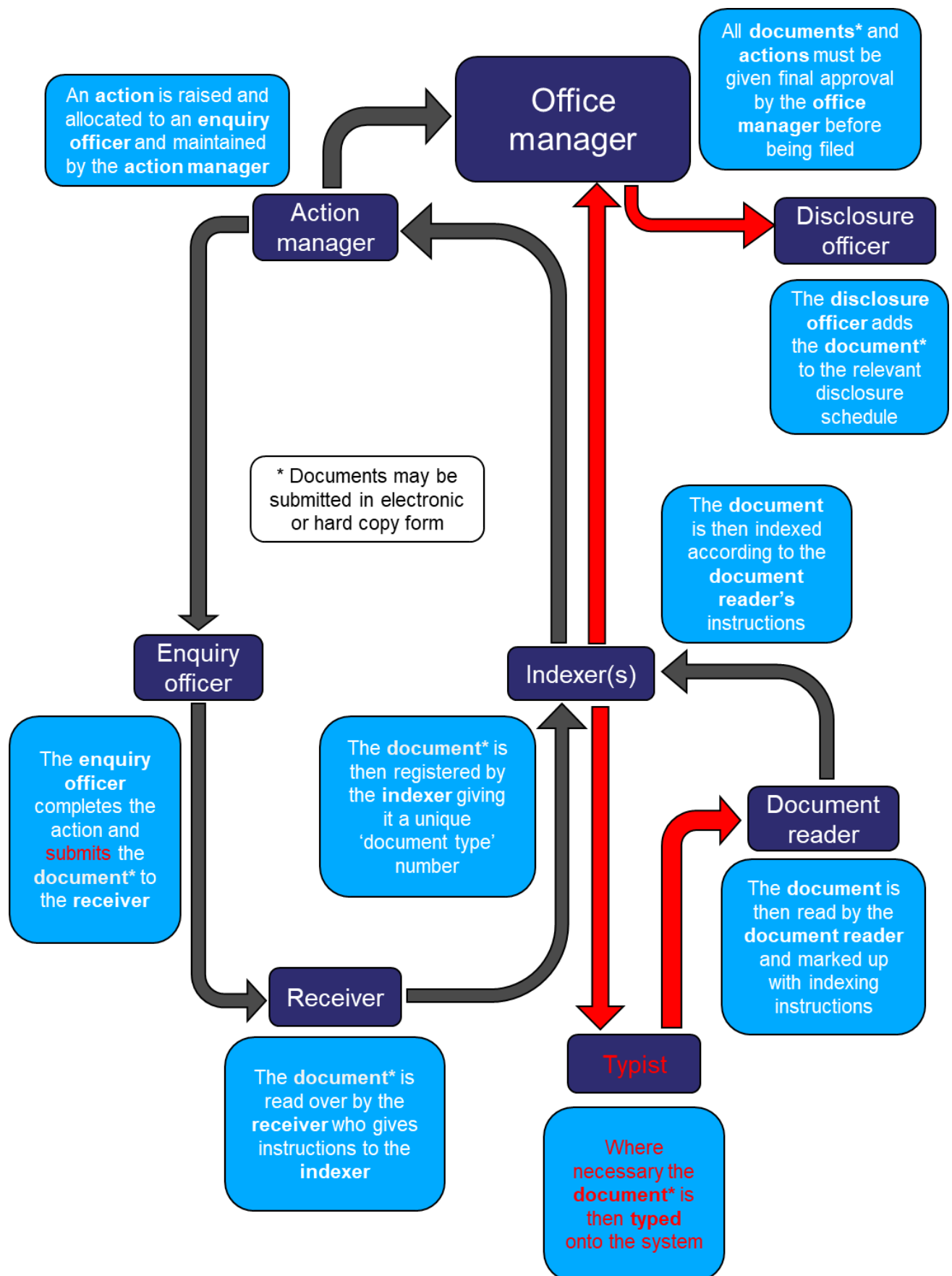




|                   |                                                                                                               |
|-------------------|---------------------------------------------------------------------------------------------------------------|
|                   | Ready for typing                                                                                              |
| 3. READING        | Reading required<br>Reading not required<br>Partially read<br>Reading complete<br>Ready for reading           |
| 4. PROOFREADING   | Proofreading required<br>Proofreading not required<br>Proofreading complete<br>Ready for proofreading         |
| 5. INDEXING       | Indexing required<br>Indexing not required<br>Partially indexed<br>Indexing complete<br>Ready for indexing    |
| 6. COURT PRINTING | Court printing required<br>Court printing not required<br>Court printing complete<br>Ready for court printing |
| 7. APPROVAL       | Approval required<br>Approval not required<br>Approval complete<br>Ready for approval                         |
| 8. DISCLOSURE     | Not ready for assessment<br>Ready for assessment<br>Disclosure complete<br>Ready for defence statement        |



### 4.3 Document flow in the MIR



## 4.4 Document Registers

A register should be maintained where an investigation uses a system other than HOLMES for document management. It should include as a minimum:

- A list of all documents by type (including actions) in numerical order
- A list of all documents by type in alphabetical order of author or title
- A list of summaries of all documents, in particular statements, interviews and reports.

An exhibits register should also be maintained. It should record all exhibits coming into police possession and subsequent storage and movement.

Non-HOLMES incident rooms could utilise spreadsheets to reflect the management of the above registers.

## 4.5 Disclosure Assessment

In HOLMES a document is available for disclosure assessment after registration when it is in the typing complete queue or no typing required queue. Actions are available when 'filed' or 'referred'. For further information see [Document queues](#).

## 4.6 Document Typing Conventions

Documentary evidence must be entered exactly as it is written on the original document. This includes dates, times, vehicle registration marks (VRM), cash amounts or special characters such as &, -, %, ?.

Note: the per cent symbol (%) can be typed into free text on HOLMES but cannot be entered in fields on index records. It is not possible to search the database for this symbol.

Obvious spelling mistakes should be amended by the typist but the manuscript copy must never be amended. If, however, altering obvious spelling mistakes or punctuation changes the meaning or context of the document then these must not be altered.

Where a mistake has been made when taking a handwritten statement and the error has been struck out and initialled by the maker, there is no need for the strike out to appear on the typed copy. If this becomes a contentious issue, the original must be available for examination.

## 4.7 Document Priorities

Each document is assigned a High, Medium or Low priority. The priority should indicate the importance of the document and the speed of its progress through the MIR. The parameters for these priorities are set by the SIO and recorded in their policy file.

Suggested parameters may be:

- **High priority** – of the utmost importance to the enquiry for raising fast-track Actions, urgent analysis or important indexing;
- **Medium priority** – requires indexing of information and/or raising of Actions which will ultimately progress the enquiry;
- **Low priority** – requires little or no indexing, nor actions to be raised and does not contain information to progress the SIO's lines of enquiry.



## **4.8 Document Security**

All documents should be marked in accordance with Government Security Classifications. When using HOLMES, documents may be assigned a security level or access control level. MIR staff can also be assigned security levels in order to view documents held on HOLMES.

## **4.9 Entity Security Exceptions**

HOLMES security or access control levels apply to a whole entity and cannot be refined to individual pages. Security cannot be applied to any typed documents that are not part of the routine document management functions.

Where open access to certain policy decisions contained in the SIO policy file may be of concern, consideration should be given to not typing the content of a page or pages onto the system. The policy entry should be created to show the manuscript page reference number with text typed into the entry to indicate that the document is held by the SIO and is not for dissemination.

The 'log of events' facility can be dealt with in the same way.

## **4.10 Document Summary**

A document summary can be added to all documents after registration. Generally, summaries are not necessary on a PDF, questionnaire or HtoH documents.

## **4.11 Tags**

Documents and index records can be grouped together and this association is shown by attaching a tag. When using HOLMES, a tag facility is available. These tags may be appended to each entity, document or index recorded. Where HOLMES is not used, tags such as labels or stickers can be applied to documents and/or records and can be used to build wider lists.

## **4.12 Statements**

Statements may be hand written or, digital from any person who has information relevant to the investigation and should be taken in accordance with SIO policy.

## **4.13 Reports**

A report (often referred to as an Officer's Report) may be submitted by a police officer or member of police staff to present information which is not contained in a statement. Reports should not be submitted as a matter of routine where the information is brief and may be more appropriately recorded on a message form or by an action result text. Reports may be submitted in digital or hard copy format.

## **4.14 Interviews**

Interviews are carried out with a person who may be a victim, a suspect or a witness. Interview records are:

- Audio-recorded



- Visually-recorded
- Written contemporaneous notes

#### 4.15 Personal Descriptive Forms

A Personal Descriptive Form (PDF) is designed to record the personal details and description of an individual. It also contains details of vehicles owned or used and types of convictions recorded if applicable.

A PDF should be completed for each person interviewed during an investigation, in accordance with parameters defined by the SIO. These parameters should include status or types of persons to be recorded and the amount of detailed information to be recorded.

#### 4.16 Questionnaires

Questionnaires may be used in major investigations to facilitate and manage specific lines of enquiry where a large number of persons are to be questioned, for example, visitors to the scene at a crime reconstruction or members of an identifiable group such as taxi drivers.

To meet the aims and objectives set by the SIO, the construction and layout of questionnaires should be approached in a structured manner to maximise the investigative potential.

Completed questionnaires should be submitted to the Receiver for quality control and to decide if a re-interview is required. Additional Receivers may be needed to specifically manage the questionnaires, depending on the scale and scope of the enquiry.

#### 4.17 House-to-House documentation

To facilitate the administration of House-to-House enquiries the following documents should be used:

- House-to-House enquiries street form
- House occupants form
- House-to-House enquiry questionnaire
- House-to-House police records check form

House-to-House questionnaires should be submitted via the House-to-House coordinator and/or Receiver for quality control and to decide if a re-interview is required. Further details can be found in the [House-to-House](#) Authorised Professional Practice.

Where full House-to-House enquiries are not conducted a more flexible approach may be adopted using an SIO approved questionnaire.

#### 4.18 Messages

Information that comes into an incident room by any means (e.g. telephone, verbal report, electronically or officer's information) should be recorded on a Message form.

#### 4.19 Major Incident Public Portal Electronic Messages

The Major Incident Public Portal (MIPP) allows members of the public and police to submit messages, including photographs or videos, directly to the MIR.



## **4.20 Electronic transmissions**

Electronic transmissions include email messages. Both incoming and outgoing electronic messages should be retained. An 'other document' form may be attached giving the document a title and a summary of the content. Any actions to be raised and content to be indexed are also recorded.

## **4.21 Intelligence Reports**

An Intelligence Report should be registered. The benefit of this is that a document title is displayed and registration can be made to a suitable index record. A category of 'Intelligence Reports' should be created and an appropriate documentary associations to this category made. The use of tags to identify reports submitted by a covert policing cell may be considered.

## **4.22 Other documents**

An Other Document is any document that does not fit with any of the previously described documents. An Other Document form may be attached; this will include a document title. Any actions to be raised and content to be indexed, should also be recorded, together with instructions to type the document (or part of it) if required.

Where the instructions given by the Receiver are complex or lengthy, an Other Document form may be attached to any of the documents listed in this section.

The content of an Other Document may not always be embedded in the 'view document' area of HOLMES, but may be added as an electronic attachment. The blank content area can still be utilised to add graphical annotations and footnotes relating to that document, or a blank table can be added through typing service to provide some structure for graphical mark up if preferred.

Some examples of Other Documents include:

### **Documentary Exhibits**

An Other Document can include a copy of any document or part of a document which is an item of property retained by the Exhibit Officer. The title of the Other Document should start with the words, 'copy of...' and the witness reference number of the item should also be included. The Other Document should be registered to the appropriate exhibit index record.

### **SIO Policy File**

The SIO should maintain a policy file on all enquiries where an MIR is set up.

All members of the MIR and investigation team, subject to the SIO's direction, should be aware of policy decisions. To facilitate this the content of the policy file should be typed onto the system.



Where a separate policy file is maintained, for example, a covert policy file, it will be registered as a separate other document. The decision to type the content and whether that is as a whole or in part rests with the SIO. See also [Entity Security Exceptions](#).

Where a policy file is written electronically it may be typed directly onto HOLMES using the policy file facility. This is not part of the routine document management functions and so will not receive a reference number. SIO Policy files should be registered as a document to provide a URN and trigger for disclosure

### **Incident Room Indexing Policy File**

An incident room indexing policy file should be created and used to record incident decisions made on a local basis and which affect the administrative management of the enquiry.

Entries should be timed, dated and recorded with the approval of the OM and/or Indexing Supervisor.

Suggestions for the types of decisions that may be recorded include:

- Staff in the MIR and the roles(s) they are undertaking;
- Sub-indexes created and guidance on their use;
- Scene(s) definition, both geographic location and time parameters;
- Sequence of events titles and their parameters as defined by the SIO;
- Custom fields created and their use;
- Tags created and their use;
- Level of indexing to be used and how changes are managed if indexing levels are later increased or decreased;
- Standard approach to functions, for example, the use of index-to-index link words;
- Locally used abbreviations;
- Any variation or deviation from the accepted MIRSAP standards.

This policy file should be registered as an Other Document. See also [Log of events](#).

### **Log of events**

A log of events is a summary of the investigation. It is maintained under the direction of the OM. Care should be taken not to duplicate work being carried out in maintaining the [Current Situation Report](#).

The log of events facility on HOLMES is not part of the routine document management functions and so does not receive a unique reference number.

The log of events facility may be used to record the incident room indexing policy file directly onto HOLMES. This policy file should still be registered as an Other Document and (if using the log of events facility for this purpose) reference to this should be made in the summary. The summary could state, for example, 'the content of this document is contained in the HOLMES log of events facility and has been registered as an 'other document' to provide a unique reference number only'.



Using the log of events gives the benefit of a living document that can be updated and is immediately accessible to MIR staff (without the delay of being moved through document queues). Other benefits are separate pages or entries can be used for individual items; entries are in chronological order and can be researched either by their title or their content.

### **Family Liaison Officer's log**

Family liaison officers (FLOs) maintain a record of contact with family members, next of kin, representatives of the family and other parties connected with the family. The log (whether hard copy or electronic) should be registered as an Other Document in its entirety to a category of 'Family Liaison'. The individual submissions may also be registered separately to allow actions to be raised for a specific entry and to allow the Disclosure Officer to be able to assess them individually as they may contain a mixture of sensitive and non-sensitive information. The title should include details of the officer(s) the log is issued to.

Appropriate associations should be made to the 'Family Liaison' category and the nominal records of FLOs and family members, as required. Any documentary associations should include references to page(s) as they are submitted.

Where information is not recorded in the log, for example, because it is sensitive, the FLO should submit that information to the Receiver on a message form.

### **Current Situation Report**

Current Situation Reports are important reference documents. They should be regularly updated during the course of the investigation.

Guidelines for the use of current situation reports and the information which should be included (under the headings of Introduction, Scene(s), Victim, Investigation, Suspect(s), General Forensic Opportunities, HOLMES report, PIP 4, Exhibits, Conclusions and Recommendations, Best Practice/Learning Points and Crime Prevention) are contained in the [NPCC \(2021\) Major Crime Investigation Manual \(MCIM\)](#).

This should be registered as an Other Document for disclosure purposes. Each time the Current Situation Report is updated a hard copy should be made and kept with the preceding copies.

### **Enquiry Officer's workbook**

Local force policy will specify whether Enquiry Officer's Workbooks are used by investigation teams. The workbook does not replace an officer's pocket notebook for recording evidence. Workbooks may also contain a declaration of the disclosure of unused material to be signed before the book is returned to the Receiver.

Additional workbooks issued should be numbered sequentially. All rough notes made during the enquiry should be recorded in this book to comply with the disclosure requirements. The book should be registered as an Other Document to the officer it was issued to. The title should include the number of books issued to





that officer during that particular investigation, for example, 'PC 999 Enquiry book 3 of 3'.

When a workbook is complete or an officer leaves the investigation, either during the course of the investigation or at the end, the workbook should be returned to the MIR immediately.

It should be registered as a complete document and as individual entries to facilitate disclosure.



## 5 Action Management

### 5.1 Introduction

Actions are generated from information gathered during the investigation and may be requested by any member of the major incident room (MIR).

Actions are authorised by any of the following:

- SIO or DSIO
- Office Manager
- Receiver
- Document Reader

Actions can be raised and registered to any of the indexes. Each action is given a unique reference number which is the next consecutive number prefixed by the letter 'A'.

Action management should ensure that each action should:

- Refer to one specific line of enquiry only
- Not contain multiple instructions
- Contain sufficient detail to inform the enquiry officer of exactly what is required

Associated documentation must be made accessible to complete the task.

Action result text completed by the enquiry officer should only contain:

- Enquiries made to trace the subject of the action
- Information which is not recorded in any of the accompanying documentation

Actions should be managed by assigning priorities and classes as they are progressed during the enquiry.

### 5.2 Action priorities

Each Action is assigned a High, Medium or Low priority. The parameters for these priorities are set by the SIO and recorded in their policy file.

Suggested parameters may be:

- High priority – an Action requiring immediate allocation and completion within a defined timeframe;
- Medium priority – an Action that directly relates to a main line of enquiry;
- Low priority – an Action that may not currently support a main line of enquiry and should not be allocated just as a matter of course.

As the enquiry progresses, any actions awaiting allocation should be continually assessed and prioritised accordingly.

### 5.3 Fast actions

Unlike traditional full actions (referred to in HOLMES as MIRSAP actions) a fast action is an action which requires minimal information with only one mandatory field and no subject record required. A fast action is identified in the action dashboard by the action type of fast.



Fast actions and full actions can be used concurrently in the same Incident.

### Use of fast actions

Fast Actions can be used in the following ways:

- during crime in action, when actions are required quickly to respond to rapidly changing events;
- when the full functionality of HOLMES is not required;
- during the initial stages of a major investigation to ensure immediate lines of enquiry are captured.

### Creation of a fast action

Fast actions can only be created when the incident has been created with an incident role of either 'investigational fast' or 'investigational fast pol'. These incident roles will give options to raise either action type.

On a fast action, there are only two mandatory fields:

- Title
- Priority – the priority will default to Low unless amended.

The only field that **requires** user input is the title field.

The text field will allow for additional information to that provided in the title field to assist with completion of the action.

Fast actions can be allocated on creation by completing the allocated officer field. If completed this will automatically show the action state as allocated when created.

### Completion of fast actions

Fast actions are completed with the same process flow as full actions. They can be identified from the action dashboard with the action type of fast.

If required fast actions can be converted to full actions.

## 5.4 Action classes

Action classes and sub-classes enable the AM to group Actions together in themes, lines of enquiry or geographic location. Action classes should be created for each of the SIO lines of enquiry. They can be sub-divided and customised as necessary.

Every effort should be made to group actions in the most appropriate class or subclasses. HOLMES default action classes include 'MISC' meaning miscellaneous. This class should not be used where a more specific class exists or can be created.

## 5.5 Action queues

Once an Action has been raised it is assigned the appropriate priority and class before being managed, using the following action queues:

- For allocation – Actions waiting to be allocated;



- Allocated – Actions allocated to enquiry officers;
- Submitted – Actions which have been completed by enquiry officers and returned to the MIR;
- Received – Actions which have been assessed by the Receiver;
- Resulted – Actions which have been indexed as indicated and any accompanying documentation registered. For forces who are not operating paperless actions the result text should be typed onto HOLMES;
- For referral – Actions which at this stage are awaiting a decision on whether they are to be pursued or not;
- Referred – Actions where agreement has been reached that they are not to be pursued, in accordance with SIO policy;
- Pended – Actions which are to be allocated after a pre-determined date;
- Filed – Actions which have been investigated to the satisfaction of the SIO.

## 5.6 Action disclosure assessment

In HOLMES, an Action will only be available for disclosure assessment when in the Filed or Referred queue.

Should it become necessary to allocate or reallocate an action which has been filed or referred and disclosure assessed then a new Action must be created. The new Action will show the filed or referred Action as the originating document number together with an explanation for the reallocation in the text.

## 5.7 Action abbreviations

Action abbreviations provide further space for the Action Raiser to compose the Action when using HOLMES.

These abbreviations are recognised when creating actions:

- TST – Interview and take statement
- TFST – Take further statement
- TI – Trace and interview
- RI – Re-interview
- TIE – Trace/Investigate/Evaluate
- OBT – Obtain
- ENQS – Enquiries

For further detail see [Actions aide memoire](#).

## 5.8 Trace Investigate Evaluate (TIE) actions

Each Action should only refer to one specific line of enquiry and should not contain multiple instructions.

When conducting TIE enquiries, returning an Action for additional Actions to be raised in order to verify the account of the person being investigated can cause such considerable delay and confusion that a meaningful verification may not be obtained. To avoid this situation, enquiry officers who are allocated TIE Actions should be briefed to complete the enquiry in its entirety. Communication **should** be maintained between the enquiry officers and the MIR to research



verification witnesses and, if they are already known to the enquiry, obtain all relevant information before continuing the verification process.

Persons who are the subject of TIE Actions are not necessarily suspects and may in fact be witnesses.

In an MIR where HOLMES is used, the standard elimination codes 1-6 as decided by the SIO are utilised.

See also the [TIE strategy](#) within the College of Policing [Working with suspects APP](#) and [NPCC \(2021\) Major Crime Investigation Manual \(MCIM\)](#).

## **5.9 Linked actions**

Actions may be linked because they are in the same geographic location or the same line of enquiry connects them. For example, actions to take statements from a number of residents in one street may be linked, or actions to take statements from lorry drivers who used an overnight lorry park on a particular night.



## 6 Aide memoires, templates and examples

### 6.1 Actions aide-memoire

| Action                         | Abbreviation | Detail                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interview and take statement   | TST          | <p>The text will identify an individual to be interviewed and a statement taken from. The reason why the interview and the statement are required and if the interview is to be visually-recorded will be made clear in the action. If during the interview process a witness is identified who needs a visually-recorded interview (e.g. a significant, vulnerable or intimidated witness), the OM should be contacted before any further action is taken, and the appropriate procedures followed.</p> <p>If a witness is unable to provide the information requested a negative statement should be obtained, unless the SIO's policy states otherwise. Information provided by a person who refuses to make a statement should be submitted on an action result, officer's report or intelligence report as appropriate.</p> |
| Take further statement         | TFST         | <p>The individual will have already made a statement or statements. Enquiry officers must make sure that they are aware of all previous information gathered and understand the reason for this further request.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Trace and interview            | TI           | <p>Identify an individual to be located, and general information obtained from them but which may not be required in statement form, for example, asking a newsagent to provide the names of roads where they deliver newspapers. It may be that the information provided is such that it should be contained in statement form, in which case the statement should be taken as the opportunity presents itself.</p>                                                                                                                                                                                                                                                                                                                                                                                                             |
| Re-interview                   | RI           | <p>The individual will have already been contacted during the investigation. Enquiry officers must make sure that they are aware of all the previous information gathered and understand the reason for this further request.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Trace / investigate / evaluate | TIE          | <p>TIE actions are raised on the authority of the SIO and the elimination criteria will be recorded in the SIO policy file. The action text will identify an individual to be located and interviewed. The SIO's policy will specify the information that must be included in any statement taken or interview recorded, for example, the individual's movements in a given area or during a given timeframe, or access to a particular type of vehicle.</p>                                                                                                                                                                                                                                                                                                                                                                     |



|           |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |      | <p>Enquiry officers must ensure they know what further enquiries they are expected to carry out before that action is returned to the MIR in its entirety.</p> <p>Communication must be maintained between the enquiry officers and the MIR to research verification witnesses and, if verification witnesses are already known to the enquiry, enquiry officers must obtain all relevant information before continuing the verification process.</p> <p>Completed TIE actions may be accompanied by a number of documents such as witness verification statements and/or questionnaires, supporting verification documents, work records, vehicle tachograph records, credit card receipts, forensic samples, DNA mouth swabs, fingerprints or handwriting samples.</p> |
| Obtain    | OBT  | <p>This text will give instructions to obtain information. For example, to obtain a list of taxi companies in a given location or a copy of a 999 call made to a police control room. These actions may be completed by the information being recorded in the action result text, or if lengthy, in an officer's report. Where necessary, the action should be accompanied by witness statements to produce and provide continuity for an item of property recovered.</p>                                                                                                                                                                                                                                                                                                |
| Enquiries | ENQS | <p>The text will give instructions for enquiries to be made to establish information, for example, if CCTV covers a given location. These actions may be completed by the information being recorded in the action result text or, if lengthy, in an officer's report. Where necessary, they may be accompanied by witness statements.</p>                                                                                                                                                                                                                                                                                                                                                                                                                               |



## 6.2 Documents aide memoire

| Document                  | Detail                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Statements                | <ul style="list-style-type: none"> <li>• All statements, including your own must: <ul style="list-style-type: none"> <li>○ be signed (electronic will suffice)</li> <li>○ be dated</li> <li>○ be completed on both the front and back</li> <li>○ not be taken in the presence of other possible witnesses</li> <li>○ include details of: <ul style="list-style-type: none"> <li>▪ dates of birth</li> <li>▪ former names</li> </ul> </li> </ul> </li> <li>• Check spellings of names and addresses</li> <li>• When identifying other people in statements, record full names and details if known.</li> <li>• Where descriptions are used: <ul style="list-style-type: none"> <li>○ number each subject</li> <li>○ record the full description</li> <li>○ refer to the subject number throughout the statement.</li> </ul> </li> <li>• Statements containing identification details must always be taken in accordance with the guidelines of R v Turnbull 1976.</li> <li>• Attach interview plans and officer's notes to the statement when it is returned to the Receiver.</li> <li>• Where notes have been recorded in an enquiry officer's Workbook clearly identify them with: <ul style="list-style-type: none"> <li>○ the action number</li> <li>○ witness details</li> <li>○ times, dates and location taken.</li> </ul> </li> <li>• Attach a copy of the relevant pages to the statement.</li> <li>• Submit any sketch plans, original notes or other documentary evidence exhibited by the witness, directly to the exhibit officer. Copies of these exhibits may be required in the MIR.</li> </ul> |
| Records of interviews     | <ul style="list-style-type: none"> <li>• Where interviews are conducted with victims, witnesses or suspects, they must be: <ul style="list-style-type: none"> <li>○ audio recorded</li> <li>○ visually recorded, or</li> <li>○ have written contemporaneous notes taken.</li> </ul> </li> <li>• Deal with master recordings of interviews in accordance with local force policy and exhibited by an interviewing officer.</li> <li>• Make the exhibit officer aware of their existence and where they are stored.</li> <li>• Make a working copy of the interview tapes and submit to the Receiver. Working copies need to be available for submission into the Incident Room for transcription in accordance with local policy</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Personal Descriptive Form | <ul style="list-style-type: none"> <li>• The SIO will define the parameters to be used when taking PDF details, including: <ul style="list-style-type: none"> <li>○ the status or types of people to be recorded,</li> <li>○ the amount of detail required</li> </ul> </li> <li>• Unless otherwise specified by the SIO, the descriptive factors and clothing worn are at the time of the incident.</li> <li>• If descriptive details have changed since the date of the incident, consider completing a further PDF.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |





|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                             | <ul style="list-style-type: none"> <li>• Complete the PDF when speaking to the person concerned - do not rely on memory to complete the PDF later.</li> <li>• Make sure you complete the correct form - the forms used to record a PDF and a house-to-house questionnaire are very similar in design.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Officer's Reports           | <ul style="list-style-type: none"> <li>• Record any information to be passed into the MIR that is not contained in a statement in an officer's report.</li> <li>• Record any information explaining the submission of other documentation.</li> <li>• Don't write lengthy action results directly onto the action - write an officer's report.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Messages                    | <ul style="list-style-type: none"> <li>• Use a message to record information entering an MIR.</li> <li>• This information may be: <ul style="list-style-type: none"> <li>○ a telephone call into the MIR,</li> <li>○ a verbal report, or</li> <li>○ officer information.</li> </ul> </li> <li>• When recording the receipt of a telephone call: <ul style="list-style-type: none"> <li>○ write the caller's details in the relevant area on the form,</li> <li>○ record the content of the information given by the caller in the first person,<br/>For example: 'I've read in the local newspaper about the murder at The Willows and your witness appeal for people in the area on DD/MM/YYYY. I walked past the house that day on my way to work.'</li> </ul> </li> <li>• Don't record information introduced into the MIR on ad hoc pieces of paper.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Enquiry officer's workbooks | <ul style="list-style-type: none"> <li>• Local force policy will specify whether enquiry officer's workbooks are used by investigation teams.</li> <li>• The workbook does not replace an officer's pocket notebook for recording evidence.</li> <li>• Where used, they should be issued on a personal basis. <ul style="list-style-type: none"> <li>○ Record the receipt in your pocket notebook.</li> <li>○ Number additional workbooks sequentially.</li> </ul> </li> <li>• Only use workbooks as an aide-memoire</li> <li>• Only use them for entries relating to: <ul style="list-style-type: none"> <li>○ briefing notes,</li> <li>○ timed entries for statement or interview note taking</li> <li>○ timed entries for enquiries conducted.</li> </ul> </li> <li>• Where officers work in pairs, the lead officer records the notes in their workbook <ul style="list-style-type: none"> <li>○ These notes should be countersigned by their colleague.</li> </ul> </li> <li>• All rough notes must relate to the enquiry being conducted.</li> <li>• Entries should be clear and identify the source of information.</li> <li>• Workbooks may contain an exhibit reference grid to aid in remembering your last exhibit reference number.</li> <li>• They may also contain a declaration of the disclosure of unused material <ul style="list-style-type: none"> <li>○ Sign this before the book is returned to the Receiver.</li> </ul> </li> </ul> |



### 6.3 Example of manual mark-up

TIME AT PAVILION ONE WEEKEND 070105 STAYED IN Room 2149. MONDOO LG53BNK  
 REMAINED IN HOTEL CAR PARK ONE WEEKEND TIME. WAS WITH GROUP OF FRIENDS SOME  
 BELONGED TO SEALED KNOT AND TOOK PART IN ACTIVITIES.

**RESTRICTED**

DOCUMENT RECORD PRINT Statement number: 547

STATEMENT PRINT

I am employed by <sup>USE</sup> Carters Information Technology of <sup>USE</sup> London Road, Watford (contact <sup>TEL</sup> 01727 868549) and have worked for them since 1994.

Sat <sup>MONMOUTH'S KINGS</sup> MONMOUTH'S KINGS  
 On Friday 7<sup>th</sup> January 2005 I left my home address in the afternoon at about midday (1200hrs) to  
 drive to the Pavilion Hotel on Fulford Road in York. I drove there in my company car a blue Ford  
Mondeo, Registered Number LG53BNK <sup>USE</sup> and was accompanied by my wife Kay <sup>USE</sup>. It was our  
 intention to meet up with some friends at the Hotel at about 8pm (2000hrs) for drinks and then a  
 meal.

A \_\_\_\_\_ <sup>USE</sup> IS MY WIFE OF MARY KINGS <sup>USE</sup> BEHINDING INCIDENT AND MONMOUTH'S OVER  
WEEKENDS OF 070105

We arrived at the hotel at about quarter to six (1745hrs) and parked the car in the hotel car park <sup>CAR</sup>

Sat <sup>MONMOUTH'S KINGS</sup> MONMOUTH'S KINGS <sup>AND PAVILION HOTEL</sup>

A \_\_\_\_\_ (THIS WOULD CONTAIN DETAILS OF LINE OF PROSECUTION OR CIRCUMSTANCES OF  
AMBIGUITY THE DOCUMENT READER IS ENCOURAGED TO)

**RESTRICTED**

DOCUMENT RECORD PRINT Statement number: 547

behind the main reception area. After unloading the car we went to register at the reception desk.  
 S22 <sup>MONMOUTH'S KINGS</sup> MONMOUTH'S KINGS <sup>AND PAVILION HOTEL</sup>  
 The time now was five to six (1755hrs). I am able to state this as I have just checked my registration  
 form which has the time and date of check-in on it. I have given this form to De901 BURNS <sup>NAME</sup> at  
 eleven o'clock (1100hrs) today and identify it as MT/1 <sup>CLX X218</sup>

We took our suitcases up to our room on the second floor, Room Number 2149 <sup>USE</sup>. We unpacked,  
 washed and changed before going down to the main bar on the ground floor at about seven thirty  
 S22 <sup>MONMOUTH'S KINGS</sup> (1930hrs). We were then joined a few minutes later by two of our friends, Carol KINGSLEY <sup>NAME</sup> and  
Peter BURNETT <sup>NAME</sup>. Carol and Peter, like Kay and I, are both members of the Hertfordshire branch of  
the Sealed Knot. <sup>OR</sup>

**S34 - Graphical** Reference Group: OP REUNION - MURDER OF EMMA PEECH - WESTMINSTER 19027 - Internet Explorer

---

### English/Welsh Statement :: URN S34 Incident WESTMINR19027

|          |  |
|----------|--|
| Summary: |  |
|----------|--|

☒ Show Annotations

Protective Marking

☐ Surname HOSST

☐ Forename(s) SALLY ANNE

☐ Age 18 Date of Birth

Address

Postcode

☐ Occupation POLICE SERIES OF CRIME OFFICER

☐ Telephone No.

CONTENT

**I am a Civilian Scenes of Crime Officer employed by Durham Constabulary stationed at Durham City Police Office/bc**

At 1750 hours on Tuesday, 13/10/1998 I attended 48 Backstone Road, Bridgehill, Consett cat with Senior SOCO RYDER from /act F1.

Upon my arrival I took photographs of the exterior of the house, front and rear. I then went into the house and took further photographs of the ground floor, which appeared undisturbed. I then proceeded upstairs photographing the route and entered the front bedroom of the house.

On the opposite side of this room, between the bed and the wardrobe, there was a body of a young female.

The single bed was in a state of collapse, and the bedding was on the floor, at the bottom of the bed and on the far side around the body. Some of the bedding appeared to be heavily blood stained.

I took photographs of the room from the doorway. After the Home Office Pathologist, Dr. Gerald TRUNES WESTMINR19027: N366 WESTMINR19027: S22 had attended, I took further photographs of the bed in situ.

I also took photographs of the other two bedrooms, located at the rear of the house.

Photographs taken at this time and on subsequent occasions are presented as Exhibit SH/1/exh.

Whilst at the scene I recovered the following items:-

- SH/2 exh Navy blue duffle jacket from the back of a chair in the kitchen.
- SH/3 exh McEwan's Bar Towel from the bottom of the garden.

Taken and analysed and filed above scenes as per notes

| FOOTER DETAILS                        |          |                                          |            |
|---------------------------------------|----------|------------------------------------------|------------|
| <input type="checkbox"/> Signed       | SA HOSST | <input type="checkbox"/> Number of Pages | 6          |
| <input type="checkbox"/> Witnessed By |          | <input type="checkbox"/> Statement Date  | 22/10/1998 |
| <b>CUSTOM FIELDS</b>                  |          |                                          |            |

## Official Sensitive when complete

Page 1

### 6.5 Action form

Security\*

1 2 3 4

Priority\*

L M H

Number

A

\* Delete as appropriate

Incident:

Book no:

### Instructions for raising actions

Signature of Officer  
making decision:

Date and time of  
decision:

Signature of Officer  
indexing:

Date and time of  
indexing:

Originating Document:

Linked Actions:

#### ALLOCATED TO:

Name

Date

Time

By

Name

Date

Time

By

Name

Date

Time

By

Signature of Indexer:

Date

Time

Result action on rear of this form



Action result

**Official Sensitive when complete**

|  |  |
|--|--|
|  |  |
|--|--|

Details of property received:

|  |
|--|
|  |
|  |

Property register number:

**Action returned:**

Date:

Time:

Officer(s) completing action:

(show rank, number and name)

Admin use below this line

Receivers instructions:

|  |
|--|
|  |
|  |
|  |

Signature of Receiver:

Date:

Time:

Further actions numbers:

Interview number:

Statement number:

Report number:

PDF number:

Other document number:

Signature of indexer:

Date:

Time:

Office managers observations:

|  |
|--|
|  |
|  |

Signature of office manager:

Date:

Time:



## Official Sensitive when complete

### 6.6 Officer's report

|           |   |   |   |
|-----------|---|---|---|
| Security* |   |   |   |
| 1         | 2 | 3 | 4 |

|           |   |   |
|-----------|---|---|
| Priority* |   |   |
| L         | M | H |

|         |
|---------|
| Number: |
| R       |

\* Delete as appropriate

|                                                |          |           |              |
|------------------------------------------------|----------|-----------|--------------|
| To:                                            |          | Incident: |              |
| From: Rank:                                    | No:      | Name:     |              |
| District/Dept:                                 | Tel/Ext: |           | No. of pages |
| Subject:<br>(include Action no. if applicable) |          |           | Date:        |

Text



## 6.7 Personal descriptive form

| Security* |   |   |   |
|-----------|---|---|---|
| 1         | 2 | 3 | 4 |

| Priority* |   |   |
|-----------|---|---|
| L         | M | H |

| Number: |
|---------|
| P       |

\* Delete as appropriate

### Name:

Surname: \_\_\_\_\_  
 Forenames: \_\_\_\_\_  
 Title: \_\_\_\_\_ Sex: \_\_\_\_\_  
 Date of birth: \_\_\_\_\_ Birthplace: \_\_\_\_\_ Height: \_\_\_\_\_

**Ethnic appearance:** Persons of mixed appearance will be recorded in the most appropriate category

|                                |                          |                         |                          |         |                          |       |                          |
|--------------------------------|--------------------------|-------------------------|--------------------------|---------|--------------------------|-------|--------------------------|
| White North European           | <input type="checkbox"/> | White South European    | <input type="checkbox"/> | Black   | <input type="checkbox"/> | Asian | <input type="checkbox"/> |
| Chinese, Japanese or any other | <input type="checkbox"/> | Arabic or North African | <input type="checkbox"/> | Unknown | <input type="checkbox"/> |       |                          |
| South East Asian               | <input type="checkbox"/> |                         |                          |         |                          |       |                          |

Occupation: \_\_\_\_\_

Employer/school details and addresses: \_\_\_\_\_

### Other names:

Maiden name: \_\_\_\_\_

Any other name: \*Show whether alias, former, nickname, etc

Surname: Forenames: \*Name type

**Address:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Postcode: \_\_\_\_\_

### Telephone Numbers:

Home Tel No: \_\_\_\_\_ Bus. Tel No: \_\_\_\_\_ Mobile Tel No: \_\_\_\_\_

Email Address: \_\_\_\_\_

### Vehicles:

|                                 |                                |                 |             |              |
|---------------------------------|--------------------------------|-----------------|-------------|--------------|
| Owner: <input type="checkbox"/> | User: <input type="checkbox"/> | Reg. no.: _____ | Make: _____ | Model: _____ |
| Colour: _____                   |                                |                 | Type: _____ | Seen?: _____ |
| Owner: <input type="checkbox"/> | User: <input type="checkbox"/> | Reg. no.: _____ | Make: _____ | Model: _____ |
| Colour: _____                   |                                |                 | Type: _____ | Seen?: _____ |
| Owner: <input type="checkbox"/> | User: <input type="checkbox"/> | Reg. no.: _____ | Make: _____ | Model: _____ |
| Colour: _____                   |                                |                 | Type: _____ | Seen?: _____ |

### Vehicle Types:

|     |                   |     |                  |     |                        |
|-----|-------------------|-----|------------------|-----|------------------------|
| 3WH | 3 Wheeler         | LOR | Rigid Lorry      | PSV | Public Service vehicle |
| ART | Articulated Cab   | LTR | Lorry/Trailer    | SAL | Saloon                 |
| CAV | Motor Caravan     | MCY | Solo Motor Cycle | SCO | Scooter                |
| COM | Motor Cycle Combi | MOP | Moped            | SPO | Sports                 |
| CON | Convertible       | OTH | Other            | VAN | Van                    |
| EST | Estate            | PIC | Pickup           |     |                        |

### Vehicle Colours:

|       |       |        |        |        |        |        |      |        |           |
|-------|-------|--------|--------|--------|--------|--------|------|--------|-----------|
| Blue  | White | Green  | Red    | Grey   | Black  | Yellow | Gold | Maroon |           |
| Brown | Beige | Silver | Orange | Bronze | Purple | Cream  | Pink | Multi  | Turquoise |

## Descriptive details

### Head hair:

|               |                          |            |                          |                 |                          |           |                          |
|---------------|--------------------------|------------|--------------------------|-----------------|--------------------------|-----------|--------------------------|
| Afro          | <input type="checkbox"/> | Dreadlocks | <input type="checkbox"/> | Pony tail       | <input type="checkbox"/> | Straight  | <input type="checkbox"/> |
| Bald          | <input type="checkbox"/> | Dyed       | <input type="checkbox"/> | Rasta           | <input type="checkbox"/> | Streaked  | <input type="checkbox"/> |
| Beehive       | <input type="checkbox"/> | Greasy     | <input type="checkbox"/> | Receding        | <input type="checkbox"/> | Thinning  | <input type="checkbox"/> |
| Bushy         | <input type="checkbox"/> | Greying    | <input type="checkbox"/> | Shaven          | <input type="checkbox"/> | Untidy    | <input type="checkbox"/> |
| Collar-length | <input type="checkbox"/> | Mohican    | <input type="checkbox"/> | Short           | <input type="checkbox"/> | Very long | <input type="checkbox"/> |
| Cropped       | <input type="checkbox"/> | Permed     | <input type="checkbox"/> | Shoulder-length | <input type="checkbox"/> | Wavy      | <input type="checkbox"/> |
| Curly         | <input type="checkbox"/> | Plaited    | <input type="checkbox"/> | Skinhead        | <input type="checkbox"/> | Wig       | <input type="checkbox"/> |
| Dirty         | <input type="checkbox"/> |            |                          |                 |                          |           |                          |

### Head hair colour:

|        |                          |            |                          |             |                          |        |                          |
|--------|--------------------------|------------|--------------------------|-------------|--------------------------|--------|--------------------------|
| Auburn | <input type="checkbox"/> | Dark brown | <input type="checkbox"/> | Light brown | <input type="checkbox"/> | Purple | <input type="checkbox"/> |
| Black  | <input type="checkbox"/> | Fair       | <input type="checkbox"/> | Mousey      | <input type="checkbox"/> | Red    | <input type="checkbox"/> |
| Blonde | <input type="checkbox"/> | Ginger     | <input type="checkbox"/> | Multi       | <input type="checkbox"/> | Sandy  | <input type="checkbox"/> |
| Blue   | <input type="checkbox"/> | Green      | <input type="checkbox"/> | Orange      | <input type="checkbox"/> | White  | <input type="checkbox"/> |
| Brown  | <input type="checkbox"/> | Grey       | <input type="checkbox"/> | Pink        | <input type="checkbox"/> | Yellow | <input type="checkbox"/> |

### Facial hair:

|              |                          |            |                          |                |                          |           |                          |
|--------------|--------------------------|------------|--------------------------|----------------|--------------------------|-----------|--------------------------|
| Bushy        | <input type="checkbox"/> | Full beard | <input type="checkbox"/> | Handlebar      | <input type="checkbox"/> | Stubble   | <input type="checkbox"/> |
| Clean shaven | <input type="checkbox"/> | Goatee     | <input type="checkbox"/> | Long sideburns | <input type="checkbox"/> | Very Long | <input type="checkbox"/> |
| Curly        | <input type="checkbox"/> | Greasy     | <input type="checkbox"/> | Moustache      | <input type="checkbox"/> | Waxed     | <input type="checkbox"/> |
| Dirty        | <input type="checkbox"/> | Greying    | <input type="checkbox"/> | Plucked        | <input type="checkbox"/> | Dyed      | <input type="checkbox"/> |
| Hairy        | <input type="checkbox"/> | Streaked   | <input type="checkbox"/> |                |                          |           |                          |

Other description \_\_\_\_\_

### Eyebrows:

|       |                          |         |                          |         |                          |          |                          |
|-------|--------------------------|---------|--------------------------|---------|--------------------------|----------|--------------------------|
| Bushy | <input type="checkbox"/> | Dyed    | <input type="checkbox"/> | Plucked | <input type="checkbox"/> | Straight | <input type="checkbox"/> |
| Curly | <input type="checkbox"/> | Greying | <input type="checkbox"/> | Shaven  | <input type="checkbox"/> |          |                          |

Other description \_\_\_\_\_

### Ear hair:

|       |                          |           |                          |                   |       |
|-------|--------------------------|-----------|--------------------------|-------------------|-------|
| Bushy | <input type="checkbox"/> | Very long | <input type="checkbox"/> | Other description | _____ |
|-------|--------------------------|-----------|--------------------------|-------------------|-------|

### Body hair:

|         |                          |       |                          |        |                          |       |                          |
|---------|--------------------------|-------|--------------------------|--------|--------------------------|-------|--------------------------|
| Greying | <input type="checkbox"/> | Hairy | <input type="checkbox"/> | Shaven | <input type="checkbox"/> | Waxed | <input type="checkbox"/> |
|---------|--------------------------|-------|--------------------------|--------|--------------------------|-------|--------------------------|

Other description \_\_\_\_\_

### Nasal hair:

|       |                          |         |                          |          |                          |           |                          |
|-------|--------------------------|---------|--------------------------|----------|--------------------------|-----------|--------------------------|
| Hairy | <input type="checkbox"/> | Plucked | <input type="checkbox"/> | Straight | <input type="checkbox"/> | Very long | <input type="checkbox"/> |
|-------|--------------------------|---------|--------------------------|----------|--------------------------|-----------|--------------------------|

Other description \_\_\_\_\_

### Eyes:

|       |                          |       |                          |          |                          |            |                          |        |                          |         |                          |
|-------|--------------------------|-------|--------------------------|----------|--------------------------|------------|--------------------------|--------|--------------------------|---------|--------------------------|
| Blue  | <input type="checkbox"/> | Brown | <input type="checkbox"/> | Green    | <input type="checkbox"/> | Grey       | <input type="checkbox"/> | Hazel  | <input type="checkbox"/> | Pink    | <input type="checkbox"/> |
| Blind | <input type="checkbox"/> | Cast  | <input type="checkbox"/> | Deformed | <input type="checkbox"/> | Protruding | <input type="checkbox"/> | Squint | <input type="checkbox"/> | Staring | <input type="checkbox"/> |

### Glasses:

|                |                          |         |                          |            |                          |
|----------------|--------------------------|---------|--------------------------|------------|--------------------------|
| Contact lenses | <input type="checkbox"/> | Glasses | <input type="checkbox"/> | No glasses | <input type="checkbox"/> |
|----------------|--------------------------|---------|--------------------------|------------|--------------------------|

### Glasses use:

|          |                          |         |                          |         |                          |
|----------|--------------------------|---------|--------------------------|---------|--------------------------|
| Constant | <input type="checkbox"/> | Driving | <input type="checkbox"/> | Reading | <input type="checkbox"/> |
|----------|--------------------------|---------|--------------------------|---------|--------------------------|

### Complexion:

|        |                          |          |                          |         |                          |        |                          |          |                          |
|--------|--------------------------|----------|--------------------------|---------|--------------------------|--------|--------------------------|----------|--------------------------|
| Fair   | <input type="checkbox"/> | Freckled | <input type="checkbox"/> | Fresh   | <input type="checkbox"/> | Pale   | <input type="checkbox"/> | Ruddy    | <input type="checkbox"/> |
| Sallow | <input type="checkbox"/> | Spotted  | <input type="checkbox"/> | Swarthy | <input type="checkbox"/> | Tanned | <input type="checkbox"/> | Wrinkled | <input type="checkbox"/> |

### Build:

|     |                          |        |                          |      |                          |        |                          |      |                          |
|-----|--------------------------|--------|--------------------------|------|--------------------------|--------|--------------------------|------|--------------------------|
| Fat | <input type="checkbox"/> | Medium | <input type="checkbox"/> | Slim | <input type="checkbox"/> | Stocky | <input type="checkbox"/> | Thin | <input type="checkbox"/> |
|-----|--------------------------|--------|--------------------------|------|--------------------------|--------|--------------------------|------|--------------------------|

### Distinguishing Features: (Record feature, location on body and full descriptive details):

Lacking: \_\_\_\_\_

Mark: \_\_\_\_\_

Peculiarity: \_\_\_\_\_

Pierced: \_\_\_\_\_

Scar: \_\_\_\_\_

Tattoos: \_\_\_\_\_



## Official Sensitive when complete

### Accent (general):

English ☐

Irish ☐

Other ☐

Scottish ☐

Welsh ☐

### Accent (specific):

American ☐

French ☐

Liverpool ☐

North ☐

Spanish ☐

Asian ☐

German ☐

London ☐

West ☐

Northern ☐

Australian ☐

Glasgow ☐

Midland ☐

Oriental ☐

West ☐

Birmingham ☐

Italian ☐

North East ☐

Southern ☐

Country ☐

East Anglia ☐

### Accent (other): Give details

### Noticeable Jewellery:

\_\_\_\_\_

### Clothing worn at material time (if relevant):

\_\_\_\_\_

\_\_\_\_\_

Visited scene during material time (Yes/No): \_\_\_\_\_

If Yes, give details \_\_\_\_\_

Knows victim (Yes/No): \_\_\_\_\_ Nature of relationship: \_\_\_\_\_

Any other information:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

CRO no: \_\_\_\_\_ PNC ID.: \_\_\_\_\_ Local Ref no.: \_\_\_\_\_

List type of convictions: \_\_\_\_\_

\_\_\_\_\_

Name, rank and number of officer completing form: \_\_\_\_\_

Date and time completed: \_\_\_\_\_

Indexed: \_\_\_\_\_

### Additional information/notes

\_\_\_\_\_

Continued overleaf



### Additional information/notes (continued)

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins or other markings on the paper.

6.8 Other document form

|           |   |   |
|-----------|---|---|
| Security* |   |   |
| 1         | 2 | 3 |
|           | 4 |   |

|           |   |   |
|-----------|---|---|
| Priority* |   |   |
| L         | M | H |

|         |
|---------|
| Number: |
| D       |

\* Delete as appropriate

|                |  |              |  |           |  |                |  |           |  |
|----------------|--|--------------|--|-----------|--|----------------|--|-----------|--|
| Title:         |  |              |  |           |  | Date received: |  |           |  |
| Other document |  | Transmission |  | Statement |  | Report         |  | Interview |  |
|                |  | Typing       |  | No Typing |  | Scan           |  |           |  |

|         |
|---------|
| Summary |
|---------|

| Instructions | Action ref. no. |
|--------------|-----------------|
|              |                 |

|                                 |         |
|---------------------------------|---------|
| Registered/Action Raised:       | Indexer |
| Document Reader's Instructions: | Reader  |
| Indexed:                        | Indexer |
| Approved:                       | OM      |
|                                 | SIO     |



## 6.9 Major incident enquiry officer's workbook

| Security* |   |   |   |
|-----------|---|---|---|
| 1         | 2 | 3 | 4 |

| Priority* |   |   |
|-----------|---|---|
| L         | M | H |

| Number: |
|---------|
| W       |

\* Delete as appropriate

|                               |  |             |     |
|-------------------------------|--|-------------|-----|
| Name of officer:              |  | Incident:   |     |
| Date of officer commencement: |  | Book no.:   | of: |
| Date of officer completion:   |  | Serial no.: |     |

## Guidance on completion of workbook

- This workbook is intended to aid compliance with the CPIA 1996 in recording and retaining information.
- The book **does not** replace your pocket notebook which should be maintained in line with force policy.
- The book will assist you in the conduct of your enquiries and become an aide-memoire for detailing the investigations you have made. Any pertinent information gathered that does not form part of a document or action result should be submitted to the incident room using a message form or officer's report.
- Each entry must contain the date and time made, and where applicable, the action or document number that caused the entry. Ensure each entry is clearly legible.
- Where this book is used to record PEACE notes prior to the completion of a statement, the relevant entry must be photocopied and submitted with the original signed statement.

### PEACE (Police Interview Training Mnemonic)

P – Preparation and Planning; E – Engage and Explain; A – Account Clarification and Challenge; C – Closure; E – Evaluation.

- Where two officers interview a witness, one officer should complete the notes and the other countersigns them.
- This book must be handed in when complete or when you leave the investigation.
- Any information contained in this workbook thought to be sensitive should be brought to the attention of the Disclosure Officer.
- A personal exhibit reference grid is included at the back of this book.



## 6.10 Personal exhibits reference sheet

Initials used

| Ref No. | Brief description | Ref No. | Brief description | Ref No. | Brief description |
|---------|-------------------|---------|-------------------|---------|-------------------|
| 1       |                   | 26      |                   | 51      |                   |
| 2       |                   | 27      |                   | 52      |                   |
| 3       |                   | 28      |                   | 53      |                   |
| 4       |                   | 29      |                   | 54      |                   |
| 5       |                   | 30      |                   | 55      |                   |
| 6       |                   | 31      |                   | 56      |                   |
| 7       |                   | 32      |                   | 57      |                   |
| 8       |                   | 33      |                   | 58      |                   |
| 9       |                   | 34      |                   | 59      |                   |
| 10      |                   | 35      |                   | 60      |                   |
| 11      |                   | 36      |                   | 61      |                   |
| 12      |                   | 37      |                   | 62      |                   |
| 13      |                   | 38      |                   | 63      |                   |
| 14      |                   | 39      |                   | 64      |                   |
| 15      |                   | 40      |                   | 65      |                   |
| 16      |                   | 41      |                   | 66      |                   |
| 17      |                   | 42      |                   | 67      |                   |
| 18      |                   | 43      |                   | 68      |                   |
| 19      |                   | 44      |                   | 69      |                   |
| 20      |                   | 45      |                   | 70      |                   |
| 21      |                   | 46      |                   | 71      |                   |
| 22      |                   | 47      |                   | 72      |                   |
| 23      |                   | 48      |                   | 73      |                   |
| 24      |                   | 49      |                   | 74      |                   |
| 25      |                   | 50      |                   | 75      |                   |

**Ensure that all exhibits are correctly packaged and labelled. If in doubt, seek advice from your forensic department.**

