

New Grading Framework

Grade	Definition	Service delivered
P1 Immediate	Definition – an incident which shows one of the following (not an exhaustive list): <ul style="list-style-type: none"> • A danger to life/use or immediate threat of use of violence/ serious injury to a person • The crime is in progress or the incident is on going and continues to present a risk to others • An offender has been disturbed at the scene/ offender has been detained and poses or is likely to pose a risk to others • The police staff/officer has reason for believing the incident should be graded as an Immediate 	We should arrive on scene as soon as possible and within 15 minutes of receiving the call
P2 Priority Response	Definition – an incident which shows one of the following (not an exhaustive list): <ul style="list-style-type: none"> • There is a concern for someone's safety • A key witness or other key evidence is likely to be lost if we do not attend • An offender has been detained at the scene by a member of the public but poses no risk • The police staff/officer has reason for believing the incident should be graded as a Priority Response 	We should arrive on scene as soon as possible and within 60 minutes of receiving the call
P3 Priority Investigation	Definition – an incident which shows one of the following (not an exhaustive list) but where the risk can be managed: <ul style="list-style-type: none"> • There is a concern for an individuals welfare but the risk can be safely managed • There is a need for an investigation and it is time critical to prevent key witness or other key evidence being lost • The police staff/officer has reason for believing the incident should be graded as a Priority Investigation 	We should arrive on scene as soon as possible and within 8 hours of receiving the call
P4 Scheduled Investigation	Definition – an incident which: <ul style="list-style-type: none"> • There are proportionate lines of enquiry and these enquires cannot be completed other than by physical attendance by an officer • There is a need for an investigation but it is not time critical (i.e. no perishable evidence or particular safeguarding needs) • And any THRIVE + concerns can be managed until a suitable appointment is available 	An appointment should be made for Investigation officers to attend within 3 days

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P5 Initial Investigation	Definition – an incident which: <ul style="list-style-type: none"> • Can be investigated via phone or other means by engaging with the caller • The incident demonstrates a low THRIVE + requirement 	An appointment should be made for Investigation officers to complete an initial investigation within 3 days
P6 Neighbourhood Resolution	Definition – an incident which has: <ul style="list-style-type: none"> • Manageable THRIVE + concerns, which require preventative problem solving to prevent crime, antisocial behaviour or repeat demand 	An appointment should be made for Neighbourhood officers to attend/make contact within 5 days
P7 Support Incident	Definition – an incident which shows one of the following: <ul style="list-style-type: none"> • A police resource is required to complete a task which requires completing in a reasonable time frame • An incident which is being developed prior to a resourcing decision • Or the police staff/officer has reason for believing the incident should be graded as a Support Incident 	Attendance time will be dependant on individual circumstances
P8 Internally Generated Task	Definition – an incident which: <ul style="list-style-type: none"> • Is internally generated • Is resourced by the department/officer creating the incident • The incident demonstrates a THRIVE + requirement 	Creating officer addresses the needs of the incident
P9 Contact Resolution	Definition – an incident where: <ul style="list-style-type: none"> • There is no requirement for the police to attend • It can be resolved via phone or other means • It doesn't demonstrate any THRIVE + requirements • It has been resolved by Contact Staff 	Resolve the matter via phone or other means

Think **T H R I V E + !**

