



Deployment of Resources Procedure Surrey

Policy

Force Command and Control Policy Surrey and Sussex

Procedure

1. Introduction

- 1.1 This procedure outlines the framework for managing demand into and out of the Force Command Centre including the deployment of resources and initial command of incidents requiring a police response. It covers the full journey from first contact to resolution, including:
- Receiving contact via public-facing channels (e.g. 999, 101, online),
 - The application of THRIVE to assess threat, harm, risk, vulnerability, and determine appropriate grading,
 - The initial assessment and grading of incidents requiring a police response,
 - The process and oversight involved in upgrading or downgrading an incident's response,
 - How dispatchers deploy resources and manage initial command and control,
 - Coordination with other emergency services and partner agencies for a collaborative response to incidents, working to JESIP Principles,
 - The force's response to incidents involving mental health,
 - How incidents will be closed, and outcomes recorded, and
 - Governance, accountability, and continuous improvement through reflective practice and lessons learned.
- 1.2 All contact into Surrey Police, whether through 999 or 101 calls, front counter visits, or digital routes like online crime reports, social media messages, and Single Online Home (SOH) submissions, is CRITICAL and must be treated with equal importance.
- 1.3 Our deployment decisions are underpinned by a clear gradings framework, ensuring that every report, whether it results in a graded response or not, is

assessed in line with threat, harm, and risk alongside vulnerability, investigative opportunities, and engagement.

1.4 We are committed to:

- Actively monitoring all digital contact channels,
- Triaging and assessing online crime reports within 24 hours, and
- Providing a timely response that aligns with the Victims' Code of Practice (VCOP), ensuring victims receive appropriate support and communication.

1.5 Even during times of heightened demand, and into surge levels, we will aim to maintain a visible and responsive presence across non-voice contact channels, preserving digital access as a reliable route into policing.

1.6 Our approach is fully aligned with the *National Standard for Incident Recording (NSIR), **National Crime Recording Standard (NCRS), and ***Home Office Counting Rules (HOCR) and the supporting consistent decision-making, accurate recording, and public accountability across all forms of contact.

***NSIR** ensures all incidents reported to us are consistently categorised and recorded from the first point of contact, supporting risk-based deployment decisions.

****NCRS** requires us to accurately identify and record notifiable offences at the earliest opportunity, including when reported via 999, 101, or online.

*****HOCR** guides how we classify and count crimes once recorded, ensuring consistency in how we log and update crime-related incidents.

2. Dispatch and Deployment Authority

2.1 All grading, dispatch and deployment decisions must be made within the Force Command Centre.

2.2 Once a unit has been dispatched, they **must** continue to deploy without delay.

2.3 There must be **no** telephone triaging of an incident, and local supervisors **must not** intervene to stop or alter the deployment.

2.4 If there is a difference of opinion regarding the grading or necessity of deployment, the local supervisor must escalate the matter to a Dispatch Supervisor.

2.5 If further escalation is required, the Duty Inspector should consult the Force Incident Manager (FIM).