



House To House (H2H) Policy

Policy

1. Introduction

1.1 The use of 'House-to-House', (H2H) enquiries within an investigation enables investigators to identify suspects / victims / subjects, canvass for witnesses, gather intelligence and local information and provide community reassurance in areas that are connected to an incident.

2. Scope

2.1 House-to-House enquiries are likely to feature in any type or number of investigations or policing incidents. They are not necessarily always resource intensive and the principles are scalable to accommodate cases of both volume and serious crime as well as supporting enquiries into non-crime related matters.

3. Statement

3.1 The following procedure aims to: -

- Provide an overview of the principles underpinning the use of house-to-house enquiries.
- Assist in ensuring house-to-house enquiries are considered, implemented, and used effectively at the appropriate juncture within an investigation or policing incident.
- Reference practical considerations when implementing a house-to-house element of an investigation or policing incident.
- Outline training provisions and considerations.

Procedure

1. The use of house-to-house is a technique that assists the police service to identify suspects / victims / subjects by establishing the identities of those who live / work in particular areas as well as those who have visited / travelled through areas and obtain accounts of their whereabouts and movements during any relevant time periods. Conversely it can enable investigators to eliminate persons from an investigation. Concurrently the technique is used to canvass for witnesses in those areas that are relevant to a crime or policing incident.

1.2 The use of 'House-to-House' enquiries should be considered across a range of criminal investigations or to support other policing incidents such as 'missing

person' enquiries. Clear rationale should be recorded as to why house-to-house is used or not within an investigation or policing incident.

- 1.3 House-to-House enquiries are most often utilised in residential areas however, the technique can be used in any location where both dwelling and non-dwelling premises are to be found, e.g., town centres, business parks, industrial estates, rural settings.
- 1.4 It is imperative that temporary, retail, business, commercial and community premises are included within any identified house-to-house parameters.
- 1.5 House-to-House enquiries are not necessarily always resource intensive. A single officer may be able to conduct House-to-House enquiries most effectively in the immediate area of any crime or policing incident without the need for an overly bureaucratic process of coordination and administration. However, when conducted in respect of homicide or other large investigations, or over a vast or intricate area, it is likely that greater coordination and administration will be required. To this end the use of house-to-house as a technique is scalable depending upon the nature and gravitas of the investigation or incident.
- 1.6 Whether house-to-house is undertaken on a small or large scale the process must be conducted thoroughly in a structured manner, recorded accurately and the product reviewed and disseminated promptly. If not conducted with the appropriate rigour an individual may be missed whose potential as a suspect or witness cannot then be considered or assessed. It is therefore important that investigators, house-to-house coordinators, and those police personnel conducting the enquiries fully understand the principles underpinning its use.

2. Developing a Strategy

2.1 SIOs, (Senior Investigating Officer) or lead investigators and house-to-house coordinators must ensure objectives and parameters are documented and clearly communicated to the wider team. The strategy must have considered: -

- Setting appropriate objectives, e.g., suspect / victim / subject identification, witness identification, physical evidence recovery, intelligence gathering.
- Identifying location, time, and objective parameters, which should be under constant review throughout the investigation.
- Consideration of CCTV, security doorbell and dash cam opportunities during house-to-house enquiries and how enquiries officers should deal with this.
- Use of MIPP, (Major Incident Public Portal).
- Use of PDFs, (Personal Descriptive Forms).
- Consideration of media and communications strategies.
- Use of leaflets and appeal posters.
- Use of social media to support an appeal for information.
- Regular review of the house-to-house documentation to ensure that it is relevant and specific to an investigation.
- The use of Police Search Advisors, (POLSAs); behavioural advisors; geographic profilers and NCA, (National Crime Agency) Major Crime Investigative Support may add value in determining appropriate location parameters.
- Guidance for enquiries officers if the suspect / subject could potentially be within the identified parameters and what direction is in place to deal with this eventuality. Similarly, if enquiries officers identify key witnesses, learn of potentially crucial information, or come across any physical evidence.

Further information relating to development of strategies and parameters can be found within the College of Policing (APP); ACPO Practice Advice on House-to-house Enquiries 2006; National Police Chiefs' Council (MCIM 2021).

3. Developing Objectives

3.1 Introducing house-to-house as a line of enquiry within an investigation or incident should be considered around the following objectives: -

- Identifying suspects / victims / subjects and witnesses.
- Identifying events connected to the incident.
- Identifying property and vehicles connected to an incident.
- Recovering evidence.
- Gathering intelligence and local information.
- Providing community reassurance.

3.2 'Gold', SIOs, or lead investigators and house-to-house coordinators must ensure that any reassurance and crime prevention information given to the public during house-to-house enquiries is consistent with and limited to any media release and community impact strategy in place at the time and documented accordingly.

3.3 All premises within the line of sight of identified scenes, all access and egress routes and areas where an offender may have concealed themselves, (before, during or after an incident) should be considered. Additional consideration should be given to locations the suspect / victim / subject was last seen, any locations they frequented, any known or suspected 'dump' sites and any routes to and from the above.

3.4 As knowledge within an investigation or incident increases 'House-to-House' enquiries will become more specific and focused. To this end the timing of a 'House-to-house' deployment should be considered carefully having regard to the stage of an investigation or incident and the intelligence / information available.

3.5 During the initial response phase of an incident or investigation, it is likely that fast track enquiries will be conducted in the location where an offence or incident occurred. The object of such enquiries will be the early capture of intelligence / information and evidence that could / will enable the investigation to progress. At this time the level of information available is likely to be limited which will invariably mean any house-to-house enquiries conducted will be general in nature.

3.6 Any information obtained during these initial fast track enquiries must be recorded and passed to the Major Incident Room, (MIR) and house-to-house coordinator in order that they can get a clear picture of what has and has not been done and to what degree.

3.7 Accurate records must be made of all properties visited and persons seen and must also include details of persons who say they have no information to give and properties where there was no reply.

3.8 'Initial Enquiries and Witness Account Forms' must be used for this purpose however they are not intended as a replacement for the 'Questionnaires' which will still need to be completed during the formal house-to-house stage. The object is to capture any immediate lines of enquiry. The form is designed for use during the

'Golden Hour/s' in the immediate aftermath of an incident and allows early enquiries to be conducted and details to be recorded accurately. It assists to identify potential witnesses without the need for completing time-consuming 'Questionnaires' at an early stage of the enquiry.

- 3.9 Careful consideration must be given to the actual time physical visits will be made to addresses as ill-timed visits could have a detrimental impact on individuals and the wider community. This could adversely affect the public support of an investigation and the quality of information they are able or willing to provide.

4. Coordination and Administration

- 4.1 This procedure is not prescriptive as to the type of investigations or policing incidents which may require a coordinated house-to-house deployment.
- 4.2 The level of house-to-house enquiries and the size of the area determined within the parameters will, to a considerable extent, determine the degree of resources required. Where house-to-house is confined to fast-track actions in the immediate vicinity of relevant scenes or when used in smaller localised enquiries, those officers initially deployed may have the capacity to undertake the task to completion. More extensive house-to-house enquiries will require coordination and the deployment of additional resources.
- 4.3. The decision to use house-to-house resources will be that of 'Gold', the SIO or the lead investigator of an investigation or policing incident to determine in consultation with a house-to-house coordinator.
- 4.4 The decision to utilise MIPP during an investigation will be that of 'Gold' or the SIO. During office hours it will be the responsibility of the HOLMES, (Home Office Large Major Enquiry System) team to create the MIPP template, out of office hours the responsibility will fall to the OM, (Office Manager). It must be appreciated that there are likely to be occasions when House to House enquiries are being conducted simultaneously on both paper and MIPP during the same investigation. Whilst not ideal, it will, at times, be unavoidable for a variety of reasons, e.g., initial investigation run locally by division for a period of time before it is handed over to MCT; delay in SIO confirming investigation is to be run on HOLMES; unforeseen technical issues.
- 4.5 House-to-house deployments which require an element of coordination will be developed, implemented, and managed by a house-to-house coordinator who will work in conjunction with the SIO or the lead investigator of an investigation or policing incident.
- 4.6 Once a decision is made to undertake coordinated house-to-house enquiries as part of an investigative strategy, two trained house-to-house coordinators will be identified and deployed at the direction of the SIO or the lead investigator. On occasion it may be appropriate that only one house-to-house coordinator is needed to support an investigation or policing incident however this will be a decision made by 'Gold', the SIO or the lead investigator.
- 4.7 Contact details of trained house-to-house coordinators will be held by and can be found through the FCR, (Force Control Room - Ops. 2) or MCT, (Major Crime Team).

- 4.8 Identified house-to-house coordinators will be seconded to undertake this role for as long as required throughout the duration of any investigation or policing incident and will not be expected to continue working their usual role alongside.
- 4.9 Trained house-to-house coordinators will have their respective contact details stored on a closed WhatsApp group on Police Issue Smartphones to allow for effective communication.

5 House-to-House Coordinator Responsibilities

5.1 Although not an exhaustive list, the following must be seen as the core responsibilities of the house-to-house coordinator: -

- Attend briefings and participate as a member of the management team for the investigation or policing incident.
- Arrange suitable accommodation and any logistical support required for the deployment.
- Arrange appropriate resources, (MCT led – Force Resourcing / Division led – Divisional SMTs).
- Visit the house-to-house focal location/s and conducting scoping of same.
- Write the house-to-house strategy and draft the bespoke questions to be asked.
- In conjunction with 'Gold', the SIO, or the lead investigator, set and agree the parameters for the deployment and the questions to be asked.
- Consult with the HOLMES, (Home Office Large Major Enquiry System) manager and their team regarding the implementation of MIPP.
- Create the house-to-house packs which will include sufficient necessary documentation to allow those conducting the enquiries to complete the task.
- Brief and debrief house-to-house enquires officers.
- Record and maintain a resources list which will include the names and contact details of all enquiry's officers undertaking the deployment.
- Create a street index of all premises identified within the set parameters.
- Review and quality assure completed documentation in a timely manner, ensuring responses are forwarded in the form of an Officers Report, (OR) to the MIR, or the lead investigator at the earliest opportunity thereby maintaining momentum in the investigation.
- Identify fast track actions and bring them to the attention of 'Gold', the SIO or the lead investigator.
- Identify and disseminate intelligence which, although not pertinent to the investigation at hand, may be of significance to ongoing local objectives or investigations.
- Ensure the security of all relevant documentation.
- Create and maintain a spreadsheet detailing the status of the house-to-house enquiries at any given time, this will be accessible to those who may have the need to review same.
- Scope additional identified parameters.
- Write further specific strategies, questions, briefings and create new house-to-house packs as required.
- Ensuring, wherever possible, that any available CCTV footage is uploaded as expeditiously as possible, and where it is necessary to capture footage from a standalone digital system, this is brought to the attention of the OM.
- Create and ensure delivery of leaflet drops following consultation with 'Gold', the SIO or the lead investigator.

- Complete a Closing Report which will summarise the house-to-house enquiries undertaken.
 - Ensure all documentation is delivered to the MIR or the lead investigator in a timely manner once the house-to-house element of an investigation or policing incident is complete.
 - Ensure the welfare of all staff deployed on house-to-house enquiries throughout the house-to-house element of the investigation or policing incident.
 - Should any new crime be disclosed or identified during house-to-house enquiries, these must be recorded where appropriate in accordance with HOCR.
- 5.2 Trained House-to-House coordinators will have access to the restricted house-to-house coordinators folder where all requisite forms can be found in digital format and where all ancillary documents and spreadsheets will be created and stored.
- 5.3 Trained House-to-House coordinators will be responsible for maintaining a house-to-house deployment kit which will provide the requisite material to support a deployment.
- 5.4 Each kit will contain the following items: -
- Folders
 - Stationary

6. House-to-House Coordinator Practical Actions and Considerations

- 6.1 Whilst flexible to a degree the below identifies the best practice methodology to structure, commence, maintain, and manage an efficient and successful house-to-house element of an investigation or policing incident.
- 6.2 Once briefed themselves on a house-to-house deployment there are numerous preparatory tasks that the house-to-house coordinator must complete before they in a position to brief and send the enquiries officers out to commence same. It is important that house-to-house coordinators are given the time to complete these preparatory tasks.
- 6.3 Enquiries should be made with the relevant local borough commander of an investigation or policing incident to identify suitable accommodation within their jurisdiction for the House-to-House enquiries to be based.
- 6.4 Contact should be made with Force Resourcing / Divisional SMTs at the earliest opportunity to secure the required resources, (details of the operation name, authorising officer, house-to-house coordinator, briefing locations and times and parking considerations will need to be provided).
- 6.5 The key to the successful resourcing of a house-to-house deployment is to secure in advance the number of staff required that will be manageable whilst also being sufficient to complete the task effectively and efficiently.
- 6.6 Traditionally PCSOs on duty time have been used to undertake the role of enquiries officers. Force Resourcing will identify and nominate PCSOs as required and will provide the house-to-house coordinator with a spreadsheet detailing same. Divisional SMTs will expect the house-to-house coordinator to consult

closely with local borough commanders to secure the support of PCSOs from across the respective division.

- 6.7 It is not possible to be prescriptive in respect of how many enquiries officers would be required for any given house-to-house deployment as every investigation is different. house-to-house coordinators must be mindful of how resource intensive large-scale investigations can be and the impact of the additional demand placed upon SNTs, particularly where the incident leading to an investigation has occurred.
- 6.8 House-to-house' coordinators will not seek to secure resources on overtime unless with prior authorisation of 'Gold', the SIO or the lead investigator.
- 6.9 Based on the information given in the briefing the house-to-house coordinator will produce maps of the identified areas along with prints of the respective QAS, (Voters) data.
- 6.10 The House-to-House coordinator must then visit and scope the identified areas to record and marry up all the individual addresses / properties as well as identifying discrepancies and anomalies between same. It is essential at this stage to denote all obvious potential CCTV, security doorbell, dashcam opportunities.
- 6.11 Once the scoping exercise has been completed the house-to-house strategy will be written, this will include the 'Questionnaire' with a draft of the bespoke questions to be asked and will incorporate a copy of the 'CCTV Form' and copies of all relevant maps. Once written, the strategy will be sent to 'Gold', the SIO or the lead investigator for approval.
- 6.12 The house-to-house packs can only be fully created when approval of the house-to-house strategy has been given.
- 6.13 If MIPP **is not** being utilised the house-to-house packs will consist of: -
- Main folders with 'Street Forms' attached to the front to be used by the enquiries officers, (referred to as the 'Enquiries Folders').
 - Replica secondary folders but of a different colour which will be used by the House-to-House coordinator to retain all completed enquiries, (referred to as the 'Coordinators' Folders').
 - A written brief in line with the most current media release, (to include the
 - NICHE occurrence number).
 - Maps of the areas relevant to the pack.
 - 'House Occupants Forms'.
 - 'Questionnaires'.
 - 'CCTV Forms'.
 - CCTV Pro-Formas
 - PDFs', if required. ('Gold', the SIO, or lead investigator will determine if PDFs are to be used and will set the respective PDF parameters).

The below process MUST be followed:

- 6.14 Each folder will be allocated a unique sequential number to be recorded in the 'H' box of the attached 'Street Form', (for HOLMES indexing purposes) as they lend themselves to their priority in the investigation or the natural geography of the

areas identified. This is the 'Folder Number' and will form the first factor of the HOLMES indexing reference, e.g., **H – 1**.

- 6.15 No more than 25 addresses must be recorded on each 'Street Form' and the address numbers or names will be written in consecutive order down the form against the empty fields 1 to 25 as required.
- 6.16 Multi occupancy buildings such as blocks of flats or hotels may be recorded on a single 'Street Form'. This will allow each flat or room to be recorded and dealt with as a separate entity.
- 6.17 The details of only one street or multi occupancy building must ever be recorded at a time on a 'Street Form'. Where the number of addresses in a street extends beyond 25 premises then it will be a decision for the House-to-House coordinator how to capture all relevant addresses as they deem the most appropriate, e.g., sequentially, odds / evens. This is most likely to be dictated by the geography of the street / multi occupancy building in question.
- 6.18 Those addresses where obvious potential CCTV, security doorbell, dashcam opportunities have been identified during the scoping phase will be denoted on the 'Street Form' with an asterisk against them in order that they can be visited first regardless of what order they feature within all the addresses of a pack.
- 6.19 Details of any premises which are confirmed as unoccupied, or derelict must be recorded on the 'Street Form' together with an explanation of their status. They will simply be recorded as 'Derelict' / 'Unoccupied' on the 'Street Form' as necessary with any further explanation being recorded on a 'House Occupants Form' which must also be created regardless.
- 6.20 Premises identified which are not to be visited, e.g., the scene, suspect's / victim's home address, must be clearly marked on the 'Street Form' to avoid any compromise.
- 6.21 Non-existent addresses, e.g., streets that do not contain premises of number 13 or that have been recently demolished, must be identified to prevent confusion.
- 6.22 The relevant number, (between 1 and 20) against which an address has been recorded on the 'Street Form' is the 'Street Number' and will form the second factor of the HOLMES indexing reference, e.g., **H – 1 / 7**, (where **1** is the 'Folder Number' and **7** is the 'Street Number'. *** The 'Street Number' must not be confused with the address number or name as the two are rarely the same. ***
- 6.23 The relevant number, (between 1 and 6) against which an individual's details are recorded on a 'House Occupants Form' is the 'Occupant's Number' and makes up the third and final factor of the HOLMES indexing reference, e.g., **H – 1 / 7 / 2**, (where **1** is the 'Folder Number', **7** is the 'Street Number' and **2** is the 'Occupant's Number'). Once all three factors of the HOLMES indexing reference have been established it is the responsibility of the House-to-House coordinator to record the completed reference in the respective field on the 'House Occupants Form'. Enquiries officers **MUST NOT** complete this.
- 6.24 If MIPP is being utilised the 'House to House' packs will consist of: -
- Main folders with 'Street Forms' attached to the front to be used by the enquiries officers, (referred to as the 'Enquiries Folders').

- Replica secondary folders but of a different colour which will be used by the House-to-House coordinator to retain all completed enquiries, (referred to as the 'Coordinators' Folders').
- A written brief in line with the most current media release, (to include the NICHE occurrence number).
- Maps of the areas relevant to the pack. Maps will be produced using the HOLMES mapping tool in order that they are consistent with those used by the MIR.
- 'House Occupants Forms'.
- 'CCTV Pro-Formas'.
- 'PDFs', if required. ('Gold', the SIO, or lead investigator will determine if PDFs are to be used and will set the respective PDF parameters).

And the below process MUST be followed:

6.25 The 'Questionnaire' and 'CCTV Form' will be found on the respective MIPP template for completion. Actions in respect of 'Street Forms'; 'House Occupants Forms'; 'CCTV Pro-Formas' and 'PDFs' remain the same.

6.26 It is imperative that the MIPP URN is cross referenced accurately by the enquiry's officers on the 'House Occupants Form' in place of the 'H' reference.

7. Enquiries Officers

7.1 Warranted officers will be deployed individually, non-warranted officers will, whenever possible, be deployed in pairs.

7.2 All staff to be deployed on house-to-house enquiries must be briefed prior to beginning their enquiries in order that they understand the nature of the deployment, its objectives and the relevant parameters set.

7.3 Briefings, and (debriefings) must be conducted at appropriate intervals, as necessary. It is important staff have knowledge of information which the force has released to the public through the media or other mediums.

7.4 Enquiries officers must be provided with the contact details of the House-to-House coordinator prior to being deployed.

7.5 Enquiries officers will sign acceptance of the pack/s they are given in the relevant field at the bottom of the 'Street Form' and will be advised that upon completion of their deployment they MUST return to the briefing location and hand them over to the house-to-house coordinator so that the returns can be reviewed and quality assured.

7.6 In addition, direction must be provided to enquiries officers around the following areas:-

- The need to always ensure the security of packs and associated documentation.
- The participation of the public is voluntary.
- Entries must be legible and accurate so that they can stand up to scrutiny, (any errors must be made clear and initialled). The requirement for all asterisked

addresses to be visited first regardless of where they are situated within any given street.

- The use of MIPP.
- The requirement if PDFs are to be completed.
- Action to be taken if there is a belief they have identified or located a suspect / victim / subject.
- Action to be taken if a potential key witness is identified.
- Action to be taken if potentially significant information is provided.
- Action to be taken if items of potential evidential value are located or identified.
- What action to take if individuals refuse to assist the investigation.
- Their own safety and welfare.

- 7.7 Once deployed, enquiries officers must visit each address detailed within their allocated enquiries folder/s. Upon conducting initial enquiries at a premises, they must ascertain the number of **all** persons, (regardless of age) who are resident at or who were working or visiting the premises within the relevant time parameters. The total number of persons will be denoted by use of the recognised tally system and are to be recorded in the relevant field on the 'Street Form'.
- 7.8 Should occupants be identified as having moved in after the relevant time parameters, their details will still be taken along with any name and contact details, they are able to provide, if any, of the previous occupant/s. The new occupants will also be asked to provide details of any known estate agent or housing association involved in the recent move of the previous occupant.
- 7.9 Having established the respective number of persons, their personal details and the ancillary details regarding adjacent addresses will be fully recorded on the 'House Occupants Form', irrespective of whether an individual is to be interviewed or a 'Questionnaire' is to be completed.
- 7.10 All occupants of an address aged over 10 years will be asked to participate in the brief interview with the 'Questionnaire' being completed at the time in their presence. The interview should, where possible, be conducted out of the hearing of other individuals who are to be interviewed. It is appreciated that some parents / guardians may not wish their children to be interviewed, in these instances their wishes will be respected with a note being made in the relevant field on the respective 'House Occupants Form'.
- 7.11 In addition to completing 'Questionnaires' at an address, enquiries officers will complete a 'CCTV Form' where a CCTV system is identified as being operable and which has recorded any footage within any identified time parameters. (This is irrespective of whether the occupant advises that they have viewed the footage themselves and "it doesn't show anything").
- 7.12 Having established that CCTV footage exists enquiries officers will generate a NICE Investigate link and provide it to the occupant.
- 7.13 Whenever possible, enquiries officers will be expected to remain at an address until the occupant has uploaded the footage onto NICE Investigate, supporting them to do so as necessary.
- 7.14 Once uploaded enquiries an officer will be expected to complete a 'CCTV Pro-Forma' statement with the occupant exhibiting the footage.

- 7.15 If MIPP is not being utilised enquiries officers will record the NICE Investigate URN on the 'CCTV Form' for cross referencing purposes. When MIPP is being utilised enquiries officers must indicate in the relevant fields if they have viewed any footage themselves and if the footage has been uploaded. They must also accurately record the NICE Investigate URN in the relevant field for cross referencing purposes.
- 7.16 When a decision has been made to use PDFs, it will be a matter of appropriate and effective communication on the part of enquiries officers, as well as observation, in order to ensure same is completed as accurately as possible.
- 7.17 Children under the age of sixteen will not be interviewed without the presence of a parent or guardian unless at the direction of 'Gold', the SIO or the lead investigator or following consultation with the house-to-house coordinator.
- 7.18 Vulnerable adults will not be interviewed without the presence of an Appropriate Adult, (A/A) unless at the direction of 'Gold', the SIO or the lead investigator or following consultation with the house-to-house coordinator.
- 7.19 On occasion when an identified resident who would ordinarily be interviewed cannot be due to illness, their details will be recorded on the 'House Occupants Form' with a brief explanation written in the 'Remarks' field. Similarly, when an identified resident who would ordinarily be interviewed has not and is possibly not likely to be seen, e.g., in hospital, abroad, away at university, their full details including name, phone number and email address will be recorded on the 'House Occupants Form' with a brief explanation written in the 'Remarks' field as to their future availability or otherwise. Any other such anomalies in respect of identified residents will also be recorded on the respective 'House Occupants Form'.
- 7.20 'Questionnaires' will not routinely be completed remotely over the phone without prior consultation with the house-to-house coordinator.
- 7.21 Only once an individual has been interviewed and a 'Questionnaire' fully completed with them will the enquiries officer denote same by striking through a mark on the tally system on the 'Street Form'. This will allow the house-to-house coordinator and future attending enquiries officers to easily identify the number of persons identified at an address as having not yet been interviewed and who need to be revisited.
- 7.22 Must any individual refuse to be interviewed, the enquiries officer will seek to obtain as many personal details as possible from the individual in question and record same on the 'House Occupants Form' along with any reason given as to their refusal. Additionally, a brief description of the individual must be recorded. Any refusals must be brought to the attention of the house-to-house coordinator.
- 7.23 When enquiries officers receive no reply at an address the relevant field on the 'Street Form' will be left blank. This will allow the house-to-house coordinator and future attending enquiries officers to easily identify that the address is to be revisited.
- 7.24 Must it be established that an address has been unoccupied for a significant length of time, e.g., derelict, or previous occupant recently deceased the enquiries officer will record same in the relevant field on the 'Street Form' by simply writing either 'Derelict' or 'Unoccupied' as necessary with any further explanation being recorded on a 'House Occupants Form' which must also be created regardless.

- 7.25 Where enquiries officers identify an individual who has information to impart but who lives beyond the designated house-to-house parameters, their personal and contact details along with the information they have provided must be obtained and submitted on a 3x5x2 in the normal way with the submission entitled with operation name. Enquiries officers must also notify the house-to-house coordinator of such instances upon their return to the briefing location.
- 7.26 Must an enquiries officer encounter a language difficulty between themselves and any individual they will be expected to make every effort to complete the enquiry by using the services of 'DA Language'.
- 7.27 Once as many premises as listed within the individual 'Street Forms' have been visited and as many occupants interviewed, within the given timescale determined by the house-to-house coordinator, enquiries officers must return to the briefing location. All folders and associated documentation must then be handed to the house-to-house coordinator who will review, and quality assure same.
- 7.28 A failure to fully interview a particular individual at a premises but where information has been provided must not prevent a flow of information between the enquiry's officers, the house-to-house coordinator and 'Gold', the SIO or lead investigator. Such occasions may result in investigative opportunities being missed or delayed if the information is not reported at the earliest opportunity.
- 7.29 Enquiries officers must always be conscious of their safeguarding responsibilities should they observe any signs of any domestic abuse, child abuse etc. when attending addresses and conducting interviews.

8. MIPP

- 8.1 MIPP is a digital data platform which interfaces with HOLMES and is used by several UK police forces when investigating major crimes. The site can be found at <https://mipp.police.uk>
- 8.2 The site has dual accessibility in that members of the public can access any respective investigation within and provide information as they are willing and able. However, its functionality also enables police forces to create secure access with the use of a password thus enabling enquiries officers to record the details of house-to-house enquiries against a respective investigation directly onto the system from the doorstep with the use of their MDTs.
- 8.3 Additionally, the platform enables still images and CCTV footage to be uploaded as considered necessary and appropriate by 'Gold' or the SIO for the public to view. These can also be shown to occupants and members of the public by enquiries officers whilst out on the ground.
- 8.4 QR codes can also be created against any respective investigation to provide an immediate link to same.

9. CCTV / MIPP

- 9.1 It is imperative that the house-to-house coordinator works closely with the designated CCTV coordinator and their team throughout the course of an investigation to ensure all possible evidential CCTV footage is secured at the earliest opportunity.
- 9.2 The decision to use MIPP during an investigation will be that of 'Gold', the SIO or

the lead investigator.

- 9.3 Enquiries officers will be directed to prioritise attending those addresses which have been highlighted as having obvious potential CCTV opportunities and will fully complete the house-to-house documentation including the 'CCTV Form' if CCTV, security doorbell or dash cam exists.
- 9.4 If a decision has been made to use MIPP in the investigation, the enquiries officer will then record all the relevant details onto the relevant page within the MIPP website, <https://mipp.police.uk> and write the generated MIPP URN on the 'CCTV Form'.
- 9.5 Enquiries officers will be expected to encourage occupants of those premises with CCTV, security doorbell or dash cam footage to upload it onto the MIPP website whilst they are present. If for any reason this is not possible, they will seek to view the footage themselves to establish its value if any and provide the occupant with the MIPP URN and ask them to upload the footage at the earliest opportunity.
- 9.6 If a standalone CCTV system is identified at an address which is not compatible with MIPP, then enquiries officers must seek to view the footage themselves to establish its value if any. Enquiries officers must be mindful to avoid loss of footage if they or the occupant are unsure how the system works. Contact must be made with the house-to-house coordinator in order that arrangements can be made for the footage to be seized with the use of the appropriate storage media.
- 9.7 If it is established that any footage is time critical, enquiries officers will notify the house-to-house coordinator immediately in order that arrangements can be made to secure same before it is lost.
- 9.8 Enquiries officers must be familiar with the Body Worn Video policy Surrey and Sussex regarding the use of Body Worn Video, (BWV), and their use must not replace the seizure of the footage. Only when the footage is unavailable for download and the criticality of the incident and circumstances dictate, should BWV be used to make a recording of footage. Guidance must be sought from the house-to-house coordinator in these circumstances.
- 9.9 House - to -House coordinators will be responsible for ensuring every effort is made to secure any CCTV footage from an address by means of upload all the while there is a need to visit same, that is until all occupants have been seen and all 'Questionnaires' have been completed. If by this time it has still not been possible to do so the OM will be notified, and the responsibility will fall to them to arrange follow up visits to those addresses, resourced by officers / staff within the MIR.
- 9.10 Enquiries officers will not routinely revisit addresses to secure outstanding CCTV footage where all occupants have been seen and 'Questionnaires' completed. However, where resources allow, an agreement can be reached between the 'House to House' coordinator and the OM for enquiries officers to assist in this regard.

10. Fast Track Intelligence

- 10.1 Any information obtained during house-to-house enquiries that is deemed to have a significant bearing on the strategy and objectives of the investigation, MUST be reported to the house-to-house coordinator immediately.

11. Mass DNA Screening

- 11.1 If mass DNA screening is adopted by 'Gold', the SIO or lead investigator as part of their 'Trace, Investigate, Evaluate' (TIE) strategy then it is likely that the house-to-house coordinator will be tasked to facilitate this with their team.
- 11.2 'Gold', the SIO, or the lead investigator will determine if the screening strategy is implemented in conjunction with or separately from the house-to-house enquiries following consultation with the house-to-house coordinator.
- 11.3 All actions undertaken in respect of any DNA screening will be done so in accordance with separate written procedures.

12. Data Management and Disclosure

- 12.1 All material gathered during house-to-house enquiries must be considered in line with the statutory obligation placed upon the police service by the Criminal Procedure and Investigations Act 1996, see:- section 23 Code of Practice to the Act. The material gathered must be recorded appropriately to allow for assessment in accordance with the Act.
- 12.2 House-to-house coordinators and enquiries officers must treat the material they are provided with and gather during a house-to-house deployment in accordance with the Data Protection Act 2018, UK GDPR, please refer to Government Security Classification Procedure Surrey and Sussex, and the Information Security Policy Surrey and Sussex.
- 12.3 Where a house-to-house deployment forms part of a homicide investigation or other major incident investigation where a HOLMES supported MIR has been established; house-to-house material will be managed in accordance with 'Major Incident Room Standardised Administrative Procedures', (MIRSAP) or at the direction of the SIO or MIR office manager.
- 12.4 In respect of major crime, returns recorded and submitted digitally via MDTs will automatically upload onto HOLMES, should any paper returns be generated, these will be manually uploaded onto HOLMES by the HOLMES indexers. Any paper documents generated for non-major crime investigations will be retained by the OIC in accordance with the crime retention policy and uploaded onto NICHE as necessary.

13 Training and Development

- 13.1 The training of house-to-house co-ordinators will be the responsibility of the house-to-house coordinator within the force.
- 13.2 The number of trained house-to-house coordinators will be reviewed annually to ensure resilience.
- 13.3 Newly appointed house-to-house coordinators will attend a comprehensive three-day training course which will encompass theory, case study and practical elements to give them the knowledge and confidence to undertake the role.
- 13.4 Newly appointed house-to-house coordinators will not be deployed until they have completed the requisite training. Furthermore, once trained they will not be solo deployed until they feel sufficiently competent to be so.

- 13.5 The lead house-to-house coordinator will ensure all house-to-house coordinators are kept informed of any relevant changes to legislation or procedure.
- 13.6 House-to-House coordinators will be expected to provide continued feedback and points of learning gathered from individual deployments to the lead House-to-House coordinator to enhance future learning and development.
- 13.7 House-to-House coordinators will attend an annual refresher training day arranged by the lead House-to-House coordinator.