



Neighbourhood Specialist Officers (NSO) - Investigation Workload Policy

Abstract

Neighbourhood Policing involves engagement with the community, problem solving and targeting activity where it is needed most.

Policy

1. Introduction

1.1 Neighbourhood Policing involves engagement with the community, problem solving and targeting activity where it is needed most. Neighbourhood Specialist Officers are Police Officers, and have the powers and capability to investigate crime, but there must be available capacity to take action on community safety priorities.

2. Scope

2.1 This procedure is designed to compliment the [Crime Management Framework](#) and Crime Allocation Policy, and provide a clear framework for investigation allocation for Neighbourhood Specialist Officers (NSOs).

3. Policy Statement

3.1 Whilst this procedure is principally based on the nature of safer neighbourhood policing, it is incumbent upon all decision makers to maintain **flexibility, pragmatism, and a victim-centered** approach to investigation ownership.

3.2 NSOs do not routinely carry crime investigations and should not be allocated crimes. NSOs will support neighbourhood issues which are repeat or chronic in nature. This does not include investigation of corresponding crimes, which should remain with the OIC. SNTs will lead on longer term problem solving, with partners, to address the repeat of chronic issue.

3.3 It will remain the responsibility of the Neighbourhood Sergeant to ensure sufficient support for NSOs, and that investigation workloads are being managed both diligently and expeditiously.

Procedure

1. Introduction

1.1 The following occurrences will be considered as suitable for allocation to NSOs:-

- “NN” Neighbourhood issues or problem-solving occurrences which are repeat or chronic in nature.
- Self-generated crimes.
- Self or direct line manager selected Crimes.
- Responding to directed taskings from the Safer Neighbourhood Team Office.

1.2 NSOs will also retain simple crime, without protracted enquiries which they have self-generated, for example basic drugs possession identified during a stop check.

2. Nothing in this policy precludes Neighbourhood supervisors or officers identifying particular crimes and requesting that they be allocated to them for investigation. Such crimes may fall outside the criteria above but represent an opportunity to have a positive local impact (crime reduction/detection/community confidence).

3. Departure from this procedure will be rare and should reflect only exceptional demands or requirements as determined through relevant T&CG. Acute issues will ordinarily be managed through traditional policing methods, although may be referred to Neighbourhood Team members to perform specific functions within their role.

3.1 It will be the responsibility of the NSO to comply with VICON/FICON updates.