



Reference No. [REDACTED]

C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances

- Key information to provide (if applicable):
- Who took the call?
- Where was the call sent to? (if an incident was raised)
- Who controlled the incident? (again, if applicable)

At [REDACTED] on the [REDACTED] received a call from [REDACTED]. [REDACTED] mentioned several times during the call that [REDACTED] was outside a [REDACTED] but [REDACTED] had gazzed the locus as [REDACTED]. The caller mentions that [REDACTED]. The correct locus was [REDACTED]. Officers attended the incorrect locus and found no trace of the [REDACTED]. The ACR supervisors then reviewed the call and corrected the locus this was [REDACTED] after the initial call. When officers attended the correct locus there was no trace of the [REDACTED] [REDACTED] should have been more vigilant ensure the correct locus had been selected the first time by using the [REDACTED].

mapping system. The ACR supervisor advised they would not be putting in a notable incident for this advised this would be done by the Service Centre.

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Incident Outcome

The correct locus was identified after a delay of [REDACTED]. The [REDACTED] was not traced and no further calls received regarding the [REDACTED]. The service advisor has been made aware of this incident and feedback provided.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Quality Monitoring was carried out on this call and feedback provided to the Service Advisor at the time. [REDACTED] has searched for [REDACTED] on the Gazateer and chosen the first option. Further questioning or use of the mapping system would have prevented this error. This has been a human error and [REDACTED] will be more vigilant in the future. This was not an IT issue.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
N.I.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Rationale	There is always a risk to the Force in terms of reputational issues when the incorrect locus has been selected for Police attendance. The delay encountered due to the noting of the wrong address could potentially have had significant implications.			

Actions Required	<p>The call has been fully reviewed in line with the PSSC QA process as an enhanced call evaluation and feed back provided to the Service Advisor both at the time and again by [REDACTED] own Team Leader later.</p> <p>The Service Advisor has already received the ABC 6 minute briefing during [REDACTED] training but this feed back has reminded [REDACTED] of the importance of verifying addresses and ensuring [REDACTED] selects the correct location from the command and control system using mapping if required.</p> <p>An assessment has been taken of Service Advisor's general call handling skills particularly in relation to verification of details and this will continue to be monitored by [REDACTED] Team Leader.</p>
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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions complete
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, consideration to be given to enhanced QA should further issues arise.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

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Details of Person Submitting Form	
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Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)
[REDACTED] call was answered at [REDACTED] by call handler [REDACTED]
Caller provided information that [REDACTED]
Incident raised timeously and populated as a Grade 1 PW-72. Call handler continually updating text but did not transfer the call to ACR.
At [REDACTED] call timed out and was automatically transferred by system to SOV who then

transferred direct to ACR [REDACTED]

Incident accepted at [REDACTED] ACR by [REDACTED] at [REDACTED]. ACR supervisor now aware. SC team leader verbally notified by ACR Sgt.

Unit dispatched at [REDACTED] by [REDACTED] and ambulance requested.

[REDACTED] automated 'in proximity' at [REDACTED] [REDACTED] traced safe and well, [REDACTED].

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Incident Outcome

The caller was traced safe and well within [REDACTED] of call being made. [REDACTED]
[REDACTED]. Left in care of staff and IVPD submitted.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Call handler is [REDACTED], likely call was not transferred due to inexperience. I believe that the call handler should be made aware of the incident and [REDACTED] progress monitored to ensure correct procedures met and understood.

[REDACTED]

From audit log and incident trail, I can see no IT errors that contributed to this incident.

From TL :

I was made aware of this by the ACR on the evening it occurred and spoke to [REDACTED]
[REDACTED]. I have reviewed the call and call monitored.

I have informed [REDACTED] of the failure to transfer the incident to the ACR and explained consequences. [REDACTED] apologies for not transferring and it has been put down to human error. [REDACTED]
[REDACTED]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
N.I.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

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Rationale	Ongoing concern for incident, not transfer by SA which had the potential to delay police attendance.
Actions Required	Call has been reviewed under SC establish process. SA is already recieveing enhanced QA due to [REDACTED].

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions complete
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed [REDACTED] I recommend consideration is given to providing additional support via one to one coaching or mentoring.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable)
<p>At time/date stated service advisor [REDACTED] received a [REDACTED] call from a distressed [REDACTED].</p> <p>[REDACTED]</p> <p>Calltaker confirms [REDACTED] but does not confirm town. Asks if it is [REDACTED] however caller advises [REDACTED] cannot confirm postcode. Incident is created priority 1 and gazed as wrong address of [REDACTED]. Calltaker tries to confirm [REDACTED] and makes reference to being near [REDACTED] however caller advises [REDACTED] isn't sure of area as has only visited once. Calltaker states [REDACTED] however caller advises it is near [REDACTED], which if checked is a</p>

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[REDACTED]

Call is [REDACTED] long and calltaker does not confirm town at any time.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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Incident Outcome

Once dispatched, police attended at correct address of [REDACTED]. After several attempts at door with no response, consideration was given to forcing entry however eventually [REDACTED] and was traced safe and well. [REDACTED]

Initial call grade PW-72 grade 1 - closed as PW-40 no crime, iVPD submitted.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

As Sgt based at [REDACTED] ACR, call taker [REDACTED] is based at [REDACTED] service centre therefore could not speak to face to face.

From reviewing the call in it's entirety, I can confirm the caller did provide the right address, whilst also providing the local area known as [REDACTED] [REDACTED] did not confirm the town of [REDACTED] [REDACTED] itself is a local area within [REDACTED]. The calltaker confirmed [REDACTED] on several occasions, however did not confirm the town at any time with the caller

STORM offers 4 x different options for [REDACTED] which calltaker did not confirm with caller.

I cannot comment on any IT issues / [REDACTED]

**** Update****

TL [REDACTED] quality monitored the call and feedback was given to SA on [REDACTED] [REDACTED] SA believed that when [REDACTED] said to the caller "Is that [REDACTED] area?" that caller had replied yes and so [REDACTED] wrongly assumed it was [REDACTED] SA did question caller further about the locus but again failed to ask for/confirm the town. SA has been strongly reminded of the importance of verifying addresses, especially the town, and has been given a refresher of the ABC 6-minute briefing. Call stats have been checked - SAs caller verification has improved and full caller details were obtained/verified for this call. There were no IT issues for this call.

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Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager			
Name and Position	[REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	There is always a risk to the Force in terms of reputational issues when the incorrect locus has been selected for Police attendance. The delay encountered due to the noting of the wrong address could potentially have had significant implications.		
Actions Required	The call has been fully reviewed in line with the PSSC QA process as an enhanced call evaluation and feed back provided to the Service Advisor. The Service Advisor has received the ABC 6 minute briefing to remind [REDACTED] of the importance of verifying addresses and ensuring that [REDACTED] selects the correct location from the command and control system using mapping if required. A review of calls has been taken of the Service Advisor's general call handling skills particularly in relation to caller verification and this has improved, the caller's details were confirmed but the location was not. However, the Service Advisor is aware that verifying the location is critical. The Team Leader will monitor in line with the QA process to ensure full compliance of verification.		

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - Actions complete
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>Service Advisor [REDACTED] took a [REDACTED] telephone call from [REDACTED] [REDACTED]. Caller gave [REDACTED] address as [REDACTED] and SA [REDACTED] recorded this on Aspire and used the address that had previously been recorded as [REDACTED].</p> <p>[REDACTED] read the incorrect address back and the caller confirmed this.</p> <p>[REDACTED] controlled the call well and kept the caller talking and engaged with [REDACTED] on several subjects to keep [REDACTED] on the line. [REDACTED] sent the Incident to [REDACTED] ACR within [REDACTED] of [REDACTED].</p>	

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Incident Outcome

TL [REDACTED]: I received a call from [REDACTED] at East Overview that this incident had been created to the wrong address and that the Police had attended and forced the wrong door. I listened to the call and the Caller gave the correct address.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

On a previous call to the Police Aspire had been populated with incorrect address and SA [REDACTED] used this record and read address to the caller for confirmation and [REDACTED] did.

Ive updated Aspire Record for [REDACTED] with correct address in case of further calls.

SA [REDACTED] and I have been unable to speak to [REDACTED] regarding this NI. [REDACTED] [REDACTED] [REDACTED]

Locus was initially entered as [REDACTED]. Grade 1, caller on line [REDACTED]

[REDACTED] officers dispatched No response, manage to get caller on phone, refuses to open door. Local Sgt authorises entry to be forced. [REDACTED]

ACR reconact with caller who confirmed correct address. Should be [REDACTED] caller traced safely by police at correct address.

From TI - This has been QA and fed back

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes <input type="checkbox"/>	<input checked="" type="checkbox"/>	No <input type="checkbox"/>

<p>Rationale</p>	<p>Incorrect locus used for ongoing incident, with concern for caller. Causing a 28min delay in Police attendance and another person door being forced opened. Original caller traced safe and well but there was the potential for a different outcome to be had and also a CAP from the incorrect door being force - Both with the potential to damage the reputation of the Force. Whilst this appears to be a typing error as address was confrimed and read back, SA has mixed up the flat and street number when entering on to STORM.</p>
<p>Actions Required</p>	<p>Call to be reviewed under SC established QA guidelines and to be feedback to [REDACTED] as this has been a mistype/human error. TL to consider if any concerns ehanced monitoring if any concerns with call handling performance</p>

OFFICIAL: POLICE ONLY

Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	I have reviewed the NI and would recommend enhanced call monitoring to ensure no issues with performance. [REDACTED]

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	██████████
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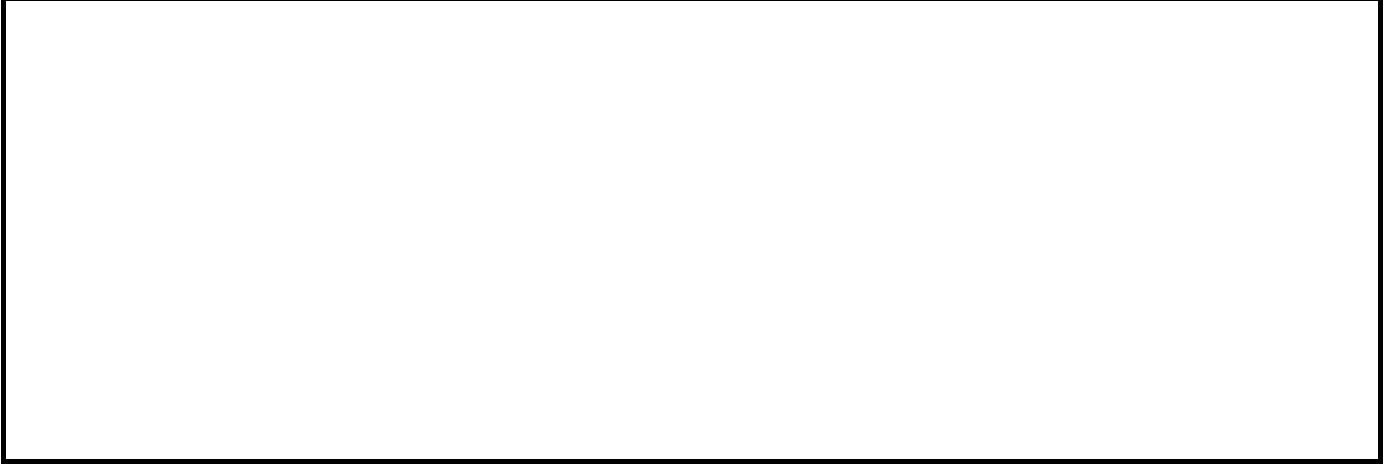
Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	██████████
Position / Location	██████████
Contact Number	██████████

Incident Number / Location / Date / Time			
Command and Control Incident Number	██████████		
ASPIRE / CRM Call ID No.	██████████		
Source of call (999 / 101 / in person etc.)	██████		
C3 Location (originated)	██████████	██████	
Caller Location	██████████		
Date	██████████	Time	██████████

Brief Summary of Circumstances
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable)
<p>At ██████ on ██████ a call was received by Service Advisor ██████ reporting a disturbance ██████ Incident ██████ was raised.</p> <p>The Service Advisor was informed by the Caller that the locus was ██████ however the incident created showed the locus to be ██████</p> <p>The incident was thereafter transferred to ██████ were dispatched Grade 2. The ██████ Division Controller ██████ made contact with the Caller and quickly identified the correct locus.</p>

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OFFICIAL: POLICE ONLY

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Incident Outcome

As a result of Controller [REDACTED] actions, the correct locus was identified and the incident thereafter transferred to the correct area for dispatch.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

SC Team Leader [REDACTED] informed by ACR [REDACTED]

There is no obvious explanation as to why this incident has occurred.

There are no apparent (related) IT issues.

[REDACTED] - I have spoken to [REDACTED] who has [REDACTED]. This has been a genuine mistake on [REDACTED] part and we have discussed the ways in which the locus should have been searched and questions that would have assisted [REDACTED] in finding the correct locus. There has been no issues or concerns with [REDACTED] calls.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[REDACTED]
Date Received	[REDACTED]
N.I.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Rationale	Incorrect locus for ongoing incident, delay in police attendance as sent to incorrect ACR.
Actions Required	Call to be QA'd using SC establish processes and feedback provided to [REDACTED] Enhanced QA to be continued due to length of service and consideration for Address best check 6 min briefing to be

	completed again.
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Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)	
At [REDACTED] on the [REDACTED] Service Advisor [REDACTED] received a call via the [REDACTED] system. The caller was reporting [REDACTED]	
[REDACTED] The Service Advisor has gazzed the locus as [REDACTED]	
The incident was transferred to the ACR at [REDACTED]. The caller had provided his mobile number but this had been recorded incorrectly by the Service Advisor. [REDACTED]	
[REDACTED] The ACR did try [REDACTED]	

phoning the caller back but as the number was incorrect this was unsuccessful.

OFFICIAL: POLICE ONLY

Incident Outcome

Officers were dispatched to linked incident [REDACTED] and the area was searched with no trace.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

The Service Advisor has been spoken to and given advice on using the map to check the locus as well as confirming what town the caller was in. [REDACTED] advised that the Aspire record that populated for [REDACTED] and [REDACTED] has used this for gazzing. [REDACTED] mentioned that [REDACTED] has no local knowledge of [REDACTED] so did not realise that [REDACTED] was so far away from [REDACTED] [REDACTED] has been spoke to about using [REDACTED] map to double check the locus and the importance of asking the caller what town they are in.

This is not IT related.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	There is always a risk to the Force in terms of reputational issues when the incorrect locus has been selected for Police attendance. The delay encountered due to the noting of the wrong address could potentially have had significant implications.		

Actions Required

The call has been fully reviewed in line with the PSSC QA process as an enhanced call evaluation and feed back provided to the Service Advisor.

The Service Advisor is to receive the ABC 6 minute briefing to remind [REDACTED] of the importance of verifying addresses and ensuring [REDACTED] selects the correct location from the command and control system using mapping if required.

The Service Advisor is also to receive the mapping quizzes that are available to provide [REDACTED] with additional time to practice using the map which will increase [REDACTED] confidence in identifying/confirming locations across Scotland.

An assessment has been taken of Service Advisor's general call handling skills particularly in relation to verification of details and this will continue to be monitored by [REDACTED] Team Leader.

OFFICIAL: POLICE ONLY

Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions complete
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed. In addition to the additional training suggested above I would recommend consideration be given to Enhanced QA for a couple of months to provide additional support to the advisor.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	██████████
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Details of Person Submitting Form	
Name	██████████
Position / Location	██████████
Contact Number	██████████

Incident Number / Location / Date / Time			
Command and Control Incident Number	██████████		
ASPIRE / CRM Call ID No.	██████████		
Source of call (999 / 101 / in person etc.)	████		
C3 Location (originated)	████	██████████	
Caller Location	██		
Date	██████████	Time	██████████

Brief Summary of Circumstances
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable)
<p>At ██████████ a member of the public called ██████ reporting ██████. During the course of the call both the service advisor and the reported confirmed that this call related to the ██████ area of Scotland.</p> <p>STORM incident ██████████ was generated however the service advisor created the incident with the location of ██████████ which is within ██████████ and the incident was transferred to C3 ██████████.</p> <p>Initially units were dispatched as were partner agencies including Fire and Ambulance. However due to the callers home address questions were asked if this was the correct location</p>

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of the call.

The caller was re-contacted as were the Police Scotland service centre and both confirmed the locus was in [REDACTED] within [REDACTED]. The incident location was changed and transferred to [REDACTED].

Incident Outcome

Officers attended the correct locations and it appears to be false alarm with good intent [REDACTED] no issues.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

This appears to be a genuine mis-keying of a location on STORM rather than anything else.

The call has been listened back to and there are no issues in relation to the nature of the call or anything the service advisor said.

When the service advisor was spoken to they immediately acknowledged the incident was in [REDACTED] and the locus was changed.

The service centre advisor involved was [REDACTED]

[REDACTED] - Update from Line Manager [REDACTED]

Incident has been quality monitored and fed back to [REDACTED] [REDACTED] has acknowledged the feedback and explained that [REDACTED] had mis-keyed the location on STORM, [REDACTED] had intended to use the [REDACTED] locus and was aware of the implications of using an incorrect locus. [REDACTED] was not experiencing any IT issues at the time.

[REDACTED] is aware of how to use the GAZ system and will ensure that [REDACTED] selects the appropriate locus in future, seeking guidance if unsure on how best to capture a locus.

I believe this to be an isolated incident.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

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Name and Position	[REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	Incorrect locus - potential to delay Police Attendance		
Actions Required	Call to be monitored using established SC QA process and feedback to named SA. TL to review performance and to consider enhanced QA if appropriate.		

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - with Service Centre Manager for allocation
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed. consideration should be given to enhanced QA should further issues be identified.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	██████████
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	██████████
Position / Location	██████████
Contact Number	██████████

Incident Number / Location / Date / Time			
Command and Control Incident Number	██████████		
ASPIRE / CRM Call ID No.	██████████		
Source of call (999 / 101 / in person etc.)	████	██████████	
C3 Location (originated)	██████████	████	██████████
Caller Location	████	██████████	
Date	██████████	Time	████

Brief Summary of Circumstances
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable)
<p>INITIAL CALL GAZZED TO ██████████ WHEN SHOULD HAVE BEEN ██████████ ██████████) ██████████ UNITS DISPATCHED AS GRADE 2 RESPONSE.</p>

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Incident Outcome

FORTUNATELY [REDACTED] UNITS HAD BEEN DISPATCHED TO LINKED CALL-RESULTED IN [REDACTED] UNITS BEING UNNECESSARILY DISPATCHED TO COMPLETELY WRONG LOCATION AS GRADE 2 RESPONSE. [REDACTED] CONTROLLERS HAD TO DEAL WITH INCIDENT WHICH WAS IN [REDACTED].

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

[REDACTED] AT [REDACTED] ACR APPRAISED.

Team leader [REDACTED] Service Centre - Quality Assured the call, went over feedback with Service Advisor [REDACTED] who took original call. [REDACTED] fully acknowledged the failings re selecting the wrong locus. [REDACTED] advised [REDACTED] panicked when [REDACTED] was unable to map the Easting & Northings which were provided via the call being a 999. I went over the mapping of Eastings & Northings with [REDACTED] to give [REDACTED] a better understanding and prevent the situation arising again

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[REDACTED]
Date Received	[REDACTED]
N.I.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Rationale	Incorrect locus selected with easting and northings for [REDACTED]
Actions Required	Call to be QA'd under established SC processes and feedback to named SA. TL to consider enhanced QA if any other concerns however this

	appears to be a individual error.
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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - with Service Centre Manager for allocation
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed. [REDACTED]. It is recommended tha this is continued for a further month to ensure no further issues and provide support to the Advisor.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

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Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]	[REDACTED]	
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)
A call was received into the [REDACTED] service centre at [REDACTED] on [REDACTED] and was handled by [REDACTED].
The [REDACTED] was reporting [REDACTED]. [REDACTED] noted the initial details and booked a diary appointment for police attend on [REDACTED].
[REDACTED] selected the location as [REDACTED] when the location should have been [REDACTED].

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Incident Outcome

Officers in [redacted] attended on [redacted] however were unable to find the locus address [redacted]. The [redacted] had contacted several times asking about police attendance. It was noticed at [redacted] that the caller was in [redacted] and not [redacted]. The ACR were alerted and it was sent to [redacted] ACR for attendance. Update - officers spoke with reporter, details will be obtained for crime report.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

I have discussed this call with [redacted] and [redacted] advised that [redacted] is annoyed and upset that [redacted] has made this mistake. Although the [redacted] does state that [redacted] is calling from [redacted] in the opening of his phone call, this was not confirmed by [redacted] while [redacted] was entering the address into the system. Due to a difference in spelling, when [redacted] entered [redacted] into the address bar, [redacted] was presented with one option and as [redacted] never confirmed the town or city, [redacted] assumed that it was [redacted].

[redacted] and I discussed the importance of confirming all aspects of the address and that *****Police to attend...***** in the text should be confirmation that every aspect of the locus has been verified.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[redacted]			
Date Received	[redacted]			
N.I.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Rationale	[redacted] call - Incorrect locus. Quality of service as officers dispatched to the incorrect locus and delay the report of a CR			

Actions Required	Call to be QA'd under established SC processes and feedback to named SA. TL to consider any concerns to completed enhanced QA.
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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions complete
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed. [REDACTED], I recommend Enhanced QA and additional support/coaching in the requirement for accurate verification of a caller and the locus.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	██████████
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C3 Notable Incident Report

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Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	██████████
Position / Location	██████████
Contact Number	██████████

Incident Number / Location / Date / Time			
Command and Control Incident Number	██████████		
ASPIRE / CRM Call ID No.	██████████		
Source of call (999 / 101 / in person etc.)	████		
C3 Location (originated)	██████████		
Caller Location	██████████		
Date	██████████	Time	██████████

Brief Summary of Circumstances
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable)
<p>A ██████ call was received into the ██████ service centre at ██████ and was handled by ██████.</p> <p>The caller was reporting ██████. At the start of the call, the caller confirmed ██████ name, telephone number and an address. The address ██████ gave was ██████ however the incident was raised as ██████.</p> <p>The incident was sent to the ACR and a divisional sergeant made initial contact by phone and this was when the correct address was given and noted on the incident.</p>

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Incident Outcome

Police attended the correct locus and carried out initial enquiries with no delay in police response. The incident was then closed and managed at division.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

The incident was created with the address which had populated on Aspire. The address given are similar in name and I believe that [REDACTED] may have misheard [REDACTED] for [REDACTED] and made the assumption that the address that populated was correct however the caller did give [REDACTED] which was missed. I am unable to confirm this until I am able to speak with [REDACTED]

I am unable to speak with [REDACTED] however I will follow this up with [REDACTED] on his return to duty. [REDACTED]

[REDACTED] I stressed the importance to [REDACTED] that every call has to be handled to the same quality and if this takes [REDACTED] slightly longer, I have no issue with this. I believe that this may be a contributing factor to why this error has been made.

TL [REDACTED] - I have spoke to [REDACTED] to about this call and [REDACTED] acknowledges the error that [REDACTED] has made. [REDACTED] and I discussed the importance of ensuring that [REDACTED] is confirmed town and postcode with the caller on every call to ensure that the incident is created correctly. [REDACTED] and I also the number of calls [REDACTED] is taking. I advised that I am looking for the same quality on every call and that [REDACTED] gives each caller a chance to give full circumstances for the reason they before assessing the correct course of action. I will put [REDACTED] on enhanced QA and monitor the number of calls [REDACTED] is handling in the hope of reducing errors made.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
N.I.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

<p>Rationale</p>	<p>Incorrect locus used for [REDACTED] incident which caused delay in police attendance and had the potential to have a negative impact on C3.</p>
<p>Actions Required</p>	<p>Call to be QA'd using establish QA process and feedback to named service advisor.</p> <p>Enhanced QA to be completed to ensure on other issues with performance Consideration for refresh of 6 min briefing " address best checked"</p>

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions complete
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, given circumstances and observations by Team Leader, I agree Enhanced QA would be appropriate. No other recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	



Reference No.	██████████
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C3 Notable Incident Report

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Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	████████████████████
Position / Location	████████████████████
Contact Number	████████████████████

Incident Number / Location / Date / Time			
Command and Control Incident Number	████████████████████		
ASPIRE / CRM Call ID No.	████████████████████		
Source of call (999 / 101 / in person etc.)	████	████████████████████	
C3 Location (originated)	██████████	████████████████████	
Caller Location	██████████	████████████████████	
Date	██████████	Time	██████

Brief Summary of Circumstances
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable)
<p>Call was taken at ██████ Service Centre Operator ██████. The caller stated on the call which was subsequently listened to by Team Leader ██████ that there was a ██████. The incident was passed to ██████ ACR but the Gaz location was ██████. We assigned a unit to this grade 2 ██████ call and they arrived at locus and the persons within the address had no knowledge ██████, we then received a second call ██████. STO officers were deployed to this call but stood down a short time later when Divisional unit attended and confirmed safe for ambulance to attend.</p>

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Incident Outcome

The location was corrected following [REDACTED] ACR receiving second call from ambulance. However there was obviously a time delay due to incorrect location.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

ACR Team Leader [REDACTED] contacted [REDACTED] Service Centre and made them aware and advised them that a Notable Incident would be completed.

Team Leader [REDACTED] has evaluated this call in line with the PSSC Quality Assurance process. As a result, feed back has been provided to the Service Advisor who has accepted the feed back and learning identified. [REDACTED]

The Service Advisor has also received the ABC 6 minute briefing as a refresher on confirming addresses and the importance of confirming the postcode with the caller, [REDACTED].

No further action required at this time.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	The incorrect address was entered by the Service Advisor causing a delay in Officers attendance. This could have potentially had implications leading to possible reputational damage to Police Scotland.		

Actions Required	Feed back has already been provided to the Service Advisor. The ABC 6 minute briefing has also been provided as a reminder in the process to follow for confirming addresses. No further action required at this time.
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OFFICIAL: POLICE ONLY

Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed. No QA was carried out on Advisor in [REDACTED] I recommend that consideration is given to enhanced QA and that core QA is completed monthly.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]	[REDACTED]	
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)	
A [REDACTED] call was received by [REDACTED] stating that [REDACTED]	
[REDACTED] gave [REDACTED] name as [REDACTED] and confirmed that the locus address was [REDACTED]	
[REDACTED] raised an incident with the locus as [REDACTED] from an Aspire record for [REDACTED].	

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Incident Outcome

The incident was passed to [redacted] for their attendance. The call was reviewed by the ACR Sgt where it was discovered that the wrong locus was noted on the incident. [redacted] and no police attendance was required.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

I spoke to [redacted] relating to this incident and [redacted] advised that [redacted] had used the subscriber details that populated on eisecs. This was highlighted to [redacted] shortly after [redacted] had transferred to the ACR sgt had informed a TL of the error.

[redacted] had used the aspire record of the person named in the eisecs even though the person gave a different name and address. [redacted] and I discussed the importance of caller verification and the importance of confirming all aspects of the locus, including town and post code.

I have implemented an performance improvement plan.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[redacted]		
Date Received	[redacted]		
N.I.	Yes <input type="checkbox"/>	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	The incorrect address was entered by the Service Advisor, this could have potentially had implications leading to possible reputational damage to Police Scotland.		

Actions Required	Call to be QA'd, under establish SC QA guidelines and has been fedback to named SA. Consideration for 6 min briefing - Address best checked to be re-visited by SA and performance plan in place due to multiple NI in past 3mths.
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OFFICIAL: POLICE ONLY

Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions complete
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, as this is the advisor's 3rd NI in the last 4 months, I agree that Enhanced QA or a Performance Plan would be beneficial.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	



Reference No.	[REDACTED]
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C3 Notable Incident Report

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Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)
Call received at [REDACTED] by SA [REDACTED] from [REDACTED], requesting police attendance at [REDACTED], SA asked street number and [REDACTED] confirmed [REDACTED]. SA advised [REDACTED] was listing flats [REDACTED], [REDACTED] advised they had no idea in relation to flat numbers, confirmed premises was called [REDACTED]. [REDACTED]. Landline for reporter taken and added to incident. SA created incident [REDACTED] with the locus being [REDACTED]. [REDACTED]

[REDACTED]

ACR Sergeant [REDACTED] brought the incident to my attention as officers had attended the incorrect address and placed the occupier of address [REDACTED]

[REDACTED]

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

I have checked the gazateer and [Redacted] comes back as a result when searched, also when using the postcode [Redacted] comes back as a result, therefore unknown why the correct address was not selected.

[Redacted] TL made aware of this and was going to speak with SA, result of conversation unknown at this time.

As the Line Manager I have listened to the call and spoken with SA - The SA has mistakenly looked at [Redacted] [Redacted]. The SA has not scrolled down to [Redacted]. The SA has been made aware of this error. This is out of character for the SA and [Redacted] will ensure this does not happen again.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Rationale	Incorrect locus used for ongoing incident and officers were dispatched wrongly.		
Actions Required	Call has been QA'd using established SC process and feedback to named individual.		



Reference No.	[REDACTED]
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C3 Notable Incident Report

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Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]	/	
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable)
<p>On [REDACTED] a [REDACTED] call was received into the [REDACTED] service centre and was initially handled by [REDACTED]</p> <p>The call was from [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] This information was not was noted on the initial text. Due to this omission the incident was sent to PAD by the ACR Sergeant [REDACTED] stating 'Unclear what the reporters concern is. [REDACTED] had added a final line of text before transferring the incident which stated [REDACTED]</p>

OFFICIAL: POLICE ONLY

Before the incident was accepted at PAD, the [REDACTED] recontacted [REDACTED] to advise that [REDACTED] different address from what [REDACTED] had initially advised. This call was handled by [REDACTED]. The caller reiterated the information that was given initially and an accurate update was added to the incident. the caller advised that [REDACTED] [REDACTED] failed to update the locus address and failed to increase the priority to ensure that the incident is sent back to the ACR.

[REDACTED] did update the incident [REDACTED] [REDACTED]

This incident was accepted by PAD at [REDACTED] and was dealt with by [REDACTED]. The incident was closed off as [REDACTED].

OFFICIAL: POLICE ONLY

Incident Outcome

The incident was closed off at [redacted] on [redacted]. As part of quality assurance, the initial call was selected to be reviewed and TL [redacted] realised the errors made. After a discussion with the ACR sergeant, the incident was re-opened and sent for officers to complete a [redacted]. Officers attended on [redacted] and spoke with [redacted] who was safe and well.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

TL [redacted] - both [redacted] and [redacted] are service advisor in my team. I was able to speak with [redacted] regarding this. [redacted] and I discussed this call and [redacted] acknowledges that [redacted] has missed this information and although [redacted] remembers the details of the call, [redacted] does not remember the information that was missed being disclosed. [redacted]

[redacted], [redacted] still has a role to complete and [redacted] has to ensure that [redacted] is fully focussed on [redacted] duties as a SA. [redacted] is fully aware of the consequences when errors are made. I will continue to complete enhanced QA for grant as per [redacted].

I will speak to [redacted] on [redacted] return to duty on [redacted].

I have now highlighted this call to [redacted] and [redacted] acknowledges the error that was made. We discussed the importance of the information given on update calls. [redacted] is fully aware that if the update merits a code, priority or location change then [redacted] will make the change and transfer it to the relevant department for their attention.

PS [redacted] - I have spoken at length with [redacted] and given [redacted] feedback.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

OFFICIAL: POLICE ONLY

Local Area Commander / Service Centre Manager			
Name and Position	[REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	Potential for [REDACTED] and this was not updated onto the incident. Failure to update correct locus and raise priority to highlight incident to ACR. This has reputational implications for Police Scotland.		
Actions Required	Both advisors to have enhanced QA's carried out on future calls under established QA guidelines. [REDACTED]		

OFFICIAL: POLICE ONLY

Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[Redacted]
Actions Allocated (date and to whom)	[Redacted] - sent to PS [Redacted] for PAD feedback
Actions Completed	[Redacted]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[Redacted]
Actions Required (if any)	NI reviewed and agree enhanced QA required for [Redacted] [Redacted]

Form should now be returned to [Redacted] for filing.

Date Filed	
Date	[Redacted]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]	[REDACTED]	
C3 Location (originated)	[REDACTED]	[REDACTED]	[REDACTED]
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable)
<p>Call taken by PSM [REDACTED]. Call taken and sent to [REDACTED] Division POD ACR [REDACTED]. Nearest double crewed unit some distance away due to location. Divisional Inspector authorised a single crewed unit to be re-called to duty who attended and [REDACTED]. Concerns raised that single crewed unit dispatched to address with object marker stating double crew to attend where possible and also that [REDACTED] were not shared with officers attending.</p>

OFFICIAL: POLICE ONLY

Incident Outcome

PI [REDACTED] authorised a re-call to duty of officer based nearby knowing that they would attend there first and be single crewed. Object marker had not been read or added by service centre or by ACR [REDACTED] a double crew should attend where possible. No PNC/CHS checks were carried out [REDACTED] Single crewed officer attended and [REDACTED] [REDACTED] - nearest double crew was still [REDACTED] away.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Staff from the PSSC and [REDACTED] ACR to be spoken to about ensuring that all object markers are read and added to incidents(where relevant). Staff member in ACR to make sure [REDACTED] [REDACTED] checks are carried out on locations/persons where disturbances ongoing.

Appears to have been an oversight by both staff members involved rather than any IT issue.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	FAILURE TO REVIEW OBJECT MARKERS AND PASS OUT RELEVANT INFORMATION RE SUBJECT HAS INCREASED RISK TO ATTENDING OFFICERS		

Actions Required	APPROPRIATE ADVICE TO BE OFFERED TO STAFF INVOLVED. Service Advisor [REDACTED] to be provided with constructive feedback and enhanced QA to be carried out on future calls by [REDACTED] Team Leader.
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OFFICIAL: POLICE ONLY

Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	[REDACTED] - Sent to [REDACTED] Team Leader) for SA 23.09.19 - Sent to [REDACTED] (ACR Team Leader) for controller
Actions Completed	25.09.19 Call Quality Monitored and feedback to SA [REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, should there be any additional concerns regarding either member of staff Enhanced QA should be considered.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

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Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]	[REDACTED]	
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)
[REDACTED]
On [REDACTED] at [REDACTED] a [REDACTED] call was received into the [REDACTED] service centre and was handled by [REDACTED].
The caller was from a member of [REDACTED] reporting that [REDACTED]
A P2 [REDACTED] incident was raised and sent to the ACR for action.

OFFICIAL: POLICE ONLY

Incident Outcome

Officers attended and found [REDACTED]. Ambulance attend and [REDACTED].

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

TL [REDACTED] - Raised as a NI due to lack of questioning and engagement on the initial call.

[REDACTED] Further questions/information required in incident text.

I will speak with [REDACTED] on Monday [REDACTED] on his return to duty.

I have been able to discuss this call with [REDACTED] when on duty [REDACTED] and I went over the quality assurance form and we discussed where [REDACTED] has not met the expected standards of the service centre. We discussed the importance of noting all information accurately, to not make assumptions and to ensure that [REDACTED] takes the time with each call to ensure that [REDACTED] is satisfied that [REDACTED] has obtained all relevant information before ending the call. I also ensured that [REDACTED] knew what was expected of [REDACTED] in terms of caller verification as well. [REDACTED]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
N.I.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

Rationale	Service advisor did not ask enough questions of the caller and failed to put accurate information onto the incident re [REDACTED].
Actions Required	Team Leader to provide feedback to the service advisor and consideration to be given to enhanced QA for future calls [REDACTED].

OFFICIAL: POLICE ONLY

Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - Team Leader aware and will speak to SA on their return to duty
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, agree that consideration for more formal enhanced QA should be given. [REDACTED]

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

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Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]	[REDACTED]	
C3 Location (originated)	[REDACTED]	[REDACTED]	[REDACTED]
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable)
<p>Call received by [REDACTED] via [REDACTED] [REDACTED]</p> <p>[REDACTED] Incident thereafter transferred to the [REDACTED] ACR and divisional supervisor made aware and unit dispatched to attend.</p>

OFFICIAL: POLICE ONLY

Incident Outcome

Due to content of call input from Service Advisor, full circumstances of call were not obvious to the divisional supervisor reviewing the call and as such [REDACTED].
On call being reviewed on early shift, [REDACTED]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Service advisor to be spoken to regarding tone and manner

Service advisor has issued incorrect advice to caller and may require additional training to prevent this being repeated.

[REDACTED] is not empathetic with regards to circumstances.

Service advisor states to the caller that the [REDACTED], this is incorrect information.

Service advisor does not take into cognisance the emphasis the caller was stating that [REDACTED].

Service advisor advises caller to [REDACTED] No further assistance or information is obtained from the caller and caller hangs up in frustration.

TEAM LEADER UPDATE

[REDACTED] has listened to the call and disagrees with all the feedback given. [REDACTED] says that [REDACTED] is is no distress through the call and when queried about [REDACTED] tone [REDACTED] advised me [REDACTED]. I have listened to call and my main concern is that [REDACTED] has missed the key phrases about [REDACTED] then [REDACTED]. That should have at least prompted [REDACTED] to realise that the [REDACTED]. [REDACTED] has also given incorrect advice about [REDACTED]. [REDACTED] has failed to pick up the [REDACTED]. Im awaiting the return of my Line Manager to discuss this further

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

OFFICIAL: POLICE ONLY

Local Area Commander / Service Centre Manager			
Name and Position	[REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	[REDACTED]. Service advisor did not recognise seriousness of the incident. This had potential for serious reputational damage to Police Scotland.		
Actions Required	Service advisor to be provided with feedback, attend DAM training and placed on a Stage 1 PIP to monitor the quality of [REDACTED] future performance.		

OFFICIAL: POLICE ONLY

Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	[REDACTED] - to Team Leader for action
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed and actions detailed above agreed. No further recommendations from QAU.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

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Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable)
<p>On [REDACTED] a [REDACTED] call was received into the [REDACTED] Service Centre and was initially handled by [REDACTED].</p> <p>The call was from [REDACTED].</p> <p>[REDACTED] noted locus for [REDACTED] as [REDACTED].</p> <p>The [REDACTED] number noted for [REDACTED] [REDACTED] number that was given by operator was [REDACTED]. Call was received by [REDACTED] and Police Scotland incident was raised at [REDACTED]. Incident was sent to [REDACTED] were in contact at [REDACTED] advising that number noted was wrong mobile number and was going through to [REDACTED]. [REDACTED] made aware of correct mobile number via contact us [REDACTED].</p>

OFFICIAL: POLICE ONLY

Incident Outcome

Correct mobile contact number was sent via contact us to [REDACTED] at [REDACTED]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

TL [REDACTED] is a service advisor in my team . I was able to speak with [REDACTED] regarding this . [REDACTED] said that [REDACTED] was possibly rushing the incident and was human error pressing wrong key on keyboard. [REDACTED] is aware of mistake and has been advised to repeat number back to caller to confirm number in future calls as this is vital information

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Rationale	Incorrect telephone number caused delay in police response to a serious incident and reputational damage to Police Scotland.		
Actions Required	Team Leader to provide feedback to service advisor.		

OFFICIAL: POLICE ONLY

Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions complete
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

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Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]	[REDACTED]	
C3 Location (originated)	[REDACTED]	[REDACTED]	
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)	
Call received at [REDACTED] on the [REDACTED]. Incident raised by service advisor [REDACTED] at [REDACTED]. Reporter states that [REDACTED]. Service advisor created a [REDACTED].	
The incident is thereafter transferred from PSSC to ACR as a Prompt response at [REDACTED].	

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[REDACTED]

At [REDACTED] at ACR added a THRIVE and sent this incident to DCR [REDACTED]
[REDACTED]

At [REDACTED] DCR staff [REDACTED] brought this incident to the attention of RT supervisor. This was returned to ACR for attendance. On receipt this call was immediately dispatched.

Incident Outcome

Officers attended [REDACTED]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

I have raised this form. I have emailed [REDACTED] who is [REDACTED] Sergeant advising [REDACTED] that this type of incident is not suitable for DCR due to [REDACTED]

ACR Sergeant [REDACTED] :-

I acknowledged the email from Sergeant [REDACTED] on Tuesday [REDACTED] Division ACR Sergeants were provided with an update. I have requested the relevant written guidance document in relation to suitable/non-suitable incidents for Direct Crime Recording (DCR) from Sergeant [REDACTED].

On attendance at CAM training, I was advised by the instructors that "Direct Crime Recording (DCR) can take any crime type, there are no restrictions. Standard Operating Procedures are all gone". CAM is a new working practice and its important to instil confidence with staff members. I am happy to progress any learning points, individual and/or departmental learning based on C3's position on the matter.

No discussion has taken place with [REDACTED]

In response to the above synopsis, I can only try and provide a rationale to PC [REDACTED] [REDACTED] THRIVE decision-making:

1. Call received at [REDACTED] on the [REDACTED]. Incident raised by service advisor [REDACTED] at [REDACTED] Reporter states that [REDACTED]

[REDACTED] The incident is thereafter transferred from PSSC to ACR as a Prompt response at [REDACTED]

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Response:-

- The incident occurred at that stated time and was not reported to the police on [redacted] until [redacted] later - Not ongoing.
- The Service Advisor CAM graded the incident as [redacted] - sent directly to ACR", this incident could have potentially waited an additional [redacted] for resources to be dispatched.
- PC [redacted] provided [redacted] rationale and sent to DCR at [redacted] [redacted] it was brought to the attention of the RT supervisor at [redacted] [redacted] who made ACR aware resulting in the dispatch of resources, all within approximately [redacted]

2. At ACR PC [redacted]. These state [redacted] At [redacted] PC [redacted] at ACR added a THRIVE and sent this incident to DCR for a crime report to be raised.

Response:-

- PC [redacted] re-THRIVE'd the incident. [redacted] states that the incident was not ongoing.
- The reporter states in the context of the call that [redacted]
- There was no immediate threat, risk or harm to the reporter at the specific time of the call. The passage of time was clearly a significant factor in decision-making. The reporter did not report the matter as a [redacted] when the incident was ongoing.
- PC [redacted] requested DCR for [redacted].
- It is likely PC [redacted] expected DCR to contact the reporter to re-confirm [redacted] was safe and well and if appropriate note a crime report or a Local Policing Appointment.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager			
Name and Position	[redacted]		
Date Received	[redacted]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	This was a proportionate response to this incident, I am happy that the supervisor has spoken to the ACR controller involved and liaised with the resolution team.		
Actions Required	As above		

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OFFICIAL: POLICE ONLY

Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	[REDACTED] - Awaiting update from LAC
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	The QAU are in agreement with [REDACTED] comments. The correct procedures have been followed in respect of the Supervisor speaking to the controller and liaising with RT. No further actions necessary.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

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Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.			
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)
<p>On listening to the call the caller clearly states the address being in [REDACTED]. [REDACTED] also mentions a post code of [REDACTED] [REDACTED] states [REDACTED] three times. An address in [REDACTED] with a postcode of [REDACTED] was put on</p> <p>[REDACTED] call taken by [REDACTED] based at [REDACTED]</p> <p>Call was sent to [REDACTED] Division - Inc [REDACTED] relates</p> <p>[REDACTED] Division controllers based within ACR [REDACTED] controlled the incident</p>

OFFICIAL: POLICE ONLY

Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Having reviewed the incident and listened to the [Redacted] call I advised a Service Centre Team Leader within [Redacted]. The Team Leader knew of the call handler but was not [Redacted] line manager. [Redacted] was to make [Redacted] aware of the call.

The call handler should be advised of the incident and corrective advice given regarding obtaining the correct address. If the correct address could not be obtained on Storm then text to reflect the address the caller had passed could have been updated on Storm.

TL update - Feedback has been provided to [Redacted] and QM carried out, [Redacted] is aware of the error [Redacted] made and the seriousness of this. [Redacted]

The address is not on the Gazateer, however other numbers within the street have been added. The caller could not provide the postcode and therefore [Redacted] only had the street, [Redacted] has searched on this and when one appeared with a different [Redacted] postcode, [Redacted] checked this with the caller and the caller thought it could be that postcode. However, [Redacted] did not check the town against what was already provided by the caller.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes <input type="checkbox"/>	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	Incorrect address recorded on STORM resulting in a delay in officers attending the locus of a Priority 1 incident concerning [Redacted]		

Actions Required	QA of call to be carried out by Team Leader and constructive feedback given to the service advisor. Team Leader to consider enhanced QA on future calls if they feel this is appropriate based on this incident combined with usual day-to-day performance.
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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - Actions already sent to Team Leader
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed as above I recommend consideration of Enhanced QA if further issues are identified.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]	[REDACTED]	
C3 Location (originated)	[REDACTED]	[REDACTED]	[REDACTED]
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)	
[REDACTED]	
[REDACTED] received at PSSC [REDACTED]	
[REDACTED]	
Call assessed by SA [REDACTED]	
[REDACTED] THRIVE assessment identified no immediate threat, harm or risk, however due to caller's concerns re [REDACTED], PROMPT response for officers to attend subject's home address for welfare check.	

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Incident transferred to ACR at 1138 [REDACTED] where it was re-THRIVE'd by Controllor [REDACTED].
[REDACTED] Assessed as NONATD due to lack of info re concern - transferred to Resolution Team for enhanced checks and further contact with reporter.

[REDACTED]

However as neither was able to identify a specific concern they had [REDACTED] RTI [REDACTED] explained that the police would not attend in those circumstances unless there was a concern [REDACTED]. The reporter's colleague indicated that this wasn't [REDACTED] concern.

Incident [REDACTED] was thereafter closed.

At [REDACTED] a further incident was created in respect of the [REDACTED]. This incident was raised via local officers in [REDACTED] Div as a result of a conversation between [REDACTED] and an officer from the [REDACTED]. This identified that [REDACTED].

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Incident Outcome

At [redacted] incident [redacted] transferred to ACR where it was THRIVE assessed by Controller [redacted] - PROMPT response due to possible threat, harm and risk associated [redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

The foregoing information was collated from a review of STORM incidents and audio recordings of calls between the reporter and SA [redacted] and between the reporter, [redacted] colleague and RTI [redacted]

There is no indication from the content of [redacted] that [redacted] had been checked for the subject.

[redacted] This would likely have had the effect of increasing the assessed level of [redacted] and potential risk of harm and would have led to consideration of a PROMPT police response at an earlier juncture, although this would not have changed the ultimate outcome [redacted].

This review identifies individual learning for RTI [redacted] in respect of completing enhanced checks in such circumstances.

PI [redacted] (RT) - RTI [redacted] has been spoken to, [redacted] acknowledges that [redacted] should have carried out enhanced checks and has taken on board the individual learning identified.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[redacted]			
Date Received	[redacted]			
N.I.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

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Rationale	Individual learning in terms of system interogation that could have enabled further assessment on whether or not a police resource was required to attend
Actions Required	Feed back to RT Investigator Workshop incident type to ensure no further learning opportunities are missed

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	[REDACTED] - to TL for feedback
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no immediate recommendations, however, consideration should be given to enhanced QA should further concerns be identified.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)
At [REDACTED] on [REDACTED], call taken by [REDACTED] from a [REDACTED]. At this time, the address was logged by the Service Advisor as [REDACTED].
At [REDACTED] officers from the [REDACTED] Sub Division were dispatched in an attempt to trace the caller, [REDACTED].
On officers attending they were unable to trace [REDACTED].
At [REDACTED] the caller re-contacted police to ascertain when officers would be attending. At [REDACTED].

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this time, the Service Advisor transferred the call to ACR Supervisor [REDACTED].

It was thereafter established by Supervisor [REDACTED] that the caller was in fact in [REDACTED], covered by [REDACTED] Sub Division. During the conversation, [REDACTED]

At [REDACTED] officers from [REDACTED] Sub Division were dispatched to the callers correct location.

As a result of the incorrect recording of the callers location, there was a delay of [REDACTED] from when officers were originally dispatched to when officers arrived at the correct location.

From the caller, [REDACTED]

Incident Outcome

[REDACTED]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Due to demand, Supervisor [REDACTED] was unable to speak to the Service Advisor and their Supervisor to make them aware of the issue.

From reviewing the call card, there would appear to have been no IT issues in relation to this incident.

From TL [REDACTED] - I have reviewed the call and believe that [REDACTED] did do well throughout the call to obtain the information [REDACTED] did. I have completed a QA form for this call and [REDACTED] failed on caller verification and incident locus. I spoke with [REDACTED] today regarding the call. I made [REDACTED] aware of the error that was made and that an NI report was raised.

[REDACTED] and I discussed the call and I highlighted to that if [REDACTED] had asked for a postcode this would have highlighted his error and [REDACTED] could have corrected his mistake before the incident went to the ACR. [REDACTED] acknowledged this however did advise that it was an on-going incident and as [REDACTED] believed that [REDACTED], [REDACTED] believed that [REDACTED] had selected the correct address and [REDACTED] priority became getting the information to the ACR.

Throughout the call, [REDACTED] did confirm on several occasions that it was [REDACTED] [REDACTED] and [REDACTED] also confirmed points of interest around where the caller was located. [REDACTED] confirmed [REDACTED] which is [REDACTED] efforts to direct the officers directly to the caller.

[REDACTED] and I discussed the importance checking the full address and on this occasion the only thing that [REDACTED] failed to confirm was the postcode. The address selected was confirmed on several occasions however as both locus sound similar, the caller agreed this was correct.

[REDACTED]

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Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager			
Name and Position	[REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	Incorrect locus for [REDACTED] delayed police response which creates a reputational impact.		
Actions Required	QA to be carried out on the call and Aspire checked to see if the correct address was logged against any previous contacts. Constructive feedback to be provided to the service advisor and consideration given to enhanced QA taking any relevant past performance into consideration.		

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - already sent to TL
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed and no further recommendations at this time, [REDACTED] [REDACTED]

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>[REDACTED] - The call card was created as a Concern For call by Service Advisor [REDACTED] who took the initial call. At this time the caller provided their address as [REDACTED] and SA [REDACTED] recorded the locus of the incident as [REDACTED]. The caller advised that [REDACTED]</p> <p>[REDACTED] SA [REDACTED] transferred the incident to [REDACTED] ACR.</p> <p>[REDACTED] - Controller [REDACTED] dispatched [REDACTED] to the locus.</p> <p>[REDACTED] - [REDACTED] advised that they had attended at the locus, spoken to the occupier who stated [REDACTED]</p> <p>[REDACTED] - [REDACTED] state they will speak to initial caller.</p>	

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[REDACTED] - It is identified that the correct address is [REDACTED], after [REDACTED] had spoken to the original caller.

[REDACTED] - Locus address of incident changed to [REDACTED] and incident transferred to [REDACTED] by Controller [REDACTED].

[REDACTED] - PS [REDACTED] was made aware of the incident. On listening to the original call PS [REDACTED] identified that the caller stated that they were in [REDACTED] and provided the locus of the incident as [REDACTED].

[REDACTED] - Incident [REDACTED] linked to incident [REDACTED] and closed as a duplicate.

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Service Centre Team Leader [Redacted] made aware of incident.

From review carried out by PS [Redacted] there does not appear to be any IT issues involved.

TL Update - [Redacted] has been provided with feedback via QA completed by [Redacted]. This is the first time [Redacted] has got a locus wrong [Redacted]; now suitably aware to always double check towns.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]
Date Received	[Redacted]
N.I.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Rationale	Reputational and service delivery implications due to incorrect locus on incident.
Actions Required	Team Leader to QA the call and provide constructive feedback to the service advisor.

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions already sent to TL
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed and recommend consideration is given for Enhanced QA should any further concerns be highlighted.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]	[REDACTED]	
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable)
<p>SA [REDACTED] received a call into the Service Centre in [REDACTED] at [REDACTED] from a caller stating [REDACTED] and then the line cleared. This was raised as a priority 1 (should have been IMMEDIATE due to CAM area) however the THRIVE from ACR downgraded this to a PROMPT as [REDACTED]. Approx [REDACTED] later the caller phoned back to say [REDACTED]</p>

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Inspector [Redacted] reviewed NI.

Call to Police reviewed. Caller [Redacted] and the information [Redacted] has provided is as per call card.

Review of the incident and thrive rationale. Due to the incident being on going and nature of the incident it should have been graded as Immediate rather than Prompt.

Sgt [Redacted] from [Redacted] spoke with controller [Redacted]. [Redacted] has been advised of the error in the thrive assessment and what rationale that should have been used. Appears to be a training issue.

No IT issues are a contributory factor.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	To ascertain any learning from the incident and mitigate future risk		

Actions Required	All learning points and actions have been undertaken
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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions complete
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, consideration to be given to refresher CAM training and also Enhanced QA.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>Reporter, [REDACTED], contacted Police Scotland as [REDACTED]</p> <p>[REDACTED]</p>	
<p>Call taken by Staff Member [REDACTED] Contact Centre, and sent to ACR [REDACTED] Call taken by Staff Member [REDACTED], who THRIVE'd and sent to RT as a Non-Attendance call, for contact to be made with the reporter. Taken by PC [REDACTED] at RT, who THRIVE'd further for police attendance [REDACTED], re-graded as Immediate attendance, and returned to [REDACTED] ACR. Incident taken by PC [REDACTED], who dispatched a local unit.,</p>	

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Incident Outcome

[Redacted] Incident fully updated by officers who attended.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Incident reviewed. No I.T. issues.

I spoke with Staff Member [Redacted]. [Redacted] rationale for sending the incident to RT, was that [Redacted] was of the view that [Redacted], and [Redacted] made mention of the initial CAM training, when it was stated that [Redacted] would be available for contact, to deal with such matters - I explained to [Redacted] that although this was, indeed the case (I distinctly remember this as well), this is not in place as yet.

I discussed the incident with [Redacted] and we agreed that in future, when we receive any incidents of a similar nature, i.e., where there is a potential risk to life, police should attend, and that the incident should not be delayed by sending to RT.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes	<input checked="" type="checkbox"/>	No
Rationale	Individual learning		

Actions Required	Shared learning with the wider team to ensure understanding of the THRIVE process
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OFFICIAL: POLICE ONLY

Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions complete
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	No further action required.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)	
Call was taken by service advisor [REDACTED]	Call was a report of [REDACTED]
Call handler THRIVE call as immediate at [REDACTED] however call is not transferred to ACR. [REDACTED] incident transferred to Overview for action as timer [REDACTED] has been reached. Accepted at Overview for action at [REDACTED].	
Call remains in service advisors queue until [REDACTED] when it is transferred to ACR (accepted [REDACTED] and actioned [REDACTED]).	
The mistake was only noticed when ACR Sgt [REDACTED] noted an immediate call which was showing as [REDACTED] old and unactioned, incident was reviewed and error revealed.	

Service Centre supervisor was made aware of incident in order for liason with staff member involved.

There would appear to have been no detriment to the outcome of the call on this occasion.

OFFICIAL: POLICE ONLY

Incident Outcome

Appears incident was a result of [REDACTED]. All in order on police arrival.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

ACR Sgt [REDACTED] noticed the error when noting an immediate incident in [REDACTED] call list showing as unactioned for [REDACTED] Service Centre Supervisor [REDACTED] advised and [REDACTED] will email the team leader for the service advisor involved to discuss the matter further. Error occurred due to service advisor not transferring incident.

No IT issues, user error.

TL [REDACTED] has quality monitored the call and found that the call was perfectly handled with good questioning, appropriate thrive completed and incident created in a timely manner. I have spoken to [REDACTED] and there were no IT issues that caused [REDACTED] not to send the incident just human error.

[REDACTED]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Rationale	Reputational issue due to non transfer of a Storm incident graded as Immediate to the ACR.		
Actions Required	Team Leader to carry out a QA of the call and provide constructive feedback to the service advisor.		

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions already sent to TL
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>On [REDACTED] Service Advisor [REDACTED] took a call at [REDACTED] from [REDACTED] Operator, Operator say that there was a direct request for Police Caller had cleared line. Caller said that [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] After linking [REDACTED] forgot to transfer the Incident to the ACR until [REDACTED]. [REDACTED] from Service Overview highlighted this to Team Leader [REDACTED] and suggested a Notable Incident be recorded. There was no impact to Reporter due to time delay</p>	

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

I spoke with [Redacted] and brought the matter to [Redacted] attention. I ensured that there had been no IT issues at the time of the call. I ensured that [Redacted] was aware of the importance of transferring incidents timely to correct ACR. Call was listened to by myself Feedback has been provided and [Redacted] is aware of [Redacted] mistake and will be more vigilant going forward. Discussion will be held between [Redacted] and Operations Manager [Redacted] where a period of enhance call monitoring will be recommended for [Redacted]

[Redacted] I believe this to be an isolated Incident [Redacted]. Guidance has been provided to [Redacted]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Rationale	Emergency call not transferred to ACR, this has reputational implications for Police Scotland.		
Actions Required	QA of call has been carried out and constructive feedback provided to the service advisor. Enhanced QA will be carried out on future calls to ensure the learning has been absorbed by the Service Advisor.		

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions already complete
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No. [REDACTED]

C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances

- Key information to provide (if applicable):
- Who took the call?
- Where was the call sent to? (if an incident was raised)
- Who controlled the incident? (again, if applicable)

At [REDACTED] SA [REDACTED] is on duty within [REDACTED] and receives a call from [REDACTED].

The incident did occur at [REDACTED] and this is recorded however the caller said they waited [REDACTED] to get through to an advisor.

At [REDACTED] inc [REDACTED] is raised by SA [REDACTED] and coded as a [REDACTED] and [REDACTED]. There is no mention of the caller [REDACTED].

[REDACTED] The incident is accepted by PC [REDACTED] and a line is then added to the text

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advising that [REDACTED] is aware.

[REDACTED] A line of text stating Police Non Criteria Met is added and incident is disposed of.

The controller was never aware that the caller thought the [REDACTED]
[REDACTED]

At [REDACTED] on [REDACTED] [REDACTED] on duty within [REDACTED] received a call from a [REDACTED] who was looking for an update in relation to the incident as [REDACTED] had not heard anything. [REDACTED] advised the caller that the incident was closed due to non attendance criteria met and the caller advised again that [REDACTED] [REDACTED]. The caller also said again that they had waited [REDACTED] to get through. SA [REDACTED] sought advice from ACR Sgt and a diary appointment has been made for officers to attend at [REDACTED] on [REDACTED]

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

I was made aware of the incident by SA [Redacted] after the diary appointment was made.

I have reviewed the max delay on the VDN Max call delay ([Redacted]) report for [Redacted] and this was 1:27:31 between [Redacted] - [Redacted] when the caller's call was received by SA [Redacted]. I have also reviewed [Redacted]. The IVR message is heard at [Redacted] and when advised to press 1 for Lost Property the line then beeps and the call is then answered at [Redacted]

I have carried out QM and attached this. I've spoke to [Redacted] about this incident and provided feedback. [Redacted]

[Redacted] This incident has been mostly down to human error.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes <input type="checkbox"/>	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	Reputational issues for Police Scotland due information relating to [Redacted] not being added to the Storm incident.		

Actions Required	QA to be carried out on the call and constructive feedback given to the service advisor.
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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A actions already sent to TL
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed. No further actions at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]	[REDACTED]	
C3 Location (originated)	[REDACTED]	[REDACTED]	
Caller Location	[REDACTED]	[REDACTED]	
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable)
<p>A dropped [REDACTED] was received by Service Adviser [REDACTED] based at [REDACTED]. The call card was transferred for location [REDACTED] and not [REDACTED] as per easterns and northern, leading to police [REDACTED]</p> <p>[REDACTED] but this was not recorded on Aspire or Storm by Service Advisor David [REDACTED]</p>

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Incident Outcome

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

matter has been discussed with Team [REDACTED] and it was explained that the service adviser has done this wrong and aware this paperwork would be submitted and an email to the Service Advisers manager would be done.

Team Leader [REDACTED] spoke with SA [REDACTED] [REDACTED] said that when the call came through, ASPIRE popped and there were three records. The caller gave [REDACTED] name and [REDACTED] chose that record. The [REDACTED] caller said [REDACTED] didn't want police to come to [REDACTED] [REDACTED] said [REDACTED] didn't want to waste Police time. [REDACTED] failed to check the other 2 records on ASPIRE, so [REDACTED] didn't see the incident that had been created [REDACTED] earlier. [REDACTED] now realises that [REDACTED] should have carried out these checks. [REDACTED] has assured me that [REDACTED] will do so from now on if a similar situation arises. [REDACTED]

[REDACTED] I therefore do not feel any further action is required.

Team Leader - [REDACTED] : I have spoken to [REDACTED] this evening [REDACTED] We looked at the incident and I gazzed the Eastings and Northings and these plotted a short path called [REDACTED] [REDACTED] advised that [REDACTED] searched [REDACTED] and it only brought up [REDACTED] and [REDACTED] chose this as [REDACTED] locus. [REDACTED] is aware of the error and realises chosing a street nearer the Easting and Northings would have averted this error. [REDACTED]

I have QA'd the call. [REDACTED]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position

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Date Received	[REDACTED]			
N.I.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Incorrect locus information added to an Incident [REDACTED] [REDACTED] This has reputational issues for Police Scotland.			
Actions Required	QA of call and constructive feedback provided to both Service Advisors by their Team Leaders.			

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions already allocated
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>[REDACTED] call taken by SA [REDACTED] [REDACTED] caller provided address which was confirmed by SA and read back as [REDACTED]. Incident raised with address [REDACTED] [REDACTED] officers attended address per incident. House in darkness and caller re-contacted and correct address established.</p>	

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Audio playback reviewed and caller clearly gave [Redacted] correct address twice to SA, SA repeats the address correctly however wrong locus put on Storm and sent to ACR/EOV.

SC supervisor made aware.

No known IT issues.

SA should be spoken to/made aware.

Error has occurred due to SA putting incorrect address on incident/user error.

From SC Supervisor - Call has been Quality Assessed in line with QA guidelines and corrective feedback provided to Service Advisor. SA agreed with feedback given, [Redacted] confirmed there were no IT issues at the time of the call. [Redacted] also confirmed this mistake was created due to human error by inputting the incorrect house number.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Rationale	Reputational issues for Police Scotland due to attending at an incorrect locus in relation to a potential firearms incident.		
Actions Required	QA has been carried out on the telephone call. Constructive feedback and corrective advice to be provided to Service Advisor [Redacted].		

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions already allocated
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, recommend that consideration be given for Enhanced QA should further issues be identified

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED] tre		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)	
At [REDACTED] SA [REDACTED], received a [REDACTED] call from [REDACTED]. The caller stated [REDACTED].	
Caller did not know the [REDACTED] address but stated [REDACTED]. SA did not ask for or confirm the town with caller. SA selected the wrong locus on STORM [REDACTED] and also typed the wrong locus for police to attend at the start of the text.	
Officers were dispatched however not clear if they attended incorrect locus or if error was	

noticed before they arrived. ACR spoke to the caller who confirmed the locus was [REDACTED] [REDACTED]. Locus was amended and officers were dispatched to correct address.

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

TL [Redacted] spoke with SA on the next shift [Redacted] providing feedback that the locus should have been confirmed with caller and resulted in a NI being submitted.

SA advised [Redacted] had 'Googled' [Redacted] then found the address on STORM mapping. [Redacted]. When SA typed the address into STORM 3 options were listed, 2 of which were in [Redacted] and SA has selected the wrong option in error [Redacted] and thereafter typed the incorrect address into the text on incident log.

There were no IT issues [Redacted]. SA states it was human error that [Redacted] selected the wrong locus.

Call has been QM'd and feedback provided. [Redacted]. TL has advised SA that enhanced call monitoring will be done for [Redacted] to ensure [Redacted] is confirming the locus and will be reviewed again at end of [Redacted] to see if any further action is required.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>

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Rationale	Failure to adhere to correct process has resulted in an incorrect address being placed on an incident. [REDACTED] [REDACTED] Reputational issues for the police as the caller had to be recontacted in order for police to ascertain the correct locus.
Actions Required	ABC briefing to be re-delivered to service advisor. Call has been QA'd and service advisor has been placed on enhanced call monitoring.

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions already complete
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed and agree enhanced QA would be appropriate.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>CALL TAKEN BY SERVICE ADVISOR [REDACTED]</p> <p>[REDACTED]</p> <p>SERVICE CENTRE ADVISOR CREATES INCIDENT CITING LOCUS AS [REDACTED] IN LOCATION FIELD. LOCATION WAS GIVEN BY CALLER AND REPEATEDLY CONFIRMED BY SERVICE ADVISOR IS IN FACT [REDACTED]</p> <p>[REDACTED]</p> <p>CALL WAS SENT TO [REDACTED]</p> <p>[REDACTED]</p> <p>INCIDENT WAS INITIALLY CONTROLLED BY [REDACTED] WHO DISPATCHED IMMEDIATELY HOWEVER ON MAKING FURTHER ENQUIRY WITH CALLER IT BECAME</p>	

APPARENT LOCATION HAD BEEN UPDATE WRONGLY ON INCIDENT.

PRIOR TO CALL BEING RE-TRANSFERRED TO

[REDACTED]

[REDACTED]

OFFICIAL: POLICE ONLY

Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

SERVICE CENTRE SUPERVISOR [Redacted] SPOKEN TO AND ASKED TO REVIEW INCIDENT.

ACR SGT [Redacted] HAS REVIEWED PLAYBACK AND CALLER IS CLEAR [Redacted], CALL HANDLER CONFIRMS THIS SEVERAL TIMES AND THE LOCATION OF CALL HAS BEEN INCORRECTLY ADDED TO THE INCIDENT [Redacted]

SC TL - [Redacted] I HAVE QUALITY ASSURED THIS CALL. SERVICE ADVISOR [Redacted] CONFIRMS ALL OF THE NECESSARY INFORMATION WITH THE CALLER HOWEVER HAS ENTERED THE WRONG TOWN ON THE INCIDENT. THERE ARE OTHER AREAS WHERE QUALITY ASSURANCE HAS BEEN MISSED. FEEDBACK HAS BEEN PROVIDED TO SERVICE ADVISOR [Redacted] WHO ACCEPTED [Redacted] ERRORS AND APOLOGISED.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Rationale	Reputational issues for Police Scotland due to incorrect locus being put on incident. Correct process not followed for raising incident as "Police to attend...." not put on as first line of text - had this been done it would have potentially highlighted the address field error to the SA.		

Actions Required	QA of call to be carried out by Team Leader and constructive feedback provided to the SA [REDACTED].
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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations at this time

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>Service advisor, [REDACTED] answered a [REDACTED] call from an a [REDACTED]</p> <p>[REDACTED] The caller volunteers the name of the road [REDACTED] and SA [REDACTED] asked which town this was in. The confirmed that the town was [REDACTED] The incident was created using the address of [REDACTED] in [REDACTED] The initial STORM code of [REDACTED] was used and transferred to ACR for immediate attendance. [REDACTED]</p> <p>[REDACTED]</p>	

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Incident Outcome

The same initial caller made a further [redacted] call at [redacted] [redacted] speaking with service advisor [redacted] at [redacted]. The caller was concerned that no-one had yet attended at the incident had reported earlier. Incident [redacted] was created for the correct address.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Both calls were monitored to verify the details were correct as recorded above. Team leader [redacted] was made aware that a notable incident report would be created. As the initial service advisor was not on shift at the time of this report, it was agreed that [redacted] team leader would discuss the error with [redacted] when they are next on shift together. No IT issues were identified.

TL update - [redacted] - I have spoken to [redacted] regarding this. [redacted]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[redacted]		
Date Received	[redacted]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	Reputational damage to police for not attending incident when first reported.		
Actions Required	QA of call carried out and Team Leader to provide feedback to Service Advisor. [redacted] Enhanced QA [redacted]		

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions sent to TL
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, [REDACTED], no further recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable)
<p>At [REDACTED] on [REDACTED] a [REDACTED] call was received into the [REDACTED] and was handled by SA [REDACTED].</p> <p>The caller gave an address of [REDACTED] and advised that [REDACTED]</p> <p>[REDACTED]</p> <p>SA [REDACTED] raised a storm incident and fast tracked it to the [REDACTED] Div ACR, while continuing to update the information given by the caller.</p> <p>The caller had contacted [REDACTED] number ending [REDACTED] which populated on Aspire however this number was removed from the Storm incident and the Aspire call reference was put in the [REDACTED] numbers place. The ACR requested a contact number for the caller due to the nature of the allegation and SA [REDACTED] updated the incident text advising that the caller refused</p>

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numerous times to give a phone number.

At [REDACTED], the number recontacted police via [REDACTED] however when the call populated to SA [REDACTED] the line had been put on hold by the caller. SA [REDACTED] had checked the Aspire records and noticed the open incident that police were still dealing with. SA [REDACTED] updated the incident advising of the further silent call and provide the mobile number within the text

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

SA [Redacted] has finished duty by the time the second call was brought to my attention. I have completed a Quality assurance form and will make SA [Redacted] TL aware of this call.

Update TL [Redacted] - [Redacted] spoke to me about this when [Redacted] created the incident. [Redacted] told me what [Redacted] had done and was concerned about putting the telephone number on the STORM incident because of GDPR and the fact that the caller had refused to provide it. I gave [Redacted] reassurance at the time that for this type of incident it was absolutely ok to add the telephone number to the incident as the controllers would most definitely require it. I advised [Redacted] to update the incident with the telephone number but indicate that this was the number that populated on the system rather than being provided by the caller and [Redacted] did this at [Redacted]. Whilst I take on board the comments that this was poor decision making at the time,

[Redacted], on being advised of the correct action [Redacted] has then rectified this. Following from the QA, there are a couple of learning points which I'll feed back to [Redacted]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]
Date Received	[Redacted]
N.I.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Rationale	Potential reputational damage to police due to key contact information being withheld from [Redacted]. Wider risk due to there being no direction to over-ride standard practice for Service Advisors in their training or in the procedures manual.

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<p>Actions Required</p>	<p>Team Leader to QA the call and provide constructive feedback to the Service Advisor. Also, ensure the telephone number is updated onto the correct tab in the Storm incident so that it is searchable in the future. DBR message and Leadership & Development to specifically address the standard practice of placing an Aspire number onto a Storm incident when the caller makes it clear that they wish to remain anonymous and does not confirm their telephone number. This practice should not be considered relevant [REDACTED]. Once training is reviewed, a 6 minute briefing should be created to inform of when normal procedure is to be over-ridden and the telephone number placed on the incident. The Procedures Manual should also be updated by L&D for [REDACTED].</p>
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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations at this time

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report test

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]	[REDACTED]	
C3 Location (originated)	[REDACTED]	[REDACTED]	
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)
Report of [REDACTED]. ACR applied a thrive assessment and sent to RT, there was an associated delay in depatch. ACR Supervisor observed the call and re-thrived the call [REDACTED]

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

ACR member of staff will be given additional guidance and retraining, if deemed necessary, in relation to correct process for [Redacted] incidents and also regarding initial thrive assessment.

Guidance regarding transfer process and management for [Redacted] incidents has been recirculated to ACR Supervisors. Additionally clarity has been sought on points within guidance from the CAM team.

ACR staff - [Redacted]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes <input type="checkbox"/>	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	Inappropriate THRIVE led to a delay in dispatch.		
Actions Required	Learning opportunities already addressed - no further action required.		

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions already complete
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	QAU believe enhanced local QA should be considered [REDACTED]

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)	
About	[REDACTED] a call was received by Service Advisor PSI [REDACTED] PSSC regarding [REDACTED]
[REDACTED]	
[REDACTED]	
The THRIVE conducted was:	
[REDACTED]	
At	[REDACTED] the call was received at RT Triage by RT Investigator [REDACTED] who

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added:

[REDACTED]. The incident was then transferred to RT Investigators
and [REDACTED] RT Supervisor PSI [REDACTED]

The ACR thereafter dispatched a unit [REDACTED]
[REDACTED]

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

RT Supervisor [Redacted] has spoken to RT Investigator [Redacted] regarding the call being accepted at RT and his agreement to a very poor THRIVE assessment.

RT Investigator [Redacted]
[Redacted]
[Redacted]

RT Supervisor [Redacted] has also updated [Redacted] PSSC Team Leader [Redacted] re the initial call details and THRIVE conducted by SA [Redacted].

PSSC Team Leader has reviewed the initial call and Quality Assessed the call and incident. PSSC Team Leader has spoken to Service Advisor regarding the incident and lack of information and THRIVE statement. Service Advisor has [Redacted]
[Redacted] Enhanced Quality Assurance will be implemented for Service Advisor.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]			
Date Received	[Redacted]			
N.I.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

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<p>Rationale</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>
<p>Actions Required</p>	<p>Learning identified for Service Advisor [REDACTED] and RT Investigator [REDACTED]</p> <p>[REDACTED]</p> <p>Learning in respect of the RT Investigator has already been actioned. Furthermore, this example will be used as a means of highlighting to all RT West officers undertaking the role of Triage that they must ensure that all aspects of the THRIVE assessment are considered for every incident.</p>

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report test

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]	[REDACTED]	
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>Call taken by SC advisor [REDACTED] regarding [REDACTED] [REDACTED] I contacted [REDACTED] to confirm details. The correct details were added to call card at [REDACTED] [REDACTED] The error on the call card created a [REDACTED] time delay [REDACTED]</p>	

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

As above, I contacted the supervisor at [Redacted] who advised they would speak to the service advisor to confirm details. I also advised of my intention to submit the Notable Incident form. I am unaware as to why this error occurred and if any other action has been taken at this time.

TL [Redacted] has spoken to SA [Redacted] and [Redacted]

I will conduct enhanced QM for the next 2 months to ensure this is not an ongoing training issue.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	CI [Redacted]
Date Received	[Redacted]
N.I.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Rationale	Reputational damage to Police Scotland due to delay [Redacted]
Actions Required	ICT to be contacted by CI [Redacted] Additional QA to be carried out on SA [Redacted] calls for 8 weeks to ensure that [Redacted] is taking care to check that the incident

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[REDACTED] has created is correct prior to sending to the ACR.
Ops Manager [REDACTED] to place message on DBR reminding
staff that [REDACTED]
[REDACTED]

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions already sent to TL
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, as Enhanced QA has already been implemented, no further recommendation at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report test

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
Reporter	[REDACTED]
Call taken by	[REDACTED] Service Centre. Reporter provided address as [REDACTED]. [REDACTED] Service Centre did not clarify and entered address as [REDACTED].
Incident transferred to	[REDACTED].
ACR call subject and do not clarify his address,	[REDACTED]
Incident deferred for	[REDACTED]
ACR spoke with reporter approximately	[REDACTED], confirmed location as [REDACTED]

Service Centre Supervisor made aware.

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Why error occurred;

I reviewed this incident after being made aware of the confusion regarding the address. I listened to the call and the reporter states address in [Redacted] no postcode requested to confirm correct address.

ACR spoke with [Redacted] for over [Redacted] I reviewed this call, the address is not verified, [Redacted]. ACR assume [Redacted] and subject assumes [Redacted].

[Redacted]

Service Centre team leader made aware NI being submitted.

ACR update PS [Redacted] - I have spoken with [Redacted] and made [Redacted] aware of the content of the NI. There would not appear to be any specific learning for the controller due to the SA already having confirmed the address. For this reason, and during conversation with the caller, [Redacted] had no reason to question the location, there was no further information given or any reason to prompt this. [Redacted] is aware of it however, and will be mindful of this in the future to double check the address [Redacted] to ensure the correct location is identified.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	CI [Redacted]			
Date Received	[Redacted]			
N.I.	Yes <input type="checkbox"/>	<input checked="" type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/>

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Rationale	Reputational damage to Police Scotland for not following correct procedures when speaking to a caller, [REDACTED]
Actions Required	Team Leader to carry out a QA of the call and provide feedback to the service advisor [REDACTED] on the need to verify an address and not assume that because the reporter was in [REDACTED] - for individual learning.

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
---------------	------------

C3 Notable Incident Report test

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)	
[REDACTED] POPULATED ON	
STORM AS [REDACTED]	
[REDACTED]	
CONTROLLER HAS THEN CONTACTED [REDACTED]	
ADDRESS IS [REDACTED]	
[REDACTED]	
Review of incident shows that the Service Advisor raised the Storm incident against [REDACTED]	

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[REDACTED]
This is an incorrect process. There appears to be a general lack of understanding of [REDACTED] in the Service Centre and a 6 minute briefing will be created and cascaded in due course.

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Incident Outcome

[REDACTED]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

[REDACTED] HAS BEEN EMAILED IN ORDER TO UPDATE THE CORRECT ADDRESS.

THIS APPEARS TO BE CLERICAL ERROR WHEN ADDRESS HAS BEEN ENTERED ON STORM.

Team leader [REDACTED] spoken to [REDACTED] about this incident and gone through quality assurance for the call, [REDACTED] states [REDACTED] was not aware to use eastings and northings for [REDACTED] calls. [REDACTED] has now read over the 6 min briefing for [REDACTED] and is fully aware of the process.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	CI [REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	SA has not put wrong location onto storm and not used the Easting and Northings from [REDACTED] instead using the home address, which had been incorrectly logged on Storm. Reputational damage to police.		

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Actions Required	Team Leader to carry out a QA of the call and provide feedback to the Service Advisor [REDACTED]. CI [REDACTED] will prepare a 6 minute briefing on proper response to [REDACTED].
-------------------------	--

OFFICIAL: POLICE ONLY

Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - already allocated to TL
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
---------------	------------

C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)
At [REDACTED] call was received into the [REDACTED] and was handled by [REDACTED].
Incident [REDACTED] was created as a result of the information provided by the caller. [REDACTED]
The incident was created from Aspire on to Storm at [REDACTED] however was not transferred to the relevant ACR.
The incident did not show in the Service centre filter and was transferred by the system timer to overview approx [REDACTED] later at [REDACTED].
Overview then transferred the incident to the ACR for action.

Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

TL [Redacted] - I am unable to speak with SA [Redacted] as [Redacted] has finished duty for the day however the NI reported has been completed due to a possible IT fault. If SA [Redacted] had failed to transfer his incident, it should have sat within the PSSC Storm filter and it would have been picked up by the team leader SPOC which at the time of the incident was [Redacted]. I can confirm that this incident was not within the filter and when TL [Redacted] and TL [Redacted], they can also verify this incident was not in the service centre filter.

Due to this, an IT fault [Redacted] was raised at [Redacted].

I will also ask that [Redacted] speak with SA [Redacted] on [Redacted] to see if [Redacted] can provide any further insight into how this has happened.

From [Redacted]

With regards to the fault around Incident [Redacted] not transferring, it appears there were several reasons this occurred.

1. the workstation in [Redacted] was not put into the Service centre group (this has been done now).
2. It appears the user simply forgot to transfer the incident (they would have to do this when not a member of the Service Centre group).
3. It appears it wasn't picked up by the Overview in the incomplete filters.

As this workstation has now been set to the Service Centre group it will now be picked up by the Supervisor and not left in limbo.

From [Redacted]

I have fed back to [Redacted] re [Redacted] forgetting to transfer. [Redacted] said that [Redacted] STORM screen disappeared and [Redacted] had to refresh CAD but doesn't remember what time this happened. [Redacted] didn't see any errors.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

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All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager			
Name and Position	[REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	Failure of police ICT to transfer incident resulted in police not being aware of call about [REDACTED] Albeit not a significant reputational risk, there is potential for this to have happened with other calls and learning to be had re the ICT failure.		
Actions Required	[REDACTED] to carry out a review on how the call was processed. ICT to investigate why the incident did not transfer to the ACR		

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	
Actions Allocated (date and to whom)	
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	
Actions Required (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to [redacted] for filing.

Date Filed	
Date	



Reference No.	[REDACTED]
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C3 Notable Incident Report test

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>At [REDACTED], SA [REDACTED] handled a [REDACTED] call within the [REDACTED] Service Centre.</p> <p>The call was from [REDACTED]</p> <p>[REDACTED]</p> <p>SA [REDACTED] recorded the information on storm incident [REDACTED].</p> <p>SA [REDACTED] recorded this incident as [REDACTED]</p> <p>[REDACTED]</p> <p>At [REDACTED] called back on [REDACTED] from tel [REDACTED] concerned that [REDACTED] SC [REDACTED]</p>	

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[REDACTED] handled this call. [REDACTED] checked the incident [REDACTED] and noted that this was incorrectly graded as [REDACTED] so SA updated the incident as a [REDACTED] and passed it to the ACR [REDACTED] for attendance.

SA [REDACTED] notified [REDACTED] Team Leader [REDACTED] who in turn notified [REDACTED] to look at the incident for feedback.

On listening to the call and reading the details on the incident this should have been graded as [REDACTED] and sent to ACR for attendance.

[REDACTED]

As SA [REDACTED] was not on duty I emailed [REDACTED] Team Leader [REDACTED] to speak with SA [REDACTED].

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

On receiving notification of this incident I have read the text and listened to the call recording on Nice.

I have emailed SA Team leader [Redacted] along with [Redacted] to ascertain why the error occurred etc.

[Redacted] - Team Leader [Redacted] discussed this call with SA [Redacted], advised that wrong call type had been selected - should have been [Redacted] and [Redacted]

SA agrees that [Redacted] should have been recorded as [Redacted] and sent to the ACR for dispatch.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes <input type="checkbox"/>	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	Thrive not properly applied which delayed police response [Redacted]		
Actions Required	Call has been reviewed by a Team Leader and individual feedback provided to Service Advisor [Redacted]. No other action required.		

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	CI Cameron
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, consideration of enhanced QA recommended should further concerns be highlighted.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report test

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]	[REDACTED]	
C3 Location (originated)	[REDACTED]	[REDACTED]	
Caller Location	[REDACTED]	[REDACTED]	
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>On [REDACTED] Service Advisor [REDACTED] took a call from [REDACTED] [REDACTED]</p> <p>The Service adviser thereafter mentioned [REDACTED] and caller further confirmed [REDACTED] [REDACTED]</p> <p>The locus was then gazzed by the SA as [REDACTED] and Divisional Units were dispatched to locus. On arrival by units at [REDACTED], officers were unable to raise the caller [REDACTED] and at this time the ACR Sgt contacted caller and [REDACTED] confirmed the locus was [REDACTED]</p>	

The incident was thereafter passed to EOJ for local units to attend.



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Incident Outcome

Team Leader at [REDACTED] advised and aware of incident.

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

NOV Duty Officer - circumstances passed to Service Centre Duty Supervisor in first instance, and to allow initial investigation to commence.

Further enquiry to be carried out by Service Centre Management at [REDACTED].

SA has been spoken to and QA carried out. SA confirmed correct locus whilst on the call, however can provide no explanation as to why they used wrong locus on the incident. Feedback has been provided and enhanced QA is in place.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Rationale	Reputational damage due to wrong locus being put on incident causing delay in police attendance [REDACTED]		
Actions Required	Team Leader to carry out QA on call and provide feedback to the Service Advisor. This was a serious incident where the locus was provided twice to the Service Advisor, please put on enhanced QA.		

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)
Call received at [REDACTED] SC at about [REDACTED] and was taken by SA [REDACTED] [REDACTED]
[REDACTED]

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The SA has recorded [REDACTED] but missed that the caller [REDACTED]

The SA has then THRIVED the incident as suitable for RT.

There is, nowhere, recorded on the incident that [REDACTED]

RT Triage have re-THRIVED indicating that it is not suitable for RT given that [REDACTED] and have transferred this to ACR for action.

ACR PS covering [REDACTED] Div has made EOV aware. [REDACTED]

PI [REDACTED] assessed that

[REDACTED]
[REDACTED]
[REDACTED]

that it was appropriate that RT should make quick contact with the caller to initiate enquiry. PI [REDACTED] spoke with [REDACTED] RT, made them aware and they undertook to contact the caller immediately to record initial details and reassure the caller.

PI [REDACTED] also made local PS aware, for their attention and if they had any other information/local knowledge which would alter this assessment and noted there was none.

[REDACTED]

RT immediately re-THRIVE'd and that this should be transferred to and dealt with by EOV and re-assessed.

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Incident Outcome

Enquiries initiated by Div as above; this outcome being no different had the incident information be passed, accurately, in the first instance. .

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

The incident was also briefed to SC Supervisor, [REDACTED] to immediately review the incident with SA and informed that a Notable Incident would be submitted.

On Call C3 SO, CI [REDACTED] made aware.

30/06/2020 - [REDACTED] Team Leader) comments-

Details of the NI were emailed to myself on [REDACTED] from Team Leader [REDACTED] (who was the on duty Team Leader on the day of the NI). I completed a quality monitoring form for the call and feedback was provided to [REDACTED] (the next shift [REDACTED] was on duty). I clarified that there was no IT issues or issues with the headset that would have made [REDACTED] miss any information provided by the caller. [REDACTED]

[REDACTED] On review of the call, [REDACTED] has been reminded of the important of [REDACTED] questioning to establish full details of the incident. [REDACTED]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	CI [REDACTED]		
Date Received	[REDACTED]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>

Rationale	[REDACTED] not recorded properly
Actions Required	Further review by SC managers

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - already sent to TL for action
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report test

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Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)	
[REDACTED]	
Call taken by Service Advisor	[REDACTED] Service Centre.
STORM incident was created in error with a locus of [REDACTED] and	

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transferred to the [REDACTED] ACR for a [REDACTED] attendance.

Police Officers were dispatched to the [REDACTED] address which was found in darkness, a CBC was left and further attempts were made to contact the Caller without success.

On the [REDACTED] it was noticed that the location was incorrect and amended to the correct address [REDACTED]. The initial telephone call was reviewed by ACR Supervisor [REDACTED] and the incident updated.

Further attempts are made to contact the Caller, [REDACTED]

Attempts continued to contact the Caller on [REDACTED] without success.

The incident was then disposed as [REDACTED] for Divisional management by PS [REDACTED] Resolution Team.

This [REDACTED] disposal was reviewed on [REDACTED] by PI [REDACTED] and the incident was re-
opened for dispatch under the control of the ACR.

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

SA [Redacted] has not been spoken to with regards to creating the STORM incident with an incorrect location.

PI [Redacted] ACR has been emailed to review the actions of the ACR and decision to not submit a NI form.

PI [Redacted] will be discussing the incorrect use of [Redacted] disposal with PS [Redacted]
TL update - I have completed a QA for this call and feedback to [Redacted] is aware of the reputational impact on the Police and the additional work this has caused. [Redacted] is aware this could have been avoided if [Redacted] confirmed a postcode with the caller which [Redacted] ensure [Redacted] will do on all future calls. [Redacted]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Rationale	Incorrect locus on incident [Redacted] [Redacted] reputational impact on police.		

Actions Required	QA to be carried out on the call and individual feedback given to the Service Advisor by ■ Team Leader
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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - already sent to TL for action
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, Consideration to be given to Enhanced QA should further concerns be highlighted.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]	[REDACTED]	
C3 Location (originated)	[REDACTED]	[REDACTED]	
Caller Location	[REDACTED]	[REDACTED]	
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)	
Call received by Service Advisor [REDACTED] based in [REDACTED] Service Centre. The call card was transferred to [REDACTED] with a location of [REDACTED].	
[REDACTED]	
ACR Controller assigned [REDACTED] Division and [REDACTED] Division units to the locus with an [REDACTED] response, [REDACTED].	
[REDACTED] the caller had an address in [REDACTED].	
[REDACTED] gave [REDACTED] Address and stated that [REDACTED].	

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At [REDACTED] advised the Controllers that the location was wrong and the new location was [REDACTED] the incident location was then changed and [REDACTED] units were assigned.

[REDACTED]

[REDACTED]

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

I monitored the call for [Redacted] taken by [Redacted]. The caller clearly stated that [Redacted] did confirm back to [Redacted] that it was [Redacted] I asked [Redacted] how [Redacted] had gazzed the address and [Redacted] advised as [Redacted] created the incident and passed it to the ACR with that locus.

[Redacted]

[Redacted]

There were no IT errors.

[Redacted]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	Potential reputational damage to Police Scotland due to incorrect locus being placed on incident.		

Actions Required	[REDACTED] Team Leader to carry out a QA of the call and provide feedback to the Service Advisor and enhanced QA to be undertaken for 12 weeks to ensure that the feedback has been understood. [REDACTED]
-------------------------	--

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	[REDACTED]
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed. No further recommendations as Enhanced QA already instigated.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
---------------	------------

C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]	[REDACTED]	
C3 Location (originated)	[REDACTED]	[REDACTED]	
Caller Location	[REDACTED]	[REDACTED]	
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>At [REDACTED] a call was received by Service Advisor [REDACTED] based in [REDACTED] Service Centre. The caller stated the locus [REDACTED]. The call card was transferred to ACR [REDACTED] with a location of [REDACTED] asks where the location is, [REDACTED] confirms [REDACTED] is in [REDACTED].</p> <p>It appears [REDACTED] has used google to gain the exact address of [REDACTED]. At no time does [REDACTED] ask the caller to confirm the locus [REDACTED] has chosen.</p>	

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[REDACTED]

At [REDACTED] a 2nd call was received into the service centre by service advisor [REDACTED]

[REDACTED]

At [REDACTED] RT advise they will contact the caller and liase with ACR for further information.

At [REDACTED] service advisor [REDACTED] puts an update on the incident advising for the initial call to be checked as the caller had provided a different locus [REDACTED] has confirmed [REDACTED] spoke with the previous Calltaker [REDACTED] and confirmed the locus was [REDACTED] and not [REDACTED] [REDACTED] checked the eastings and northings shown on Aspire at the time of [REDACTED] calls and has applied this informatio to storm also for ACR

At [REDACTED] ACR change grading from [REDACTED] to [REDACTED] as [REDACTED]

[REDACTED] The locus is changed by ACR to [REDACTED]

At [REDACTED] service advisor [REDACTED] takes a further call [REDACTED]

[REDACTED]

[REDACTED]

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

I monitored the call for [Redacted] taken by service advisor [Redacted] does not confirm the correct town and chooses [Redacted] which is the wrong town.

[Redacted] has not asked enough questions to ensure [Redacted] had the correct locus I have not as yet spoken to [Redacted] as [Redacted] is not on shift but will speak with [Redacted] on [Redacted] next shift on and advise [Redacted] of this error. However as above [Redacted] is aware of his error as Service advisor [Redacted] has advised [Redacted] spoke with [Redacted] to check his locus passed on the call. [Redacted]

There were no IT errors.

[Redacted] Call listened to by Team Leader [Redacted]:

I have listened to the call - The caller [Redacted] is vague with the exact locus and the SA has focussed in on [Redacted]

The caller initially gave the locus as [Redacted] - The SA asked where? Caller then replied stating [Redacted],

The SA has taken the correct locus however, unfortunately [Redacted] has selected [Redacted] when the locus should have been [Redacted].

TL - [Redacted] - SA has been spoken to and feedback has been provided

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	CI [Redacted]	
Date Received	[Redacted]	
N.I.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

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Rationale	Reputational damage due to [REDACTED] [REDACTED]
Actions Required	QA to be carried out on the call and feedback provided to [REDACTED]. The locus is [REDACTED] and there appears to have been insufficient questioning of the reporter to clarify which of the two areas [REDACTED] was correct. [REDACTED] [REDACTED]

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - already allocated to TL
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	[REDACTED]

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Report test

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>At [REDACTED] a [REDACTED] call was received from [REDACTED] [REDACTED] [REDACTED] An incident was raised and sent to ACR.</p> <p>On call back, the ACR spoke with [REDACTED] [REDACTED] [REDACTED]</p> <p>At [REDACTED]</p>	

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[REDACTED]

[REDACTED]

[REDACTED]

The details of this call do not appear to have been added to or linked to any incident and this information was not known until later when the calls were reviewed to ascertain if suitable for deferral.

The call at [REDACTED] was taken by service advisor [REDACTED]

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Service advisor [Redacted] had completed [Redacted] duty prior to the ACR realising the call had been made. As a result [Redacted] was not spoken with.

Without obtaining an explanation from service advisor [Redacted] it's unclear why an incident wasn't raised or the details updated on the original incident.

TL update [Redacted] - I have carried out enhanced QA and provided feedback to [Redacted]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Rationale	Potential reputational damage to police due to officers not being in receipt of information passed to service centre.		
Actions Required	Team Leader to carry out QA on call and provide feedback to Service Advisor. Enhanced call monitoring for 12 weeks to ensure incidents are being raised/updated properly.		

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - already sent to TL
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	



Reference No.	[REDACTED]
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C3 Notable Incident Report

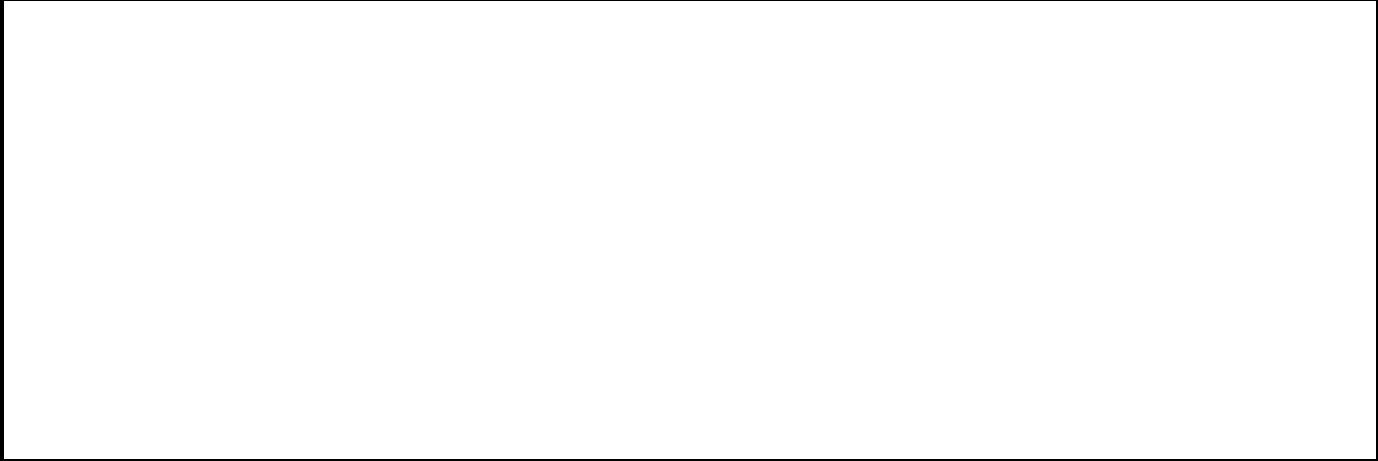
(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED] Service Centre		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)
<p>On [REDACTED] Service Advisor [REDACTED] received a call from [REDACTED].</p> <p>Service Advisor [REDACTED] created incident [REDACTED] and transferred to [REDACTED] Division ACR for [REDACTED] response.</p> <p>[REDACTED] has used the wrong locus, [REDACTED] has inputted [REDACTED] on Aspire despite the caller requesting locus as [REDACTED].</p> <p>The locus is changed to the correct address [REDACTED] which has displayed [REDACTED].</p> <p>Incident states a [REDACTED] ETA due to the change of locus.</p> <p>TL [REDACTED] was made aware of this from the on duty Inspector at [REDACTED] SOV.</p>



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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

TL [Redacted] spoke with [Redacted] who advised [Redacted] has clicked the wrong option on aspire when trying to fast track the incident. Email sent to [Redacted] TL to make [Redacted] aware.

TL update - [Redacted] - I have carried out QA on this call and provided feedback to [Redacted]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]
Date Received	[Redacted]
N.I.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Rationale	Reputational damage due to wrong locus being selected resulting in delayed attendance at an incident.
Actions Required	Team Leader to QA the call and provide feedback to Service Advisor.

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	[REDACTED]
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C3 Notable Incident Process

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]	[REDACTED]	
C3 Location (originated)	[REDACTED]	[REDACTED]	
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>Call taken by [REDACTED] Service Centre [REDACTED] at [REDACTED] and transferred to [REDACTED] ACR for action as a [REDACTED]. The call was in relation [REDACTED].</p> <p>- The incident was raised for the wrong locus by the service centre - [REDACTED] Division instead of [REDACTED].</p> <p>- It was accepted for control by PSM [REDACTED] in the ACR however not re THRIVED</p> <p>- It was updated that there were no [REDACTED] resources however no callsigns or incident numbers were updated</p> <p>- [REDACTED] was not re contacted by phone to update them</p>	

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- The call was noted by [REDACTED] and attempts were made to re contact [REDACTED] by phone - no reply. [REDACTED] attended and were informed [REDACTED] that the locus was incorrect.

On interrogating STORM it was found that the reporter had called back at [REDACTED] [REDACTED] looking for an update however the original call couldn't be located and as such a new call was created

[REDACTED] - [REDACTED]

Initial call reviewed and the locus was clearly passed as [REDACTED]

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

The staff members involved were off duty prior to this incident being highlighted and as such they have not been spoken to. Incident was created for the wrong locus. The delay in sending anyone would appear to be that there were no [Redacted] resources available however details were not fully updated on the incident.

ACR Update - PI [Redacted] - Controllers have been spoken to and made aware of the correct process.

TL update - [Redacted] - [Redacted] Aspire populated with the [Redacted] address and even though the caller stated [Redacted] was at [Redacted] selected the [Redacted] call card without checking if this was correct. [Redacted] is aware of [Redacted] error and the reputational damage to Police Scotland. [Redacted] takes full responsibility for this and has assured [Redacted] has learned by this experience.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Rationale	Reputational damage to Police Scotland		
Actions Required	Team Leader to QA call taken by [Redacted] and provide [Redacted] with feedback on the reputational damage caused by [Redacted] creating an incident for a completely incorrect locus.		

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	N/A - actions already allocated
Actions Completed	[REDACTED]

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, consideration to be given to enhanced QA should further concerns be highlighted.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	C3 [REDACTED]
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C3 Notable Incident Report

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>At [REDACTED] Service Advisor [REDACTED] took a [REDACTED] call from [REDACTED]</p> <p>[REDACTED]</p>	
<p>STORM incident [REDACTED] was created and THRIVE assessed as requiring [REDACTED] response as [REDACTED] Incident transferred to the [REDACTED] ACR at [REDACTED]</p>	

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At [REDACTED] the incident was accepted by Controller [REDACTED] who made a Sgt [REDACTED] Division, aware of the incident and logged that there were no officers available to attend at that time.

At [REDACTED] S.A [REDACTED] logged the result standard checks as known on Aspire,
[REDACTED]

At [REDACTED] Controller [REDACTED]

At [REDACTED] a STORM system transfer to a Supervisory terminal was accepted by PS [REDACTED] and the Object Markers viewed.

At [REDACTED] logged that [REDACTED]
[REDACTED]

At [REDACTED] Controller [REDACTED] logged to acknowledge text from [REDACTED] and that entry at [REDACTED] was in error.

At [REDACTED] logged a clarification regarding [REDACTED]
[REDACTED]

At [REDACTED] ACR Sgt [REDACTED] logged [REDACTED] was aware of the incident.

At [REDACTED] Controller [REDACTED] that [REDACTED] had left a voicemail and sent a SMS to the Callers mobile requesting [REDACTED] call the Police. [REDACTED] also logged that if a return call was received to confirm if officers could confirm availability.

At [REDACTED] Controller [REDACTED] logged that [REDACTED] were involved [REDACTED]
[REDACTED]

At [REDACTED] ACR Sgt [REDACTED] logged that [REDACTED] had been involved [REDACTED]
[REDACTED]

At [REDACTED] ACR Sgt [REDACTED] logged to note [REDACTED] and that the Divisional Sgt was to be informed.

At [REDACTED] Sgt [REDACTED] transferred the incident to [REDACTED] for action.

At [REDACTED] Controller [REDACTED] accepted the transfer and viewed [REDACTED]

At [REDACTED] Sgt [REDACTED] logged to confirm that the Divisional Sgt was aware the incident was to be progressed and transferred for action.

At [REDACTED] transfer was accepted by Controller [REDACTED]

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At [REDACTED] Controller [REDACTED] logged that [REDACTED] was aware.

At [REDACTED] ACR Sgt [REDACTED] logged that [REDACTED]
[REDACTED]

At [REDACTED] Controller [REDACTED] logged that [REDACTED] had been involved.

At [REDACTED] Controller PC [REDACTED] logged that a voicemail had been left apologising for lack of attendance and requested Caller to confirm availability.

At [REDACTED] ACR Sgt [REDACTED] logged that the incident was [REDACTED] old and that Police had not been able to attend, [REDACTED]
[REDACTED]

Incident to be closed as [REDACTED] for Divisional management and that a Divisional Sergeant was to be made aware.

At [REDACTED] Controller PC [REDACTED] logged that [REDACTED] was aware and disposed the incident as requested.

At [REDACTED] on [REDACTED] the incident was linked to [REDACTED]

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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Sgt [Redacted] and has not been spoken to regarding the use of [Redacted] disposal code.

PI [Redacted] - On reflection, PS [Redacted] accepts that the circumstances reported would merit police attendance, [Redacted]

A full re THRIVE assessment of [Redacted]

On a positive note, there has been excellent comms and updates on the incident from all the teams in the time that this incident was under the control of C3. Local Policing have been fully sighted throughout even to the point of the decision being made to [Redacted]

With regards to [Redacted] there is still some confusion, with regards to who can actually use this closure code. As part of this review, further clarification has been sought from PI [Redacted]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]			
Date Received	[Redacted]			
N.I.	Yes	<input checked="" type="checkbox"/>	No	<input checked="" type="checkbox"/>

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Rationale	The initial action should have resulted in attendance and learning has been taken from this incident and by the officer concerned. [REDACTED] I am satisfied appropriate action has been taken [REDACTED]
Actions Required	Appropriate training and advice has been given to the officer and there is no further individual action required. On a general note, the [REDACTED] process requires national application process and eradicate geographical differences. This is currently ongoing through CAM briefings and daily meetings.

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	
Actions Allocated (date and to whom)	
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	
Actions Required (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	



Reference No.	C3 [REDACTED]
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C3 Notable Incident Process

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)
Email into contactus from [REDACTED]
[REDACTED]
SA Thomson [REDACTED] picked up the email and sought advice from Team Leader [REDACTED] and Operations Manager [REDACTED]. The then replied to advise the complainer [REDACTED]
[REDACTED]

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Incident Outcome

The complainer has replied again on the [REDACTED] unhappy at this response [REDACTED]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

SA [REDACTED] spoken to by Operations Manager [REDACTED] to ascertain whom [REDACTED] sought advice from.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[REDACTED]
Date Received	[REDACTED]
N.I.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Rationale	Reputational damage to Police Scotland.
Actions Required	Guidance on Police Scotland's view on [REDACTED] [REDACTED] has been placed on DBR for information of all Service Centre staff.

OFFICIAL: POLICE ONLY

	
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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	NA
Actions Completed	Yes

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	



Reference No.	C3 [REDACTED]
---------------	---------------

C3 Notable Incident Report

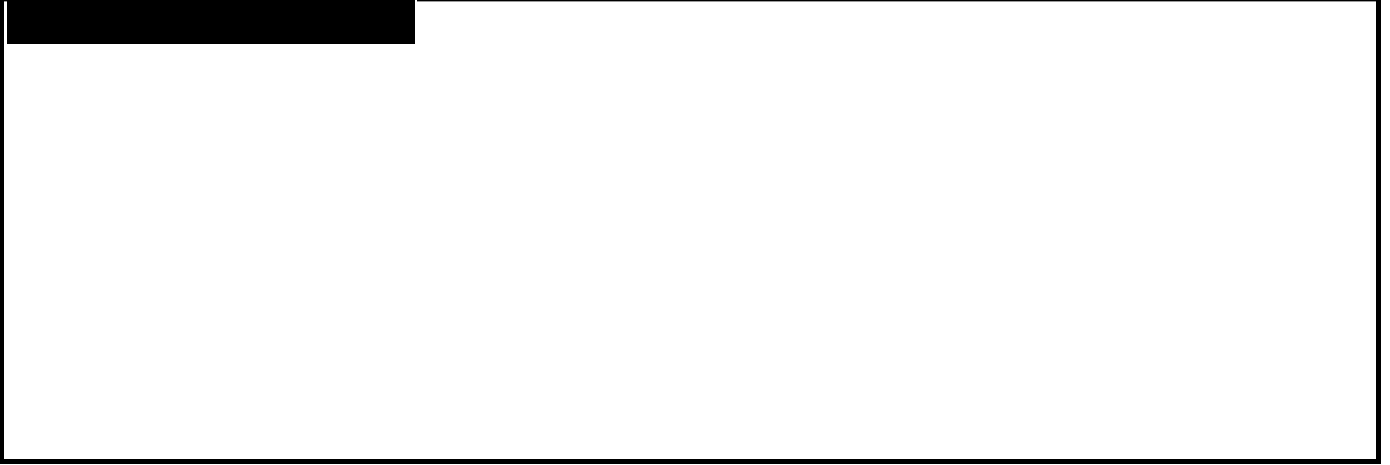
(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances	
<ul style="list-style-type: none"> • Key information to provide (if applicable): • Who took the call? • Where was the call sent to? (if an incident was raised) • Who controlled the incident? (again, if applicable) 	
<p>On [REDACTED] service advisor [REDACTED] took a call from [REDACTED]</p> <p>[REDACTED] created an incident at [REDACTED] and it was transferred to ACR at [REDACTED] with a THRIVE grading incident as [REDACTED]</p> <p>On accepting call at ACR controllers concurred this was [REDACTED] response however identified a possible [REDACTED] time delay between the initial call and the incident being transferred to the ACR which could potentially impact [REDACTED]</p> <p>I reviewed the incident and the call playback and could see no apparent reason for the delay in creating the STORM incident.</p>	



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Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

Service Centre supervisor contacted, [Redacted], who will review circumstances and appraise team leader of [Redacted]. [Redacted] is aware notable incident is being submitted.

No IT issues.

At this time no explanation as to why there has been significant delay in creating Immediate graded incident and having it transferred to ACR.

[Redacted], As [Redacted], I monitored the call and [Redacted]
[Redacted] Unnecessary questioning continued which caused a delay on the call being transferred. [Redacted] took the feedback fully onboard [Redacted]

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position	[Redacted]		
Date Received	[Redacted]		
N.I.	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Rationale	Unnecessary questioning causes delay in response and reputational damage to Police Scotland.		

Actions Required	TL has provided feedback to the Service Advisor, individual learning no other actions required.
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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	NA
Actions Completed	NA

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Actions Required (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	[REDACTED]



Reference No.	C3 [REDACTED]
---------------	---------------

C3 Notable Incident Process

(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which it was dealt with.)

Subject to certain exemptions, the information contained below may be disclosed under Freedom of Information (FOI) legislation.

Details of Person Submitting Form	
Name	[REDACTED]
Position / Location	[REDACTED]
Contact Number	[REDACTED]

Incident Number / Location / Date / Time			
Command and Control Incident Number	[REDACTED]		
ASPIRE / CRM Call ID No.	[REDACTED]		
Source of call (999 / 101 / in person etc.)	[REDACTED]	[REDACTED]	
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED]

Brief Summary of Circumstances
<ul style="list-style-type: none">• Key information to provide (if applicable):• Who took the call?• Where was the call sent to? (if an incident was raised)• Who controlled the incident? (again, if applicable)
[REDACTED]
Aspire marker added - [REDACTED]
[REDACTED] - SA did not confirm town during the call. [REDACTED]
Incident raised with THRIVE and [REDACTED] response, however was gazzed for [REDACTED] text of incident saying [REDACTED]

OFFICIAL: POLICE ONLY

Incident Outcome

[Redacted]

If you are a Service Advisor / Constable / other Staff equivalent please forward to a suitable on-duty supervisor, otherwise proceed to next section.

Initial Actions (to be completed by Supervisor submitting form or an appropriate on-duty Supervisor where form has been submitted by a Service Advisor / Constable / Other Staff)

Details of investigations carried out should include:

- Where possible individual **should** be spoken to;
- Explanation as to **why** error occurred;
- Are there any potential IT issues?

Please refer to Supervisory guidance for further information.

ACR Sgt [Redacted] has made PSSC aware.

Initial call listened to - [Redacted] at the start of the call - SA did not ask which town to confirm locus.

Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant **Local Area Commander / Service Centre Manager**

Local Area Commander / Service Centre Manager

Name and Position				
Date Received				
N.I.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale				
Actions Required				

OFFICIAL: POLICE ONLY

Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	
Actions Allocated (date and to whom)	
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	
Actions Required (if any)	

Form should now be returned to [REDACTED] for filing.

Date Filed	
Date	