



Reference No.	██████████
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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	██████████
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

- 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)

██████████ called █ from landline reporting ██████████
██████████

Call received at Service Centre, Storm Incident raised as Immediate priority ██████████, Relevant object marker noted logged. Incident thereafter transferred to ACR ██████████

Incident received and accepted at ██████████. Contents and object marker noted.

Incident initially managed within ACR with Duty Officer Service overview conducting assessment. ACR Supervisor cited and aware. Divisional Supervisor made aware and noted on incident.

Incident passed to █ division resource for attendance and management.

Incident managed at divisional level. Enquires at locus conducted. Divisional Supervisor cited in

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enquiry result with code changing agreed by division. ACR [REDACTED] updated. Incident recoded and closed 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.

Review of incident [Redacted].

Calls and airwave transmission reviewed.

Feedback provided to ACR staff.

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 risk [Redacted]		
Actions Required	Individual Feedback		



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>PMS ██████████ took a █████ call in ██████████ from ██████████. The caller ██████████</p> <p>PSM ██████ advised ██████████</p> <p>██████████ MSP ██████ could not get the inspector on the phone █████ proceeded to email the inspector with this information, when █████ should have created an incident.</p> <p>██████████ was created by another advisor when the caller made a second call on ██████████</p>

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Incident Outcome

Division dealt with the incident thereafter, and the divisional inspector was also emailed to advise [redacted] an incident has been created.

PSM [redacted] was given corrective advise in dealing with [redacted]
[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 futher information.

incident created and feed back given to PMS [redacted] Additional calls will be reviewed to ensure that PSM [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 C3 for not recording an incident.			
Actions Required	[redacted] is aware of NI and will address with SA [redacted] [redacted] [redacted]			

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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 recommendation 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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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)

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At [REDACTED] a [REDACTED] call was received into the [REDACTED] Service Centre and was handled by [REDACTED]

The call was from [REDACTED]
[REDACTED] SA [REDACTED] did put the caller on hold and when [REDACTED] returned to the call an incident was raised and a local policing appointment was arranged for the following day for officers to attend.

The incident was reviewed by the RT-Coordinator and it was assessed that the local policing appointment was not required as [REDACTED], the incident was to be [REDACTED]
[REDACTED]

The incident text was unclear that [REDACTED] and it was [REDACTED] From the [REDACTED]
[REDACTED] and therefore would have required investigation and engagement by Police Scotland.

Incident Outcome

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
The service advisor [REDACTED] had brought the [REDACTED] as [REDACTED] had reviewed the call for [REDACTED] and it was [REDACTED] There was [REDACTED]

After checking with RT, [REDACTED] Sergeant and [REDACTED], I have established that [REDACTED] have confirmed [REDACTED] with the [REDACTED]

I have raised [REDACTED] for officers to investigate the full circumstances and establish if [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] - [REDACTED] and it has been passed to ACR for officers to attend and establish the full circumstances of the incident. At this time, officers have not attended as of yet so no update has been provided. I have completed a quality assurance for the call and passed it to TL [REDACTED] to follow up with SA [REDACTED] when next on duty.

[REDACTED] Sgt [REDACTED] I have reviewed the above incident and reviewed the initial call made by the reporter. The report was [REDACTED]. The incident [REDACTED]. It is unclear however whether [REDACTED]

[REDACTED] This information, [REDACTED] The incident should not have been closed by RT but sent to ACR for officers to attend [REDACTED] This has been done [REDACTED]

PI [REDACTED] RT:- While the option of booking an LPA may appear appropriate reading this incident, [REDACTED]. Had the [REDACTED] then this would have more prominently featured in the decision making

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process that RT officers followed. This decision to [REDACTED]
[REDACTED] the SC at [REDACTED] where the SA states: [REDACTED]
[REDACTED] This would [REDACTED] SA [REDACTED]
[REDACTED]

The accuracy of information placed upon the STORM incident is paramount to ensuring Triage Officers select the correct process to be followed. RT officers have re-THRIVED it again at [REDACTED] and recognised that [REDACTED]
[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"/>
Rationale	Suggest QA review this incident and provide its independent view on the learning for C3		
Actions Required	Sgt [REDACTED] has listened to the telephone call taken by the Service Advisor and advises that [REDACTED] actions were correct. Feedback has been provided to the Service Advisor in anycase. RT has reviewed its actions and believes it was correct given the updates on the Storm incident.		

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	██████████
Actions Allocated (date and to whom)	PI ██████████ and PS ██████████ have both reviewed the incident
Actions Completed	██████████

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	██████████
Actions Required (if any)	NI has been fully reviewed as requested. The QAU found that the incident text did not reflect the details received during the call, the Advisor did however, take the correct course of action. Unfortunately, due to the text on the incident not reflecting the call this resulted in the RT taking the incorrect course of action (which was correct in terms of the information recorded on the incident).

Form should now be returned to ██████████ 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]	[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 received from [REDACTED] there was [REDACTED] Passed by Service Centre to Resolution Team with no consideration of alerting ACR to [REDACTED]. Remained at RT for 24 hours without ACR being made aware.</p> <p>Call received at [REDACTED].</p> <p>Call taken by Service Centre from [REDACTED], stating that [REDACTED]. Caller [REDACTED].</p> <p>[REDACTED] Caller states [REDACTED].</p> <p>[REDACTED] There was mention of [REDACTED].</p>

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Call coded as [REDACTED] incident with tag line "[REDACTED]."

It was thereafter graded as OTHERRES and transferred to RT at [REDACTED].

At [REDACTED] accepted at RT, thrived as [REDACTED], suitable for RT.

At [REDACTED], updated at RT for engagement with caller [REDACTED]

At [REDACTED] [REDACTED] [REDACTED]

[REDACTED] RT rethrive, for investigation at locus, search to be carried out.

[REDACTED] received at ACR , supervisors made aware, stations dispatched for [REDACTED]

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Incident Outcome

Stations dispatched and [REDACTED]
[REDACTED]
[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.

SC supervisor advised who will arrange for Service advisor to be spoken to.

RT supervisor advised and will make supervisors aware and arrange for feedback to be given.

PI [REDACTED] intends to speak to [REDACTED] officers involved, one officer already spoken to and fully admitted [REDACTED] mistake. Informed that this level of performance not acceptable. One other officer is [REDACTED] and will be spoken to [REDACTED]. The 3rd officer is [REDACTED] and will be spoken to on [REDACTED] [REDACTED] [REDACTED]

****Update [REDACTED]******. I have feedback the call to SA and offered advice on what should have happened with the call that [REDACTED] had taken. [REDACTED] agreed that on this occasion [REDACTED] did not do this thoroughly as [REDACTED] could have done. On reviewing the call [REDACTED] [REDACTED] was lead by what the caller was telling [REDACTED] and realised now when reviewing the call and the incident that [REDACTED] should have coded it differently and also sent it to ACR.

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 for not attending incident at time of report.			
Actions Required	TL has provided feedback to the service advisor [REDACTED] [REDACTED] only for SA. RT to provide feedback to [REDACTED]			

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	██████████
Actions Allocated (date and to whom)	PI ██████████ to give feedback to RT Officers TL ██████████ has given feedback
Actions Completed	PI ██████████ - ██████████ - feedback given TL ██████████ - Completed

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	██████████
Actions Required (if any)	NI reviewed, consideration to be given to enhanced QA should any further issues be highlighted to any of the mentioned staff.

Form should now be returned to ██████████ for filing.

Date Filed	
Date	██████████



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

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Details of Person Submitting Form	
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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>About ██████████ has called the Police stating that ██████████ ██████████ ██████████</p> <p>Service Advisor ██████████ took the call and ██████████ ██████████ The appropriate grading was carried out by ██████████ where the call was upgraded to immediate at ██████████</p> <p>At ██████████ the call has hit the timer and system transferred the incident to ██████████, 30 seconds after that ██████████ has transferred the incident to the appropriate pod in ██████████ Division</p>

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[REDACTED]

There has been a delay of [REDACTED] for the Control room in [REDACTED] being notified of this incident.

The [REDACTED] supervisor was spoken to by PS [REDACTED] and [REDACTED] stated that [REDACTED] had made [REDACTED] aware of an incident that [REDACTED] had not transferred. [REDACTED] was made aware by colleagues that the incident had not been transferred.

This has been a mistake on the service advisors part which [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.

[REDACTED] supervisor was to speak with [REDACTED] about circumstances.

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"/> No <input checked="" type="checkbox"/>
Rationale	Reputational damage to C3 due to delay in actioning officers to this incident.
Actions Required	TEam Leader to [REDACTED] and provide feedback to the Service Advisor, ascertain if there were any ICT issues at that time. [REDACTED] [REDACTED] [REDACTED]

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Form is now sent to C3 Governance

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

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.	██████████
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C3 Notable Incident Report

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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 ██████████, incident reported which was ██████████</p> <p>██████ The Call Taker was ██████████ The incident was sent to RT Triage at ██████████ and then sent from there to RT ██████████, but not accepted until ██████████ The incident was not sent to ACR by RT ██████████</p> <p>The reason for this notable incident submission is that the incident was incorrectly transferred directly to RT by the Call Taker, and was not correctly transferred to the ACR by RT ██████████.</p>

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Incident Outcome

Attendance by local policing officers and matters addressed.

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 Supervisor [REDACTED] and PS [REDACTED] at RT [REDACTED] spoken with by PS [REDACTED] at [REDACTED] and made aware of the issue on behalf of Duty Officer PI [REDACTED]. Individual feedback will be provided by Supervisor [REDACTED] and PS [REDACTED] to the respective staff.

RT Triage officer spoken to and the following is [REDACTED] rationale for accepting as suitable for RT progression. [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	There is individual and organisational learning as the incident was not progressed appropriately, based on information available for the initial THRIVE assessment. This had the potential for reputational damage and poor service delivery. Work was done to address once the errors were identified. An appropriate response was then delivered to manage identified THR.
Actions Required	I am satisfied that individual taking individual and corporate learning is appropriate moving forward. I am content it will work to minimise the probability of a repeat. There is no requirement to present the circumstance or findings beyond C3 at this time. Thanks

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Form is now sent to Governance and Assurance.

Governance and Assurance

Date Acknowledged	██████████
Actions Allocated (date and to whom)	Individual feedback will be provided by Supervisor ██████████ and PS ██████████
Actions Completed	

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit

Date Acknowledged	██████████
Actions Required (if any)	NI reviewed, ██████████ ██████████ It is recommended that the advisor is reminded of the C3 Procedures Guide to ensure correct procedures are followed. Regarding the time delay with RT picking up in RT ██████████ can it be confirmed there is an automatic process for this where the incident 'bounces back after a set time' similar to that in the SC when transferring to ACRs?

Form should now be returned to ██████████ for filing.

Date Filed	
Date	██████████



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]		
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 contacted police stating that [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Service Centre thrived incident and sent to Resolution Team with no immediate T/H/R. No mention was made of [REDACTED]. The assessment was left at [REDACTED] [REDACTED]

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Incident was picked up at RT Triage and assessed to be not suitable for RT. Incident sent back to ACR for attendance and local resource dispatched shortly after.

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 has spoken with SC team leader regarding the initial THRIVE assessment by the Service Advisor.

*****Update [Redacted]. i have reviewed the call recording and incident, and completed Quality Assurance paperwork. Feedback and coaching on THRIVE has been provided and [Redacted] put in place to monitor progress*****

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 C3 due to incorrect action by Service Advisor who should have sent incident to ACR for local police attendance.			

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Actions Required	SA [REDACTED] to be [REDACTED] [REDACTED] Team Leader to go over Thrive principles with [REDACTED] to ensure understanding.
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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	██████████
Actions Allocated (date and to whom)	██████████ TL ██████████ to give SA ██████████ and go over Thrive Principles.
Actions Completed	Yes

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 ██████████ for filing.

Date Filed	
Date	██████████



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>At the above time a ███ call was taken by Service Advisor ██████████. The call was from ██████████. ██████████ completed caller verification, Covid-19 clarification and confirmed ██████████ name and address. The caller then explained that ██████████.</p> <p>██████████ created the above noted Storm incident complete with Thrive, noting ██████████ and made the address ██████████ home address, despite having been told ██████████.</p> <p>Due to the locus selected by the SA officers were dispatched ██████████ address. ██████████</p>

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[REDACTED]

Due to the locus selected by the SA not being the true locus ([REDACTED]) not only was response delayed but the opportunity to log relevant [REDACTED] was missed. Had the SA selected the true locus then [REDACTED]. The [REDACTED].

[REDACTED] Also [REDACTED] were available for [REDACTED].

The ACR contacted the caller, amended the locus and then contacted the attending officers via Airwave 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.

There were no IT issues at the time of this call. SA to be given appropriate feedback by line manager. True locus should always be confirmed when possible with the caller. This would have been possible on this call as the caller had already made clear where [Redacted] was. Also, the Storm one liner merely stated [Redacted] this should have been [Redacted]. Though [Redacted] was given by the caller [Redacted] there is [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 C3 due to sending officers to incorrect location.			
Actions Required	Team Leader to carry out QA on the call and provide feedback and learning to the Service Advisor for individual learning.			

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Form is now sent to Governance and Assurance.

Governance and Assurance	
Date Acknowledged	██████████
Actions Allocated (date and to whom)	██████████ TL ██████████ to give SA feedback
Actions Completed	TL ██████████ by CI ██████████

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 ██████████ for filing.

Date Filed	
Date	██████████



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]	[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] called to report [REDACTED]	
[REDACTED] advised [REDACTED]	
[REDACTED]	
Incident sent straight to RT for LPA on [REDACTED]	

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Incident Outcome

██████████ contacted ACR, incident transferred to ACR for officers to attend on ██████████ continuing with enquiries.

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.

██████████ contacted Ops Manager ██████████ for advice as ██████████ were questioning why they had not been made aware of the incident.

Advised to submit Notable Incident as there was ██████████.

SC- TL:

Call quality assessed in line with QA process and verbal feedback provided to Service Advisor, ██████████ by Line Manager, ██████████.

Service Advisor agreed with feedback provided and took on board for future learning.

No I.T issues at the time of the call.

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 checked="" type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Reputational damage to C3			
Actions Required	Team Leader to carry out a QA on the call and provide feedback to Service Advisor ██████████ in relation to the Thrive assessment. Clear There is clearly threat, harm, and risk to the general public from ██████████			

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	<p>[REDACTED]. Added to that is the investigative element whereby [REDACTED] [REDACTED] [REDACTED]</p>
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Form is now sent to C3 Governance

C3 Governance	
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, 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]

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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]		
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 was received at [REDACTED] by Service Centre [REDACTED]. An incident was created and transferred to the Area Control Room where [REDACTED] Division took control of the incident and dispatched resources.</p>	
<p>[REDACTED] - Call was received at [REDACTED] by Service Centre [REDACTED]. An incident was created and then closed with it not being transferred to the ACR.</p>	
<p>At [REDACTED], the above calls were made via the [REDACTED] to Police Scotland from [REDACTED]</p>	
<p>[REDACTED] This incident was transferred to the Area</p>	

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Control Room, where [REDACTED] Division took control of the incident and dispatched officers to attend to trace [REDACTED].

At [REDACTED] [REDACTED] the reporter called back in via the [REDACTED] from a [REDACTED] advising the same as above, however was now [REDACTED] [REDACTED]. This incident was thrived as a prompt for further investigation and then closed without being transferred to the Area Control Room. The description box of the incident shows DUPLICATE INCIDENT - AUTO CLOSE and the incident closed with the coding type [REDACTED] and [REDACTED].

All of the information obtained in incident [REDACTED] was transferred over onto incident [REDACTED] inclusive of thrive and closure codes with a systems note reading "Incident Remarks Copied To Similar Inc".

The information from within incident [REDACTED] was not seen by controllers for some time due to the incident having not been transferred for their control.

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 Area Control Room [Redacted] have spoken with the Service Centre Supervisor for the [Redacted] and discussed both incidents.

It is unclear if there has been a change in process which the [Redacted] are unaware of as it has been explained that this is not a new process and it gets used regularly. The Service Advisor who created incident [Redacted] has been spoken with and [Redacted] has explained the process which [Redacted] followed to transfer the information from one incident to another which [Redacted] supervisors are happy with. [Redacted] has however been reminded and given advise on the importance of transferring incidents to the Area Control Room to ensure that no information is missed.

The Service Centre Supervisor for the [Redacted] have also been spoken with who have confirmed they are not aware of this process and that they do not use it. They have also confirmed that they transfer all calls to either the Area Control Room or the Resolution Team and they do not close Storm incidents.

Further enquiry should be sought in relation to speaking with C3 Training to establish if this process is being taught to Service Advisors and to confirm continuity across all command areas.

TL [Redacted]

I have reviewed this call and note the additional information provided by original caller. [Redacted] has raised a 2nd incident in relation to this call with this information and when realised it was a duplicate call, [Redacted] has used the duplicate incident function which then forced the incident to go to auto closure. When an incident is duplicated, all the text which was on the duplicate automatically transfers over to the original incident (this was not a copy and paste or an update on the original incident). [Redacted] has been provided feedback that [Redacted] should have used the link incident function and transferred it to the ACR. I believe on this occasion this should be for feedback rather than an N.I

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	Reputational damage to C3 by [REDACTED] [REDACTED] [REDACTED]		
Actions Required	SA [REDACTED] to receive feedback from TL once a QA is carried out of the call. [REDACTED] send it to the ACR, [REDACTED] [REDACTED] [REDACTED] [REDACTED]		

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Form is now sent to C3 Governance

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

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 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 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) 	
<p>On [REDACTED] at about the above noted time a [REDACTED] call was received from a [REDACTED] caller who confirmed [REDACTED] name, address and number in the [REDACTED] area. [REDACTED]</p> <p>[REDACTED]</p> <p>The caller confirmed that [REDACTED].</p> <p>The caller confirmed that [REDACTED]</p> <p>[REDACTED]</p> <p>The caller confirmed that [REDACTED]</p> <p>[REDACTED]</p> <p>Service Advisor [REDACTED] stated that there was no reason for police involvement and stated it was [REDACTED]. The caller was advised [REDACTED]</p>	

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[REDACTED]
[REDACTED]
The Service Advisor did not ask [REDACTED]
[REDACTED]

No Contact Assessment Model Thrive was completed for the call and the call was ended.

Incident Outcome

Subsequently the same caller called again on [REDACTED] at about [REDACTED]. Service Advisor [REDACTED] confirmed both the caller's details and [REDACTED] and created the above noted incident, which was sent to the relevant Area Control Room and officers attended.

[REDACTED]

[REDACTED]

[REDACTED]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

Service Advisor [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] line manager [REDACTED]. The call will have Quality Monitoring completed on behalf of line manager.

There were no known IT issues which could have impacted on this matter.

SA [REDACTED] should have confirmed with the caller [REDACTED] and completed standard CAM Thrive checks of police systems. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] UPDATE [REDACTED] TEAM LEADER - I have met with [REDACTED] to advise [REDACTED] of the Notable incident. I have asked [REDACTED] about the call and why a THRIVE assessment was not added to ASPIRE. [REDACTED] advised me that [REDACTED] THRIVED the call mentally, but didn't record it on ASPIRE, [REDACTED] advised [REDACTED] did not think the THRIVE was needed as [REDACTED] felt from the conversation [REDACTED]

[REDACTED]

I have feedback the call using our Quality Assurance protocols, and advised that a THRIVE must be added to ASPIRE for every incident when a STORM incident is not created, [REDACTED] will do this for future calls.

[REDACTED] advised be there was no technical issues that day, which would have affect the THRIVE

being stored on police systems

[REDACTED]

[REDACTED]

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

TTL has spoken to SA [REDACTED] in regards to this call and [REDACTED] lack of actions take, SA is aware that THRIVE should be completed on all calls and feedback has provided and acknowledge.

Given the outcome and potential time delay in Police response, further review to be considered [REDACTED]

NI was raised following SA who took 2nd call escalating to Team Leader after becoming aware of outcome of the incident the following day. [REDACTED]

This matter is being address informally and separately SC Mgr. [REDACTED] has spoken to SA [REDACTED] in regards to this call and [REDACTED] lack of actions take, SA is aware that THRIVE should be completed on all calls and feedback has provided and acknowledge.

NI was raised following SA who took 2nd call escalating to Team Leader after becoming aware of outcome of the incident the following day. [REDACTED]

This matter is being address informally and seperately SC Mgr

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Failure to create an incident from initial call regarding [REDACTED], potential for reputation damage to C3 Division.			
Actions Required	Call has been QA'd and feedback provided to SA, [REDACTED] [REDACTED] [REDACTED]			

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If the above section has not been completed by the LAC/Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	
Date Received	
Acknowledged	<input type="checkbox"/>

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	██████████
Observations and Recommendations (if any)	NI reviewed, no further recommendations at this time, as enhanced QA is being considered.

Form should now be returned to ██████████ 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]	[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)	
Initial call and details obtained by [REDACTED] hours on [REDACTED]	
Reporter states [REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED] The reporter was able to provide [REDACTED] to the service advisor.	

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The incident was coded [REDACTED] and transferred to Resolution Team for call back and further enquiry [REDACTED]

Resolution Team officer [REDACTED] accepted the incident and THRIVED it as suitable for progression [REDACTED]

Resolution Team officer [REDACTED] updated the incident for early shift to progress enquiry [REDACTED]

Resolution Team officer [REDACTED] contacted the reporter [REDACTED] hours, line went straight to voicemail, leaving a message for reporter to call back.

Further contact from reporter [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] Caller distressed and asked for [REDACTED]
[REDACTED]

Service Advisor [REDACTED] re codes incident to [REDACTED] and PROMT transferring incident to ACR.

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Incident Outcome

On reporter re contacting [redacted] Service advisor has re graded incident and transferred incident to ACR for appropriate action. Division have taken full ownership of enquiry.

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.

No IT Issues. At time of report individuals concerned were not on shift.

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 C3 division			
Actions Required	QA of call to be carried out and feedback provided to SA regarding the Thrive assessment of this call which led to it being sent to the RT resulting in potential [redacted].			

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	██████
Actions Allocated (date and to whom)	████████████████████
Actions Completed	Yes

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	██████
Actions Required (if any)	NI reviewed, no further recommendations regarding the Advisor's actions. However, it is recommended that this incident is also highlighted to RT in relation to their acceptance of the incident and intention to progress.

Form should now be returned to ██ for filing.

Date Filed	
Date	██████



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]		
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] [REDACTED] call was received by PSM Service Advisor [REDACTED] [REDACTED] Service Centre. [REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED] hours PSM [REDACTED] raised an [REDACTED] incident from Aspire to STORM and completed a THRIVE stating suitable for a Local Policing Appointment for [REDACTED]. Incident transferred to Resolution Team Co-ordinator.

[REDACTED] accepted incident. No further update at this time.

[REDACTED] updates incident with "Further engagement required and LPA booked to progress enquiry".

[REDACTED] transfers incident to the Area Control Room 'For Action' with the update "For info".

[REDACTED] ACR controller [REDACTED] accepts incident for action. No further update at this time.

[REDACTED] RT PC [REDACTED] assesses and transfers incident from RT Coordinator filter to ACR as a Prompt and cancelled the LPA. [REDACTED] highlighted incident to RT Sgt [REDACTED] Sgt [REDACTED] contacted and highlighted incident to ACR Sgt [REDACTED] and ACR Insp [REDACTED].

[REDACTED] Division Sgt [REDACTED] made aware by ACR controller [REDACTED].

[REDACTED] mobilisation message sent to [REDACTED] who have attended to obtain full details from [REDACTED].

[REDACTED] Sgt [REDACTED] contacted [REDACTED] who advised [REDACTED]. CID made aware. Instructs [REDACTED].

[REDACTED] ACR Sgt [REDACTED] listens and play initial call to [REDACTED] Division Sgt [REDACTED].

[REDACTED] make contact with [REDACTED]. [REDACTED]

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██████████ Divisonal enquiries identified ██████████ and updates regarding ██████████

Enquiries continue with Division at the time NI raised.

██████████ update

T/PI ██████████ has reviewed this NI and ██████████ has been submitted to SMT C3 for consideration

Incident Outcome

Incident still ongoing and [REDACTED] Incident will be passed to Early shift.

Incident is still being Investigated by [REDACTED]
[REDACTED]
[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 PSM [REDACTED] not on duty at time NI raised.

ACR controller [REDACTED] was spoken to and stated [REDACTED] observed the incident was 'For Action' and 'For Information' and that LPA was booked. As incident was 'For Action' incident disappeared after [REDACTED] clicked on another incident to deal. On accepting incident 'For Control', [REDACTED] made Divisional Supervisor aware.

Initial incident reviews carried out by RT Sgt [REDACTED], ACR Sgt [REDACTED] and ACR Insp [REDACTED]

Initial call review by ACR Sgt [REDACTED] states as per incident however poor quality of recording.

The main issues for [REDACTED] Management to review is Service Centre THRIVE and decision to book LPA. Time delay in RT Coordinator queue and incident sent 'For Action' with no Divisional Supervisor made aware.

[REDACTED] PI [REDACTED]

On [REDACTED] Sergeant [REDACTED] has been made aware of this incident by Resolution Team Inspector, [REDACTED] and of the substantial time delay by Pc [REDACTED] in dealing with this incident and as such, has asked for a supervisory review of the incident to identify why this occurred. On [REDACTED] findings it was apparent that Pc [REDACTED] has failed to fully read the incident as the SC had booked an LPA for progression, thus assuming the appropriate risk assessment had already been carried out

On [REDACTED] SC Team Leader [REDACTED] Quality Assurance for the incident held a meeting with Service Advisor [REDACTED] regarding [REDACTED] dealings with the call. [REDACTED] advised that that [REDACTED] initial assessment of the incident was that it should have been sent to

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ACR for control , but, as the [REDACTED] concerned was [REDACTED] and that the incident was not ongoing, sought advice from other Service Advisors. In doing so [REDACTED] was advised that this matter was to be progressed via RT and as such sent this to RT. Team Leader [REDACTED] has advised [REDACTED] that this was action was wrong and that in future , if unsure of what to do with a incident that [REDACTED] should seek the advice from a Team Leader only . It was highlighted to SA [REDACTED] that due to the nature of the call and [REDACTED] , that a call; of this nature call should have gone to ACR for attendance.

In all instances it is evident that the fundamental principles of THRIVE has been over looked and subsequently a contributory factor in the [REDACTED] of this incident. All members of staff as well as their FLM have been made aware of this Notifiable Incident and learning points have been highlighted, to prevent this from reoccurring and managing risk appropriately.

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			
Actions Required			



Reference No.	██████████
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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	██████████
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 received at Service Centre ██████████ - from caller reporting ██████████ ██████████. Incident coded as ██████████ ██████████, and Service Centre thrived as prompt and transferred to ACR.</p> <p>PC ██████████ ACR ██████████, accepted transfer and added a prompt thrive .</p> <p>Incident updated - all stations engaged, then further updated all stations engaged and listing what resources were engaged with.</p>

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 initial caller 


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Incident Outcome

The initial incident was not resourced and the second incident [REDACTED] is still being progressed.

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 has been brought to the attention of ACR staff member involved.

Supervisor has re-enforced the importance of regularly updating the incident if no resources available and also the importance of a full handover to the oncoming shift. PC [REDACTED] has been advised that when [REDACTED]

[REDACTED] The staff member has been reminded of procedure when completing a thrive and not just to place a generic thrive on each incident that each thrive should be unique to the incident.

Reflective learning has been carried out with PC [REDACTED] was receptive to this and has taken the learning onboard.

** This incident was brought to my attention, [REDACTED] Team Leader of SA [REDACTED] [REDACTED] who took the initial call. I completed a QA for the call and found that important elements of the conversation between caller and SA were not put on the [REDACTED] Incident. I have since spoken with [REDACTED] and made [REDACTED] aware of this Notable. [REDACTED] could give no explanation for [REDACTED] failings. [REDACTED] is sorry for the error [REDACTED] has made and appreciates what [REDACTED] should have done. [REDACTED] is disappointed in [REDACTED] for making this error. [REDACTED] will take the learning on board and strive not to repeat this error and will be more vigilant moving forward. Discussion will take place between myself and Ops Manager [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]

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N.I.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Rationale	The lack of incident review in this instance could have a detrimental risk to public safety and reputational risk to Police Scotland.			
Actions Required	Individual learning identified and addressed by Team supervisor.			

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Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	██████████
Actions Allocated (date and to whom)	██
Actions Completed	Yes

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 ██ 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]		
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 the [REDACTED] call is received by PSM [REDACTED] [REDACTED] took a call from a [REDACTED] who stated during the call [REDACTED] [REDACTED].</p> <p>It was difficult to get information from the caller and PSM [REDACTED] struggled to get exact address details however given the circumstances and nature of the call. the eastings and northings should have been used and incident fast tracked to the control room.</p> <p>PSM [REDACTED] came across abrupt and dismissive at times to the caller.</p> <p>It was approximately [REDACTED] into the call before PSM [REDACTED] asked for information and details of [REDACTED].</p> <p>PSM [REDACTED] created an incident and sent this to the control room at [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.

DS [Redacted] contacted [Redacted] Service Centre supervisor number to raise concerns regarding the handling of the call. Operations Manager [Redacted] listened to the call and passed the information on to PSM [Redacted] Team Leader [Redacted] [Redacted] who listened to the call and monitored it in line with the current guidelines. Feedback will be provided to the call handler.

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 C3 division			
Actions Required	TL to play the call back to SA [Redacted] call handling skills and Thrive process. [Redacted] [Redacted] TL to carry out spot checks of 10 further calls to ascertain if the learning from this has been taken onboard.			

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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	Yes

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 ██ for filing.

Date Filed	
Date	████████



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

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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>SA ██████████ took the call relating to ██████████ from a ██████████ ██████████</p> <p>An object marker was logged in respect of the locus / Subject involved in the reported ██████████ which requests an ██████████.</p> <p>An insufficient THRIVE assessment was logged by the SA and the incident was incorrectly graded as Prompt despite requiring a dynamic police response.</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.

Duty Officer PI [Redacted] made contact with SC Team Leader [Redacted]. SA off duty at this time but will be spoken with when [Redacted]. At this stage, there is no obvious explanation or IT issue for this grading.

[Redacted]: This also sits with ACR [Redacted] accepted the incident transfer on two occasions, the object marker had been added to the incident so acceptance would automatically display a pop-up of the object marker onto Pc [Redacted] screen, this should have been prompted an early re-thrived grading of Immediate.

SC TL [Redacted] has completed a call review and QM form. A discussion was held with [Redacted] regarding [Redacted] decision to grade the call as prompt. [Redacted] acknowledges that [Redacted] was aware of the object marker but had not considered that an immediate response was required. I have discussed with [Redacted] the rationale for an immediate response - the incident was ongoing at the time of the call, the caller was [Redacted], the object marker advised of [Redacted]. [Redacted] understands the feedback and is aware that the incident should have been graded as an immediate.

[Redacted] has been provided with a copy of the QM form.

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 C3 division for slow dispatch of divisional resources.		

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Actions Required

TL to provide feedback to SA [REDACTED] re the grading of the incident and failure to ask Covid questions.

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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 as ACR and SC both aware.

Form should now be returned to ████████████████████████████████ for filing.

Date Filed	
Date	████████



Reference No.	██████████
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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	██████████
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>Police Officers dispatched to incorrectly validated address even although the correct address (or enough information to obtain the correct address) was provided by reporter.</p> <p>PSM ██████████ took ███ call from a █████ reporting that ██████████ ██████████. Call started at ██████████ ██████████.</p> <p>STORM incident raised for location: ██████████. Incident created at ██████████ hours.</p> <p>Caller clearly states that the location of the emergency is in the town of ██████████. Caller gives</p>

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location initially as [REDACTED].

Service Advisor is struggling to get address to validate correctly and questions the caller who again confirms [REDACTED]. [REDACTED] then confirms that [REDACTED]. Caller clearly says partial postcode for the address is [REDACTED].

Incident transferred to ACR at [REDACTED] hours. ACR dispatch to [REDACTED] address at [REDACTED] and arrange [REDACTED] also.

[REDACTED] hours unit arrive at [REDACTED] [REDACTED] and ascertain that this is incorrect, occupants at locus have no knowledge of the incident. Divisional officers recontact reporter and establish correct locus; [REDACTED], and ACR are updated at [REDACTED] hours.

ACR re validate the address on [REDACTED] incident. ACR update [REDACTED] on the new location. First unit arrive at correct locus and mark on scene; [REDACTED] hours.

Incident Outcome

[Redacted] Delay in police [Redacted]
attendance at correct locus is not believed to have had an impact on [Redacted].

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

Service Advisor - PSM [Redacted]
Controllers - PSM [Redacted]
PSM [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] call reviewed on Scenario Replay.

PSSC Team Leader on duty contacted and made aware of incident/circumstances. Advice from the Team Leader spoken to was for ACR to raise N.I.

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

SA's TL [REDACTED] listened to the call and agrees with the above findings. The caller was unable to provide the address correctly as [REDACTED]. If SA had showed some empathy and good questioning skills the correct address could have been established and the error avoided. QM will be feedback to SA. [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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Reputational damage to C3 division.			
Actions Required	Enhanced QA for [REDACTED] week period.			

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If the above section has not been completed by the LAC/Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	
Date Received	
Acknowledged	<input type="checkbox"/>

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	██████████
Observations and Recommendations (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to ██ for filing.

Date Filed	
Date	██████████



Reference No.	██████████
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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	████████████████████
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 RECEIVED VIA ██████████ BY SC ADVISOR ██████████ AT ██████████ RE CALLERS ██████████. INCIDENT RAISED AT THAT TIME (██████████). OBJECT MARKER FOR URGENT RESPONSE AT LOCUS VIEWED AND LOGGED. SC THRIVE NOTED THAT ██████████ WERE ON SCENE, ██████████ BUT POLICE INVESTIGATION REQUIRED. INCIDENT GRADED AS PROMPT AND TRANSFERRED TO ACR ██████████ WHERE TRANSFER WAS ACCEPTED AT ██████████ BY CONTROLLER PC ██████████</p> <p>ACR THRIVE CARRIED OUT AND INCIDENT ALSO GRADED AS PROMPT. CHECKS NOTED AS N/A. DIVISIONAL SUPERVISORS AND CID WERE BOTH THEN UPDATED AND A UNIT ██████████ WHICH IS A ██████████ UNIT DIRECTED TO ATTEND AT ██████████, AND SECOND</p>

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UNIT [REDACTED] WHICH IS A [REDACTED] UNIT TASKED AT [REDACTED]

A SECOND CALL IS RECEIVED AT [REDACTED] BY CALLER LOOKING FOR ETA FOR POLICE AND ADVISING [REDACTED]

[REDACTED] MARKED AT SCENE AT [REDACTED], APPROX [REDACTED] AFTER FIRST BEING TASKED

Incident Outcome

CR RAISED FOR [REDACTED]
[REDACTED]
[REDACTED]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

[REDACTED]
PC [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.

INCIDENT HAS BEEN REVIEWED AND OBJECT MARKER VIEWED

SERVICE CENTRE SUPERVISOR - [REDACTED], HAS BEEN CONTACTED AND TASKED WITH SPEAKING WITH [REDACTED] A COPY OF THIS FORM ATTACHED FOR UPDATE

PC [REDACTED] WILL BE SPOKEN TO ON [REDACTED]

Please find below review of incident in respect of SC Advisor [REDACTED] grading of the incident and [REDACTED] initial THRIVE as reviewed by [REDACTED], Team Leader - [REDACTED]

Whilst [REDACTED] has correctly raised an incident, the grading is incorrect due to the fact the [REDACTED]. The call card is lacking some of the more important information and whilst the object marker has been logged, it would seem this has not been taken into account with the appropriate response level. [REDACTED] must remember the THRIVE standard which is across the whole of C3 division and must include the priority grading, a rationale for why the incident has been graded the way it has and the standard checks should be recorded here also. Whilst [REDACTED] has raised this as a PROMPT as [REDACTED] felt [REDACTED] had this in hand, [REDACTED] should have been cognisant of the fact the caller is [REDACTED] and should have received an immediate response - [REDACTED] and this has not registered with [REDACTED] when the incident has been raised.

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This is all unusual for [REDACTED] is an extremely competent service advisor who is very good at [REDACTED] job. In [REDACTED] defence, there are no contact notes on ASPIRE requesting that an IMMEDIATE response be considered which may have thrown [REDACTED] in the first instance. The caller was [REDACTED] and was initially quite difficult to understand. It is likely, [REDACTED] has only seen the object marker when [REDACTED] has raised the incident from ASPIRE to STORM. I also feel the wording of the current OBJECT Marker is not sufficient within the CAM model; under the previous grading model, an URGENT response could also be considered a Grade 2 incident which is now what we would deem as a PROMPT. It is also out of date stating it should have been reviewed [REDACTED]. That aside, for whatever reason, [REDACTED] has not used [REDACTED] usual common sense approach and this will all be fed back to [REDACTED] next on shift.

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

Correct procedure with regard to THRIVE will be re-iterated as will utilising all available information to ensure correct grading is applied to incidents when SC advisor is next on duty.duty. The incident has been logged for Quality Assurance purposes

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Reputational damage to C3 division			
Actions Required	TL to give feedback to SA.			

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If the above section has not been completed by the LAC/Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	
Date Received	
Acknowledged	<input type="checkbox"/>

Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	████████
Actions Allocated (date and to whom)	██
Actions Completed	Yes

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	████████
Observations and Recommendations (if any)	NI reviewed, clarification sought that NI has been raised with ██████ in ACR.

Form should now be returned to ████████████████████████████████ for filing.

Date Filed	
Date	████████



Reference No.	██████████
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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	██████████
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)
██████████ contacted PSoS at ██████████ stating about ██████████, ██████ witnessed ██████████
██████████ has then ██████████. The initial SCA ██████████ has called this an ██████████ stated in a very poor thrive, there is no threat or harm. The information line states ██████████. The call was sent to NDEU for PNC checks on ██████████, which were completed 25 minutes later and RT then took control 30 minutes after the call was initiated. It has then been sent straight to ACR ██████ as an immediate on the orders of PS ██████████ RT ██████ Sgt. Sgt. ██████████ ACR ██████ then made aware who added Over view tags and local PI was then made aware.

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PS [REDACTED] has then contacted SC Supervisor [REDACTED] aware of the incident and informed [REDACTED] that a Notable Incident would be raised.

Incident Outcome

U/K at time of form being raised and sent.

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

██████████ - Call Taker
██████████ Sgt
██████████ Sup
██████████ Sgt

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.

██████████ was speaking to ██████████ and I am unaware of the outcome.
SC TL has listened to the call and completed QM for it. I have also spoken to SA and made ██████ aware of ██████ errors. ██████████ thought process for sending the incident to RT was the time delay in reporting the incident and that there was no information on ██████████. I have discussed with ██████ that this should not be grounds for coding the incident and to ensure that the incident is coded correctly.

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Reputational damage to C3			
Actions Required	TL to QA calls and arrange [REDACTED] refresher training			

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If the above section has not been completed by the LAC/Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	
Date Received	
Acknowledged	<input type="checkbox"/>

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	
Observations and Recommendations (if any)	NI reviewed, Consideration to be given to enhanced QA after the refresher training to ensure appropriate support is provided.

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

Date Filed	
Date	

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This was highlighted by DCR officer on receipt of the incident on [REDACTED] and sent back to ACR for prompt attendance. Not suitable for DCR.

Incident Outcome

Incident was attended by officers on [REDACTED] [REDACTED]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

Service Advisor - [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.

Incident was highlighted to PI [REDACTED] by RT on [REDACTED] and contact was made with SC TL [REDACTED] on the same date, who was asked to review the call and provide feedback to the [REDACTED]

Feedback was provided to [REDACTED] was next on shift.

[REDACTED] acknowledged that, given [REDACTED], a DCR was not the appropriate course of action and agreed that an RT Tel or LPA would have been a more suitable route.

Thrive was discussed and [REDACTED] acknowledged that the assessment of T/H/R/V was inadequate and understood the reasons for this.

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC.
This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

Feedback has been provided to [REDACTED] who understood and accepted the reasons for the NI. This has been an error of judgement by [REDACTED] on this occasion.

The NI was discussed with Ops Manager [REDACTED] and it was agreed that 5 of [REDACTED] calls would be dip sampled in addition to [REDACTED] standard QM for the month.

[REDACTED] was made aware of this. This has been completed by TL [REDACTED] and no further issues were 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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Rationale	There was [REDACTED] identified which should have merited police attendance and the incident was not suitable for DCR. There was a potential risk to the Force reputation.			
Actions Required	Individual learning already identified within the Service Centre and feedback has been provided. Additional QA has been undertaken with no further issues identified within the individual's call handling. Email also sent to RT Inspector to ensure any learning identified within RT is fed back to RT Officer.			

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If the above section has not been completed by the LAC/Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	
Date Received	
Acknowledged	<input type="checkbox"/>

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	██████████
Observations and Recommendations (if any)	NI reviewed, enhanced QA for the Advisor noted. NI passed to RT for review for possible learning also noted. No further recommendations at this time.

Form should now be returned to ██████████ for filing.

Date Filed	
Date	██████████



Reference No.	██████████
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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	██████████
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 received at ██████████ Service Centre taken by SA ██████████. Incident involved ██████████. ██████████. All details were noted and clearly updated on the initial incident. Reporter advised ██████████ however ██████████. Incident was coded as ██████████.</p> <p>The Incident was then transferred to RT at ██████████ for enhanced checks and accepted by PC ██████████ who requested lookout broadcast by ACR (done by PSM ██████████). ██████████</p>

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No further action was taken by any member of C3 staff until [REDACTED] when enhanced checks were carried out by PC [REDACTED] at RT.

At [REDACTED] location was changed to [REDACTED] and sent to ACR for attendance [REDACTED], objects markers on address for [REDACTED] [REDACTED] however these were not logged on the incident by RT or ACR.

Objects marker were viewed by number of ACR staff and again not logged. At [REDACTED] [REDACTED] Inc was deferred for [REDACTED] attendance.

Inc was accepted by ACR at [REDACTED] and then resourced at [REDACTED] by PSM [REDACTED] [REDACTED]

Incident Outcome

On attendance officers [REDACTED]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

[REDACTED] - Service Advisor - Raised initial incident

PC [REDACTED] - accepted call at RT and requested lookout broadcast

PSM [REDACTED] - Broadcast Lookout request and returned to RT.

PC [REDACTED] - conducted enhanced checks, amended locus and requested [REDACTED] - object markers not logged

PC [REDACTED] - accepted for control - object markers not logged

PS [REDACTED] reviewed inc at timer deemed suitable for prompt response.

PS [REDACTED] - deferred for E/S progression.

PSM [REDACTED] accepted for control - Object marker not logged. - Inc Resourced.

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.

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█████ Individuals have not been spoken to at this time as most involved are no longer on duty.

I believe this incident has been incorrectly graded in the first instance and should have been graded as █████ or █████ in first instance.

Incident was then transferred to RT for enhanced checks, given this incident had only just occurred I believe this should have been transferred to ACR for attendance.

RT have accepted the incident and no further action was taken for over █ hr period.

Enhanced checks carried out and █████
Address changed to █████ and 2 Urgent Response object markers for █████
█████ were viewed but not logged.

Inc was then accepted by ACR and again objects markers were viewed and not logged.

ACR retained control of the incident █████
█████

No divisional supervisor had sight of this incident until █ hrs after the initial call.

Outcome-The █████
█████
█████
█████
█████
█████
█████

█████ The reporter was contacted by Divisional Officers █████ . █████
█████

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

Resolution Team [REDACTED]

I have laised with FLM of both Pc [REDACTED] and Pc [REDACTED] and highlighted the above matter.

PS [REDACTED] has spoken to both in relation the journey of the call and where a better service could have been provided. As Coordinator Pc [REDACTED] has been advised to take note of incients as they come in. In this occasion whilst this was not initaly classed as [REDACTED], attention to the opening lines of the incident coupled with a better scrutiny of THRIVE, then this matter would have been identified as coming to RT in error and it besent to ACR as a PROMPT for ACR Control.

Pc [REDACTED] - Advice has been given in relation to the logging of Object Markers.

[REDACTED]
They will take learning from this and apply it to dealing with incidents in future.

ACR [REDACTED]

ACR staff have been spoken to and although the incident was created by SC and sent to RT where it remained for [REDACTED] hours when it has been sent to the ACR it should have been managed more thoroughly.

Staff have been reminded to log object markers when relevant and clearly state on the incident if not relevant. Advice also given regarding ensuring initial incident codes are correct and correspond with the text present on incidents. This should be undertaken regardless of how [REDACTED] the incident may be and if it has been managed by other departments.

Staff have accepted the advice.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Rationale	Failure to progress this incident in a timely manner has led to the potential loss of investigative opportunities and unnecessary exposure to ongoing risk.			

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Actions Required	Satisfied that individual learning has been applied in this case, officers spoken to by RT Inspector as well as Supervisor to reinforce the importance of THRIVE/Object Markers and reading the incident from the start - particularly the RT Co ordinator role. PI [REDACTED]
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If the above section has not been completed by the LAC/Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	
Date Received	
Acknowledged	<input type="checkbox"/>

Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	██████████
Actions Allocated (date and to whom)	RT to complete LAC/DLAC sign off. ACR to update with result of investigation/actions taken
Actions Completed	RT Update received ██████████

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	██████████
Observations and Recommendations (if any)	NI reviewed, (awaiting update from ACR) it is recommended consideration to be given by ACR and RT for enhanced QA should further issues be highlighted.

Form should now be returned to ██████████ for filing.

Date Filed	
Date	██████████

Incident Outcome

Officers attended [REDACTED]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

PSM [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.

Ps [REDACTED] SC and spoke with team leader [REDACTED] who will carry out feedback with [REDACTED] and also make [REDACTED] line manager aware.

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Final Update (to be completed by the relevant Ops Manager / SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

TL [REDACTED] - I have reviewed the call and completed a QM form. Feedback has been given to [REDACTED] who acknowledges [REDACTED] error in failing to transfer the incident to ACR and [REDACTED] realises the potential consequences of a delay in police attending. There were no IT issues which prevented [REDACTED] transferring the incident - it was an oversight on [REDACTED] part.

I discussed with [REDACTED] [REDACTED] grading of the incident and THRIVE assessment which did not consider the potential for [REDACTED]. [REDACTED] admits this was not something that [REDACTED] would have considered so we discussed the circumstances in which [REDACTED] [REDACTED]. [REDACTED] understands the feedback and is aware that [REDACTED] needs to fully consider all potential risks and vulnerabilities present when thriving incidents and grade higher where there may be a need to secure investigate opportunities.

[REDACTED] further calls and incidents have been dip-sampled and there were no issues with transferring the incidents or with the THRIVE rationales. [REDACTED] will be provided with a copy of the QM form.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Reputational damage to Police Scotland for not attending incident when first called.			
Actions Required	TL to QA call and provide feedback to Service Advisor re [REDACTED] Thrive assessment, which didn't appear to take account of the [REDACTED] should this have transpired [REDACTED] the Thrive grading would have had a detrimental impact on investigative opportunities. Ascertain why the incident was not transferred, was this an oversight or an ICT failure? No previous NIs for [REDACTED] please carry out spot checks on [REDACTED] further calls to assess Thrive rationale.			



Reference No.	██████████
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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	██████████
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 from ██████████ notifying Police of ██████████ ██████████. Caller further stated ██████████. No further information was provided.</p> <p>Call received by SA ██████████ incident created and coded as ██████████ thrived as prompt and sent to ACR.</p> <p>Call accepted AT by Controller ██████████, thrived as prompt and station dispatched. Station attended and ██████████</p> <p>Next update at ██████ by Controller ██████████, incident moved to further action queue and attempts made to contact by phone.</p> <p>Next update at ██████ ny Controller ██████████ further attempt to contact by phone and update</p>

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of resource picture.

Passed to [REDACTED] who dispatched station and stood down after getting no reply. Deferral requested by local supervisor for [REDACTED] to attend.

incident not suitable for deferral. Incident coded as [REDACTED] in error. Recoded to correct coding [REDACTED]. Stations dispatched [REDACTED].

Incident Outcome

At time of writing the [REDACTED]
[REDACTED]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

Service Advisor [REDACTED]
Controller [REDACTED]
Controller [REDACTED]
Controller [REDACTED]
Controller [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.

SC supervisors advised of incident, Incident should have been coded as [REDACTED] from the outset. It appears the callers mention of [REDACTED] has coloured the SA thrive and the subsequent ACR and local officers assessment of the call.

Feedback will be provided to SA.

Controller [REDACTED] has been spoken to and states that [REDACTED] saw the [REDACTED].

Other controllers are still to be given feedback.

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

i have read the attached comments nd recomedations with which i fully agree.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Public saftey and Reputational for Police Scotland			
Actions Required	As above			



Reference No.	██████████
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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	██████████
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 from member of the public was taken by PSM ██████████</p> <p>LPA was raised in response to incident which was sent to Resolution Team Coordinator, PC ██████████</p>

Incident Outcome

Officer attended LPA and [REDACTED]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

PSM [REDACTED]

PC [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] reviewed incident following request from [REDACTED]

Call made by reporter reviewed also.

Service Centre Team Leader made aware that Notable Incident was being raised.

Sgt [REDACTED] RT...I've looked at this incident and the information should have been further explored at all stages [REDACTED] ...It should have went to ACR and the divisional supervisor made aware due to [REDACTED].

However, the incident was already [REDACTED] an appointment was made for the next day. I am sure if the appointment date was any further off a supervisor would have been spoken to to have a prompt attendance.

The [REDACTED]
[REDACTED]
[REDACTED] The information re [REDACTED] is not confirmed and [REDACTED] has not elaborated on [REDACTED]
[REDACTED]

I am certain if [REDACTED] an LPA would never have been made due to [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

I have reviewed this NI and it has also been reviewed by the D/LAC . There has been individual learning identified in C3 in addition to organisational learning. The RT officer has been spoken to regarding the importance of [REDACTED]

[REDACTED]. Attendance should have been considered and that advice should have been sought from [REDACTED].

A message of reinforcement has been sent to RT supervisors regarding the importance of these type of incidents.

T/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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Reputational damage to C3 division			
Actions Required	Feedback has been provided to SA [REDACTED] for learning. [REDACTED] no further action for Service Centre.			



Reference No.	██████████
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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	██████████
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>SA ██████████ took call from ██████████ reporting ██████████ ██████████. Inc sent to ACR for control and accepted. Call passed to unit for attendance by controller PC ██████████ who diverted unit for priority ██████████</p> <p>Service advisor ██████████ took call from ██████████ and raised incident ██████████ which ██████████ cross referenced with this incident.</p> <p>Controller ██████████ contacted caller and agreed diary appointment which was later authorised by divisional supervisor PS ██████████. LPA was booked ██████████.</p> <p>On ██████████ divisional officers attended and ██████████ ██████████. It is unknown if the officers were aware of the linked incident.</p>

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On [REDACTED] was sent to RT for control in order for RT to [REDACTED]. PS [REDACTED] reviewed incident and deemed unsuitable for LPA and sent to ACR for officer attendance.

Incident Outcome

Incident was updated by RT Supervisor PS [REDACTED] and transferred to ACR for divisional action. At time of submission enquiries [REDACTED].

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

Service Advisor PSM, [REDACTED] (took call from victim)
ACR Controller PC, [REDACTED] (Dispatched & diverted Unit)
Service Advisor PSM, [REDACTED] (Cross Referenced Linked incident)
ACR Controller PSM, [REDACTED] (Booked LPA)
Divisional Supervisor PS, [REDACTED] (Authorised LPA)
RT Coordinator PC, [REDACTED] (Coordinator for LPA)
ACR Controller PC, [REDACTED] (Sent Inc to RT for re-booking after caller missed LPA)
RT Investigator PC, [REDACTED] (Alerted RT Sgt, Carried out Standard Checks)
RT Supv PS, [REDACTED] (Returned to ACR for action and Raised NI)

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.

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PS [REDACTED] RT Supervisor

I have contacted divisional supervisor PS [REDACTED] who was in agreement that [REDACTED] unsuitable for LPA and agreed incident be sent to ACR for officers to attend. I further contacted [REDACTED] ACR supervisor to advise of the circumstances and advise I was raising incident as a NI.

Incident occurred because ACR THRIVE related entirely to the risk to [REDACTED], whereas a more holistic view would have given consideration to the risks to Police Scotland which are inherent in [REDACTED].

PI [REDACTED]

Please ensure all officers/staff involved in the initial stages are spoken to regarding individual learning, discussion to take place between department management re [REDACTED].

Once completed for noting and filing.

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

PI [REDACTED]

Please ensure all officers/staff involved in the initial stages are spoken to regarding individual learning, discussion to take place between department management re [REDACTED]

Once completed for noting and filing.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Learning across C3 in relation to the suitability of LPA's [REDACTED] [REDACTED]			
Actions Required	Learning to individuals and discussion between depart. heads.			

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If the above section has not been completed by the LAC/Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	[REDACTED]
Date Received	[REDACTED]
Acknowledged	<input checked="checked" type="checkbox"/>

Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	Discussion between RT / ACR DLAC / LACs [REDACTED].
Actions Completed	None at present

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	
Observations and Recommendations (if any)	

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

Date Filed	
Date	



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.			
Source of call (999 / 101 / in person etc.)			
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 received [REDACTED], reporter advising [REDACTED]. Incident raised as [REDACTED], wrong location provided when incident was raised. [REDACTED] as taken by SA [REDACTED].</p> <p>Incident sent to [REDACTED] ACR Sgt reviewed the call on request and correct locus was established at [REDACTED] and sent to [REDACTED] for management.</p>

Incident Outcome

Officers attended and [REDACTED]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

[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] I was asked to review the call as the controller for [REDACTED] stated [REDACTED] and they were not aware of the location described.

I reviewed the call [REDACTED] - the reporter advised SA several times that they had the what3words location however this was not requested. Reporter also stated the location was [REDACTED] - none of this information was on the incident.

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

As above

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Reputational damage to Police Scotland for [REDACTED] and create correct locus on [REDACTED].			
Actions Required	Team Leader to QA the call and provide feedback to SA, ascertain if any ICT issues involved. Check to be made of What3Words App training/re-familiarisation.			

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If the above section has not been completed by the LAC/Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	
Date Received	
Acknowledged	<input type="checkbox"/>

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	██████████
Observations and Recommendations (if any)	NI reviewed, no further recommendations at this stage, refresher training is already being considered.

Form should now be returned to ██████████ for filing.

Date Filed	
Date	██████████



Reference No.	██████████
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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	██████████
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

- 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 Service Advisor in ██████████ Service Centre had a linked call re incident ██████████ and had noticed the locus address was incorrect. It was gazed as an ██████████ address but locus was in ██████████. Service Advisor ██████████ had taken the call and raised an incident and transfer to ACR with the wrong locus.

Call listened to via NICE, the address was given as ██████████. The Service Advisor did not confirm the Town at any time during the call or the spelling of the address.

The Service Advisor has gazed as ██████████. The Service Advisor had put on incident easting and northings checked as ██████████ but no town. Then further down had

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put on it as easting and northings show as [REDACTED] but not [REDACTED].

The ACR had control of the incident and had corrected the locus and linked duplicate incident.

The incident was raised as [REDACTED], there was no indication on the call that it was [REDACTED]. The [REDACTED] at the address.

Incident Outcome

Police attended incorrect locus initially.

The incident was raised as [REDACTED], there was no indication on the call that it was [REDACTED]. Police attended the correct address and incident code changed [REDACTED]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

SA [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 alerted [REDACTED] of this error in relation to this incident requesting feedback to be provided. The Service Advisor concerned Team Leader [REDACTED] also notified. No IT issues were reported at the time of the incident.

[REDACTED] am the Team Leader of Service Advisor [REDACTED].

I have listened to this call and completed QA on it.

I have spoken to [REDACTED] regarding the incident and provided [REDACTED] with the appropriate feedback. [REDACTED] was aware immediately after the call that [REDACTED] had selected the incorrect locus and made attempts to correct it however the ACR had already sent it to the correct division. [REDACTED] states [REDACTED] initially did not see on the map [REDACTED] and therefore selected [REDACTED]. [REDACTED] which added to [REDACTED] confusion. [REDACTED] knows the error was made by not confirming town and postcode.

The incident type [REDACTED] states [REDACTED] selected in error as it should have been [REDACTED] not [REDACTED]

These mistakes are very out of character for [REDACTED] QA is of a high standard and [REDACTED]

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

No further action 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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Reputational damage to C3 division for sending officers to wrong location.			
Actions Required	TL to carry out QA on call and provide feedback to the Service Advisor. [REDACTED]			

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If the above section has not been completed by the LAC/Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	
Date Received	
Acknowledged	<input type="checkbox"/>

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	██████████
Observations and Recommendations (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to ██ for filing.

Date Filed	
Date	██████████



Reference No.	██████████
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C3 Notable Incident Process

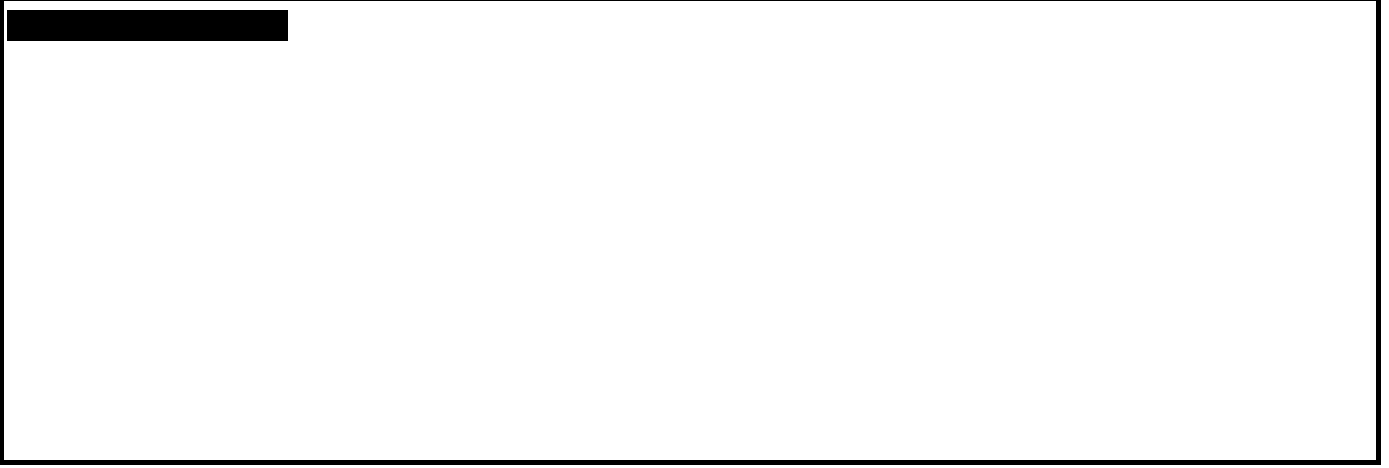
(A notable incident is defined as any incident or event where the effectiveness of the C3 Division response is likely to have a significant impact on the reputation of the Division, Police Scotland or our partners and from which learning could potentially be obtained as a result of the manner in which 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	██████████
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 time and date stated caller phoned to report a ██████████ ██████████ An incident was raised THRIVE'd as PROMPT and sent to the ACR ██████████ by PSM ██████████ where it was accepted for action by PC ██████████. It was then THRIVE'd as PROMPT by PSM ██████████ and has then been reviewed by PS ██████████ agreeing a PROMPT response. PC ██████████ later re THRIVE'd the incident due to ██████████ and sent it to the Resolution Team where PC ██████████ agrees that RT should carry out further enquiry. █ mins later PC ██████████ (RT) disagrees and returns to the ACR where PC ██████████ then re THRIVE's and sends to RT again. PC ██████████ again disagrees with the ACR and gets PS ██████████ to return it to the ACR as a PROMPT - ██████████. No one during the whole incident adds any details from ██████████.</p>



Incident Outcome

[Redacted]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

PC [Redacted]

PC [Redacted]

[Redacted]

PC [Redacted]

PS [Redacted]

PC [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.

PC [Redacted], PC [Redacted] and PSM [Redacted] to be spoken to in regards to making sure they are carrying out enhanced checks on all incidents and adding the details to the call as per the minimum standard THRIVE requirement. This has been tasked to their respective supervisors.

PC [Redacted], PC [Redacted] and PS [Redacted] to be spoken to in regards to the "bouncing" of the incident between RT and the ACR. There should have been a telephone discussion and not the ping pong of the incident. They also did not carry out full enhanced checks prior to the incident being sent back to the ACR.

A reminder has been sent to all ACR and RT staff about not sending incidents back and forth and someone taking responsibility for and dealing with the incident.

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Rationale	Service centre dealt well with this incident , suitably assessed and passed onto ACR. Thereafter there were no enhanced checks conducted in ACR and/or RT when engaged in the debate as to who would deal with the incident. The incident was dealt with within the allotted prompt time frame but a response may have been quicker if [REDACTED] had been examined. [REDACTED].			
Actions Required	Reminder to ACR on enhance checks already circulate. Service centre QA already completed. NI submitted. [REDACTED] [REDACTED] Full Quality assurance of all processes to identify any potential learning.			

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If the above section has not been completed by the LAC/Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	
Date Received	
Acknowledged	<input type="checkbox"/>

Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	██████████
Actions Allocated (date and to whom)	At request of CI ██████████, QAU requested to undertake a full review of relevant incidents.
Actions Completed	██████████

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	██████████
Observations and Recommendations (if any)	Full review of ██████████ undertaken. Separate report prepared and disseminated.

Form should now be returned to ██████████ for filing.

Date Filed	
Date	██████████



Reference No.	██████████
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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	██████████
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>Caller contacted Police Scotland on ██████████ ██████████ and ██████████ call handler (██████████). ██████████ to report ██████████ ██████████.</p> <p>██████████ created with a PROMPT response and transferred to ACR ██████████ Call card picked up by controller PC ██████████ and THRIVE'd acknowledging ██████████ ██████████.</p> <p>Over the next ██████████ numerous C3 Supervisors and Controller from both ██████████ and ██████████ covering ██████████ have acknowledged the lack of resources available to attend or have accepted minimal efforts to ██████████ however have failed to acknowledge ██████████ ██████████ and escalate this appropriately.</p>

Incident Outcome

Local officers have spoken to [REDACTED] this morning ([REDACTED] [REDACTED]) and [REDACTED] safe and well and [REDACTED] however divisional Sergeant unhappy that [REDACTED] had not be suitably highlighted and escalated accordingly.

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

- PS [REDACTED]
- PC [REDACTED]
- PS [REDACTED]
- PS [REDACTED]
- FSO [REDACTED]
- FSO [REDACTED]
- PS [REDACTED]

All the above have had some sort of controller or supervisory responsibility for the call card until the [REDACTED] on [REDACTED] [REDACTED] and have failed to acknowledge or escalate [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 futher information.

I have listened back to the initial [REDACTED] to Police Scotland and the [REDACTED] [REDACTED] these are acknowledged by both the call taker and initial controller from C3 [REDACTED] within their respective THRIVE's.

However, subsequent management of the call card has failed to acknowledge [REDACTED] meaning minimal efforts were made to dispatch units to the call and supervisors have allowed the call card to be deferred without mitigating against the risks.

At this time the named staff have not been spoken to as they are not currently on duty.

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Final Update (to be completed by the relevant Ops Manager / SC Manager / LAC / DLAC. This should only be carried out on conclusion of all enquiries)

This should include any final conclusions/action taken.

Feedback has been sent to the supervisors of all named below to speak to them and highlight that they should have picked up on the vulnerability [REDACTED] and dispatched to the incident to mitigate any risk [REDACTED]. A reminder to all has also been issued as there have not been any enhanced checks carried out on the incident as required by the minimum standards of THRIVE.

PC [REDACTED]

PS [REDACTED]

PC [REDACTED]

PS [REDACTED]

PS [REDACTED]

FSO [REDACTED]

FSO [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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Potential for harm [REDACTED] due to the [REDACTED] and no one attending to mitigate the risk.			
Actions Required	Feedback to all involved for learning around being aware of [REDACTED] and dealing with timeously.			



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]		
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] into [REDACTED] at [REDACTED] on [REDACTED] reporting that [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
<p>Service advisor PSM [REDACTED] records the incident on STORM from [REDACTED], [REDACTED] refers. The incident is THRIVE'd as not ongoing T/H/R/V, enhanced checks to be carried out to ascertain if [REDACTED]</p>	

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RT Investigator PC [REDACTED] accepted incident in for RT to progress at [REDACTED].

RT Investigator PC [REDACTED] phones the complainer [REDACTED] at [REDACTED], obtains the full details and books a Local Policing Appointment (LPA) for [REDACTED]. PC [REDACTED] adds an RT THRIVE of no immediate T/H/R/V and defers incident. PC [REDACTED] books the LPA for the area [REDACTED] happened ([REDACTED]) however the reporter resides in [REDACTED].

ACR controller PC [REDACTED] accepts the incident from the deferral and adds an ACR THRIVE that the incident is not suitable for LPA as it has not been booked properly in the system, [REDACTED] further adds [REDACTED] and transfers incident to RT.

RT Investigator PC [REDACTED] accepts the incident as suitable for the Resolution Team to deal.

RT Investigator PC [REDACTED] began to investigate the incident [REDACTED] and highlighted the incident to RT Sgt [REDACTED]. There were no other suitable appointments for [REDACTED] and all resources currently engaged in [REDACTED] Division. PC [REDACTED] made contact with [REDACTED]. [REDACTED].

Incident Outcome

[Redacted]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

Service Advisor PSM [Redacted]

RT Investigator PC [Redacted]

RT Investigator PC [Redacted]

ACR Controller PC [Redacted]

RT Investigator PC [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.

None of the relevant staff/officers listed are on duty at the time of submission and have not been spoken to.

[Redacted] call reviewed, [Redacted]
[Redacted].

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Final Update (to be completed by the relevant Ops Manager / SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Reputational damage to Police Scotland			
Actions Required	TL to carry out a QA of the call and provide feedback to [REDACTED] about the need to properly Thrive, particularly in relation to the Investigative opportunities that need to be explored [REDACTED] is reported to police.			

OFFICIAL: POLICE ONLY



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]		
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]
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED] to contact the	
Police for advice.	

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SA [REDACTED] records the incident noting [REDACTED]
[REDACTED]
[REDACTED].

The incident is THRIVE'd as [REDACTED] and risk not ongoing. [REDACTED]
Vulnerability identified. Further investigation and engagement required- to ACR if deemed .
Standard checks negative for ivpd
The incident is then transferred to RT.

RT Investigator PC [REDACTED] accepts incident for RT to progress and adds
THRIVE - No immediate Threat/Harm/Risk- [REDACTED]
[REDACTED] - for further engagement /advice- suitable for RT investigator to progress.

Rt Investigator PC [REDACTED] phones the reporter [REDACTED]
[REDACTED] closes the incident stating [REDACTED]
[REDACTED] and the
incident is closed.

On [REDACTED] [REDACTED] decides to [REDACTED]
[REDACTED].

The incident is printed for the [REDACTED] div morning meeting and Police Inspector [REDACTED]
[REDACTED] is made aware of the incident. [REDACTED] carries out some enquires and
becomes aware [REDACTED] and that [REDACTED] and lack
of Police response [REDACTED]

PI [REDACTED] contacts RT and speaks with [REDACTED] making [REDACTED] aware of the above
circumstances.

[REDACTED] reviews the incident and is in agreement that it meets the criteria for a notable
incident for advice and learning opportunity.

OFFICIAL: POLICE ONLY

Incident Outcome

Incident was closed by RT . The incident is now being dealt with by [REDACTED] and [REDACTED].

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

SA [REDACTED]
PC [REDACTED]
PC [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 [REDACTED] supervisors to review incident and to listen to the call recording of SA [REDACTED] for the purpose of hearing what has been reported . (No issue with the work carried out by SA [REDACTED])

PS [REDACTED] - I have reviewed the initial call as taken by SA [REDACTED] and confirm relevant information was noted at the time of speaking to the reporter to necessitate the incident being passed to officers for further assessment/enquiry. [REDACTED] who made the call and [REDACTED] spoken with where details are noted and thereafter advised the incident will be passed to the ACR for information given [REDACTED].

RT [REDACTED] supervisors to speak to PC [REDACTED] to ascertain [REDACTED] action and provide explanation for [REDACTED] actions.

PS [REDACTED] - I have discssed the incident with PC [REDACTED], clarifying that [REDACTED] added a THRIVE rationale to the incident appropriate to the circusmtances, in the expectation that an RT Investigator would thereafter make contact and progress the incident as appropriate. PC [REDACTED] confirmed [REDACTED] is aware of [REDACTED] and is of the belief that perhaps and LPA would have been the most appropriate means to deal with the incident. PC [REDACTED] has been given guidance to consider forwarding such incidents to the ACR to consider attendance [REDACTED] in future and agrees this would be best practice for any such incidents in future. I am of the belief that this is an isolated incident reagarding PC [REDACTED].

RT [REDACTED] supervisors to listen to call recording of Pc [REDACTED] and what has been reported. Obtain explanation for action taken.

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PS [REDACTED] - I have made enquiries to review the call made by PC [REDACTED] to the reporter, however due to an identified ICT issue, the call recording is not available. Action has been taken to ensure the ICT issue is rectified as a matter of priority I have discussed the incident with PC [REDACTED], who in retrospect agrees a more appropriate route for the incident having become aware of [REDACTED] would be for the incident to be sent to ACR for local supervisor to be made aware and thereafter for an LPA to be arranged in order that reassurance be provided in person and the caller be afforded the opportunity to speak with local officers who are familiar with the area. Again, I believe this incident to be isolated on the part of PC [REDACTED].

Learning to be provided to PC [REDACTED] and [REDACTED] regarding previous briefings about [REDACTED].

PS [REDACTED] - [REDACTED] officers have been offered guidance in relation to previous briefings regarding [REDACTED] familiarise themselves further with the procedure going forward. [REDACTED] are trusted and experienced Resolution Team officers whom I have no doubt will take on board the issues raised in this incident.

OFFICIAL: POLICE ONLY

Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

I have reviewed this incident and the actions taken by RT officers. I have discussed this with the supervisors of [REDACTED] who have subsequently spoken with [REDACTED] officers.

[REDACTED] has updated [REDACTED] enquiry and responses on this form.

Having spoken to [REDACTED] I am satisfied that this is an isolated incident by the [REDACTED] officers. They are [REDACTED] appreciative of where they should have taken a different course of action and of the scrutiny that this type of incident [REDACTED].

RT have briefed [REDACTED] regarding our response. We have also put an update in the DBR and briefed this nationally to ensure that there is collective, as well as individual learning.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Happy with enquiry and rationale provided by [REDACTED].			
Actions Required	No Further action required.			

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If the above section has not been completed by the LAC/Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	██████████
Date Received	██████████
Acknowledged	<input checked="" type="checkbox"/>

Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	██████████
Actions Allocated (date and to whom)	██████████
Actions Completed	Yes

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	██████████
Observations and Recommendations (if any)	NI reviewed, no further recommendations at this time.

Form should now be returned to ██████████ for filing.

Date Filed	
Date	



Reference No.	██████████
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C3 Notable Incident Process

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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>██████████ took a call from ██████████. The ██████████ ██████████. During this call ██████████. ██████████ updates ██████████, which is the existing call for ██████████. ██████████ notes in lower case at ██████████ that ██████████. The incident is closed shortly after noting that Officers have ██████████</p> <p>██████████ does not THRIVE and ██████████ does not update Aspire. ██████████ should have created a new incident. ██████████ then calls back and another Advisor creates a new incident, ██████████.</p>

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Incident Outcome

Officers are currently [REDACTED]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

FSO [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] - [REDACTED] received 2 calls from [REDACTED]. I have QM'd both calls and will provide feedback to [REDACTED] on [REDACTED] and thereafter update NI form.

TL [REDACTED] Feedback provided to [REDACTED] on [REDACTED]. [REDACTED] advised [REDACTED] thought officers were at the scene of the first incident and so added a brief update to the incident. Similarly, during the second call officers arrived so [REDACTED] advised caller to [REDACTED]. [REDACTED] advised that on both occasions [REDACTED] thought police were in attendance so did not think to add further text or THRIVE. Feedback has been given for both calls and strongly reminded that every call requires to be THRIVED and any potential vulnerability or risk highlighted in the text, regardless of whether officers are at scene or not. [REDACTED] advised there were no IT issues at the time and no [REDACTED] which may have caused [REDACTED] to be distracted.

OFFICIAL: POLICE ONLY

Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Rationale	No significant reputational damage as an incident was raised shortly after [REDACTED] failed to do so. Learning for [REDACTED] following QA of the call and TL feedback.			
Actions Required	[REDACTED] [REDACTED] [REDACTED]			



Reference No.	██████████
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C3 Notable Incident Process

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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>An Email has been received into Contact Us from ██████████ regarding ██████████. ██████████ has responded to email requesting more information on incident which has been responded to the following evening . A search on address on storm brings only 1 address in ██████████ with a object marker for address added on ██████████. A incident was raised for address the following day when reply was received to contact us ██████████ has stated on call notes in aspire that more info was required before thrive could be done .</p>

Incident Outcome

Incident raised following day .

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

Service Advisor

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.

Team Leader spoke to regarding this incident. admitted that didn't think to do a shadow incident on STORM for the address provided on the email into contactus. realises now how imperative it is to do this on occasions such as this.

. The types of emails has been used to on are often of a different nature to the one in question. This is the has had. was extremely annoyed at for making this error. work is of a very high standard and is very conscientious and hard working.

There was nothing affecting at work that and assured me will make sure it doesn't happen again.

OFFICIAL: POLICE ONLY

Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	SA should have checked STORM as well as Aspire, failure to check meant [REDACTED] storm marker was missed which could have resulted in risk/harm to the reporter and damage to organisation's reputation.			
Actions Required	This is the [REDACTED]. Team Leader to QA call and feedback provided to [REDACTED] to identify any training or welfare issues.			



Reference No.	[REDACTED]
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C3 Notable Incident Process

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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)	
At about [REDACTED] Service Advisor (SA) [REDACTED] took a [REDACTED] call from the [REDACTED] [REDACTED]	
The caller [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	

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[REDACTED]

Subsequent to this second call the first SA spoke to their Team Leader who advised that an incident should be created due to the marker [REDACTED]

The SA created the incident noted above.

Though an incident was created the CAM Thrive did not reflect the full content of the call and was coded as [REDACTED], which it was not. Further the Thrive does not include the marker on the Aspire record: [REDACTED]

[REDACTED]

Also it does not include any note of [REDACTED]

Once the incident had been created [REDACTED] SA updated the incident text with [REDACTED]

[REDACTED] This [REDACTED] has no Thrive in either Aspire or Storm and appears no attempt has been made to check for Storm Objects or [REDACTED].

Incident Outcome

[Redacted]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

SA [Redacted]
SA [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.

There were no issues with either IT or Telephony in respect of either call.

OFFICIAL: POLICE ONLY

Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	This has highlighted an area of possible learning that may or may not be in place. If training not already in place for such scenarios then consultation at SMT level and all departments within C3 will be arranged. Possible unnecessary suffering to member of public and reputational damage to Police Scotland.			
Actions Required	TL to review/QA both calls and the appropriate feedback to both SA's involved. Contact with L&D to establish if any training exists during initial training inputs and feedback.			



Reference No.	██████████
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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	██
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>Report of ██████████. SA ██████████ took call. Incident raised, no mention of ██████████ and other significant information not put on incident, including ██████████.</p>

Incident Outcome

[Redacted]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

SA [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] - I have reviewed the initial call (8 mins) - reporter clearly provides locus of [Redacted] however there is no mention of this on the incident. Locus was put down as [Redacted]. Reporter also stated [Redacted], no mention of this on the incident.

I have not spoken to PSSC staff as the SA was off duty by the time I completed the form.

Team Leader [Redacted] - As [Redacted] Team Leader I have reviewed the initial phone call and incident on both Aspire and STORM. I have completed a Quality Assurance form regarding this call and discussed this with [Redacted]. [Redacted] remembers the call however was given the opportunity to review the phone call and incident along with my comments on [Redacted] QA. [Redacted] acknowledges that the information [Redacted] missed out was required and had a negative impact on how the incident was then progressed. [Redacted] believes [Redacted] has just forgotten to add the information onto this incident believing that [Redacted] on the system was the locus [Redacted] and realises that this was [Redacted]. [Redacted] is annoyed at [Redacted] for forgetting this and has acknowledged that [Redacted] will be aware of this moving forward.

[Redacted] on enhanced calls. I have discussed with [Redacted] the Notable Incident process and when this form is utilised.

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Risk to Organisation reputation, risk to [REDACTED] and wider public.			
Actions Required	[REDACTED], please review this incident and provide feedback to [REDACTED]. Please carry out a further [REDACTED] reviews of incidents created by [REDACTED], to identify any further issues.			



Reference No.	██████████
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C3 Notable Incident Process

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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>██████████ received a █████ call on █████ at █████ from █████ . █████</p> <p>██████████ created incident █████ with a prompt priority and transferred it to the ACR █████ .</p>

Incident Outcome

[REDACTED]

Relevant Officers/Staff Involved (Rank, PSI, Full Name, Department)

SA [REDACTED]

TL [REDACTED]

Sergeant [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] initially completed Quality Monitoring for [REDACTED] [REDACTED] as part of normal enhanced QM and noted some errors on the creation of the incident. The initial content of the incident states that [REDACTED]

[REDACTED] The call prompts were not followed fully and no [REDACTED] created. [REDACTED]

[REDACTED] I have re listened to the call to ensure that my first assessment is correct and feel that this is suitable as a Notable Incident.

Op's Manager [REDACTED] - [REDACTED], I have asked TL [REDACTED] to discuss this call with [REDACTED] and below is the outcome of this meeting.

TL [REDACTED] - I met with [REDACTED] and explained that [REDACTED] had a notable incident following this call. I explained to [REDACTED] that [REDACTED] error has caused the Area Control Room to believe that [REDACTED]

[REDACTED] explained that [REDACTED] did not know how [REDACTED] had [REDACTED]. [REDACTED] was disappointed that [REDACTED] had received this notable incident and had said [REDACTED]. I explained to [REDACTED] priority should be the quality of [REDACTED] incidents and I have advised [REDACTED] that presently [REDACTED] should be focussing on quality over quantity. I added that [REDACTED]

[REDACTED] I asked [REDACTED] if [REDACTED] understood our discussion, [REDACTED] advised [REDACTED] did and had no questions.

OFFICIAL: POLICE ONLY

Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

CI [REDACTED]

Satisfied that [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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Reputational damage to organisation, risk to [REDACTED].			
Actions Required	[REDACTED] [REDACTED] [REDACTED] [REDACTED]			

Incident Outcome

[Redacted]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

[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.

,

Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

SC Team Leader [REDACTED] has spoken with [REDACTED] - [REDACTED] states that the locus was the only option returned on STORM when [REDACTED] - however on entering this on STORM, this populates with [REDACTED]. This is not accurate and feedback has been provided to [REDACTED]. There was no [REDACTED] provided and the post code did not relate to the locus either. [REDACTED] has selected this locus as the information detailed in the email was conflicting and inaccurate.

The Email in its entirety was somewhat confusing for [REDACTED] and possibly had [REDACTED] - [REDACTED].

[REDACTED] made efforts to clarify - [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] I have advised that [REDACTED] should have questioned this further.

[REDACTED] made the decision to transfer the incident promptly due to the urgent nature of the email, [REDACTED] has made every attempt to formalise the detail provided. Nevethertheless I have advised [REDACTED] that the locus was incorrect.

As [REDACTED] Team Leader I have dipsampled other emails and they are completed and managed well, It is my intention to complete enhanced call QA.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC	
Name and Position	[REDACTED]
Date Received	[REDACTED]

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Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Reputational damage to Police Scotland, potential harm to [REDACTED] due to delay.			
Actions Required	Please review the call and identify issues. Give appropriate feed back to SA and id if training required. [REDACTED], dip sample a further [REDACTED] to ensure no issues.			



Reference No.	██████████
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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	██████████
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>Service Advisor ██████████ received a █████ call with a report of ██████████ ██████████. ██████████ the service advisor attempting to find the locus on aspire. The service advisor did not raise the call for the correct locus. A call was raised on storm as a ██████████ rather than ██████████</p> <p>██████████ stated on a number of occasions that ██████████. The service advisor failed to ask any questions about the circumstances of the incident including contact details ██████████</p>

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The call was ended [REDACTED] after the incident was saved on storm. There was insufficient information for [REDACTED] make an assessment of the response required. Two prompts were added to the incident asking for the caller to be transferred to service overview, which were not responded to. Service Centre team leader was contacted to arrange transfer, the incident was then updated by team leader confirming caller was off the line.

Incident Outcome

Following a delay due to the foregoing, Service Overview recontacted the caller and obtained relevant information for the incident. [REDACTED]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

[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.

Neither the Service Advisor nor their team leader could be spoken to as both had terminated duty by the time service overview were finished dealing with the incident.

The on duty Ops Manager ([REDACTED]) was made aware.

Whilst it is clear from tape review that the service advisor was unable to locate the correct locus on aspire, it is unclear why no relevant questions were asked.

[REDACTED]:

Team Leader: [REDACTED]

Prior to receiving this NI I was made aware of the incident by my colleague TL [REDACTED].

Background: TL [REDACTED] was on duty on [REDACTED] when [REDACTED] was alerted by the Service Advisor [REDACTED] to say [REDACTED] had trouble gazing the locus and was upset that [REDACTED] felt [REDACTED] had not handled the call well.

The locus was provided by [REDACTED] and was passed as [REDACTED] which would not gazz.

[REDACTED] will not gazz and on our system its [REDACTED], [REDACTED] will only search the words consecutively i.e. it wouldn't piece together [REDACTED], it only looks for [REDACTED]. Entering the postcode [REDACTED] does not provide [REDACTED] or [REDACTED].

Feedback: After receiving this NI I reviewed the call which was handled extremely poorly. I informed the Service Advisor of the Notable Incident and the feedback that had been provided

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

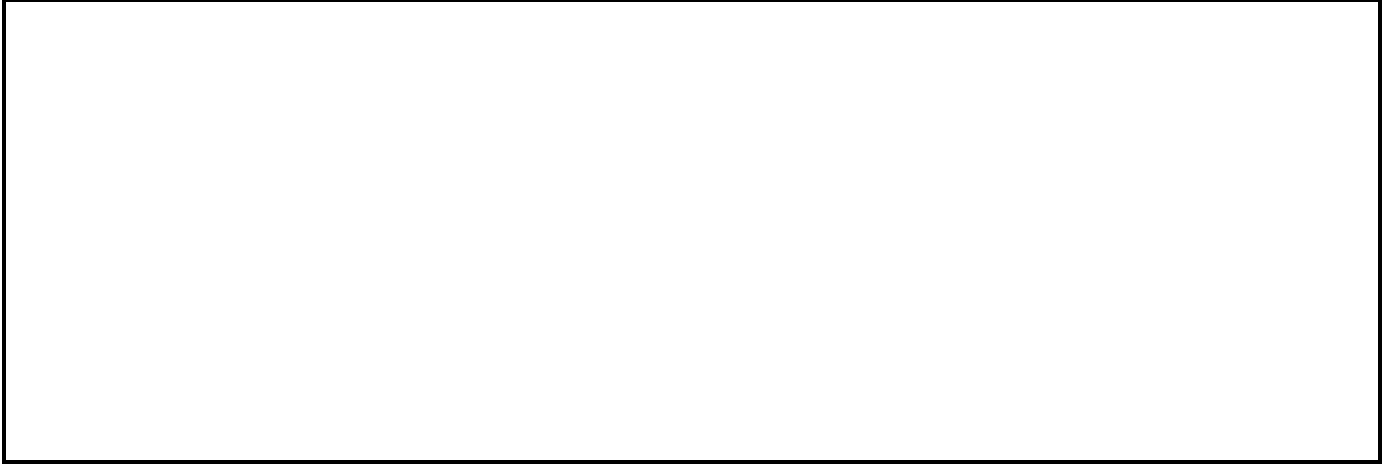
Urgent incident reports **must** be escalated to Service Overview or Senior Officer as soon as possible for any immediate actions.

All other forms should be forwarded to the relevant management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Threat of serious harm [REDACTED], reputational damage to Police Scotland.			
Actions Required	Please review call and provide appropriate feed back to [REDACTED] and the seriousness of this incident. Identify if further training required for SA. [REDACTED] [REDACTED] [REDACTED] [REDACTED]. Please carry out enhanced QA for a period of [REDACTED].			

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Incident Outcome

[Redacted]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

Service Advisor - [Redacted]

Controller - [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] - incident identified from daily performance document as a missed immediate over 15 minutes. SC Team Leader [Redacted] made aware and will speak with SA [Redacted] at some point [Redacted]. It is unclear why [Redacted] has been graded as 'prompt'. Controller [Redacted] is [Redacted] and I will arrange for [Redacted] to be spoken with via PI [Redacted] and ask that [Redacted] provides an update below prior to formal submission of this form.

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Final Update (to be completed by the relevant Ops Manager / SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

SC TL [REDACTED] has spoken to SA [REDACTED] immediately on [REDACTED] - [REDACTED] cannot explain why [REDACTED] graded this as 'Prompt' a [REDACTED] freely admits that in [REDACTED] THRIVE it details this as ongoing. [REDACTED] recognises that this should have been assessed and transferred to ACR as 'Immediate'.

[REDACTED] has confirmed that [REDACTED] fully aware of the when an incident should be transferred as Immediate and cannot explain why [REDACTED] didn't do this - this has been down to entirely to Human Error.

As [REDACTED] TL I completed a QA for this call, [REDACTED] and [REDACTED] completely agrees that this should have been graded as 'Immediate'. I have dipsampled calls and confirm that there are no similar issues, no training is required with regard to this matter however as [REDACTED] TL I will complete [REDACTED].

[REDACTED] will take the feedback on board.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Threat of harm to caller as incident ongoing, reputational damage to Police Scotland.			
Actions Required	Please review the call to identify issues and if training required. Please provide SA [REDACTED] with appropriate feed back. [REDACTED] [REDACTED] please dipsample further [REDACTED] to ensure no issues.			



Reference No. [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]		
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)

[REDACTED] - Call was received at [REDACTED] by service centre [REDACTED] and lasts for [REDACTED]. An incident was created for [REDACTED] [REDACTED] which placed the call at [REDACTED], and eisec location details for the call as [REDACTED].

The call was made to Police Scotland at [REDACTED] [REDACTED] [REDACTED]. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

The call was transferred to the ACR and accepted by PC [REDACTED], officers were dispatched to attend to mast and eisec locations at [REDACTED]. The incident was thrived by the

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service centre as immediate. Initial checks were conducted by the PC [REDACTED] and Sgt [REDACTED]. [REDACTED] updated the call at [REDACTED] that [REDACTED] was reviewing. Checks carried out by PC [REDACTED] included: [REDACTED].

ACR Sgt [REDACTED] updated the incident at [REDACTED] advising that a subs check was being carried out. At [REDACTED] updates the incident that it is 'pre-pay no details held'.

Enquiries at scene by divisional officers [REDACTED]
[REDACTED]

Due to [REDACTED] Insp [REDACTED] contacted SOV to request the on call Supt. be contacted to authorise cycomms. T/Insp [REDACTED] contacted Supt. [REDACTED] who authorised cycomms. As a result of this enquiry at [REDACTED] [REDACTED] subscriber details were obtained, showing the details as a [REDACTED].

SOV carried out enquiries with [REDACTED] to establish why these details had not been displayed when Sgt [REDACTED] had carried out a subscriber check. [REDACTED] confirmed that Sgt [REDACTED] subscriber check revealed from his golden hour check that the number was a [REDACTED] contract, not 'pre-pay no details held' as was updated by Sgt [REDACTED].

If Sgt [REDACTED] had contacted [REDACTED] at the time of the subscriber check when it revealed the number was a [REDACTED] then [REDACTED] would have been given the subscriber's details. This would have meant that details for the reporter could have been obtained at [REDACTED] instead of [REDACTED].

Incident Outcome

[Redacted]

Relevant Officers / Staff Involved (Rank, PSI, Full Name, Department)

Sgt [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] requires to be spoken to in order to ascertain why the incident was updated that the subscriber check with [Redacted] was pre pay unregistered. [Redacted] have confirmed that this was not the result given to Sgt [Redacted]

[Redacted] ****Update****

I have spoken to PS [Redacted] and have also viewed the results [Redacted] received back from [Redacted] as a result of his 'golden hour' check.

It should be noted that under the heading of 'Subscriber Details' the words 'nothing found' had been inserted. The remainder of the columns were thereafter blank. This would indicate that the subscriber details are not held.

Under the column 'Service Provider' the words [Redacted] had been inserted. PS [Redacted] took this to be the service plan relating to the mobile number and had no idea that [Redacted]

From my own personal use of the Disclosure user interface and on speaking to the other Sgts from [Redacted] we all would have made a similar presumption that no subscriber details were held for this number.

Indeed, there is nothing to indicate that [Redacted] is a separate entity and that a telephone call

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to [REDACTED] would be required to obtain subscriber details.

PS [REDACTED] had also used the words 'prepaid' in [REDACTED] update which [REDACTED] accepts was not on the result from the checks but is usually the case when there are no subscriber details held. [REDACTED] acknowledges that [REDACTED] should not have used it in this instance.

This appears to be a knowledge gap in using the [REDACTED] Disclosure user interface. Sgts within [REDACTED] who I have spoken to regarding this matter would now be aware that if there is an entry under the 'Service Provider' column then it may be another company who actually have ownership of that number and [REDACTED] will need to be directly contacted to obtain Subscriber details. I am unsure if other Teams are aware of this or not.

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Final Update (to be completed by the relevant Ops Manager / SC Manager / LAC / DLAC. This should only be carried out on conclusion of all enquiries)

This should include any final conclusions / action taken.

Rationale and [REDACTED] learning noted regarding the presentation of information when requesting subscriber details.

Content that PI [REDACTED] has addressed this team learning and as a fail safe guidance has been sent to all ACR supervisors regarding this incident in order to mitigate any future risk/reputational damage.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]		
Date Received	[REDACTED]		
Notable Incident?	Yes <input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity?	Yes <input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Rationale	As per above updates; [REDACTED] learning identified and addressed. Further circulation of guidance has been sent to all ACR supervisors as a reminder of the presentation of information during the golden hour checks.		
Actions Required	Nothing further at this time.		

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If the above section has not been completed by the LAC / Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	
Date Received	
Acknowledged	<input type="checkbox"/>

Form is now sent to [REDACTED].

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

Form should now be sent to [REDACTED].

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Observations and Recommendations (if any)	Noted. Individual error and further learning addressed by line management. No further action by QAU.

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

Date Filed	
Date	[REDACTED]



Reference No.	██████████
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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	██████████
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>The call was taken by Service Advisor ██████████ and the incident was sent to ACR ██████████. The incident was controlled by Controller ██████████.</p> <p>The incident relates to ██████████. The locus was incorrect and was initially input as ██████████. The text of the incident at ██████████ gave the locus as ██████████. By listening to the call I established ██████████ provided the locus - twice - as ██████████. The name of ██████████ was incorrect. SA noted name as ██████████. As a result Standard checks proved negative. From listening to the call I established ██████████ was passed by ██████████. Subsequent check at ACR proved positive, with information that ██████████</p>

Incident Outcome

[Redacted]

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

Service Advisor [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] Team Leader, [Redacted], made aware of incident and advised that [Redacted] would review same and discuss with Service Advisor.

Team Leader has listened to call. I disagree with the locus comments. I deem the locus to be correct as provided by [Redacted]. Local knowledge has allowed the ACR to make a better selection however [Redacted] can only work with what [Redacted] has been given. The call itself was poorly handled. [Redacted] has let [Redacted] dictate the speed of the delivery of the information while struggling to get the locus. As a result [Redacted] has got the name muddled and then written the wrong name resulting in a negative hit on [Redacted] which should have been positive. [Redacted] should have told the caller to stop and got [Redacted] sorted before taking further details. [Redacted] is aware of this and will keep this in mind going forward

[Redacted]

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Final Update (to be completed by the relevant Ops Manager / SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

please see above action taken by TL, this would appear to be a individual triaing issue which now has been rectified by the TL. No further action.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Reputational dmamge to Police Scotland with delayed attendance for [REDACTED].			
Actions Required	QA for call to be completed and appropriate feedback to [REDACTED]			

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If the above section has not been completed by the LAC/Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	[REDACTED]
Date Received	[REDACTED]
Acknowledged	<input checked="" type="checkbox"/>

Form is now sent to C3 Governance

C3 Governance	
Date Acknowledged	[REDACTED]
Actions Allocated (date and to whom)	[REDACTED]
Actions Completed	[REDACTED] - TL [REDACTED] updated [REDACTED] - SC Manager updated

Form should now be sent to Quality Assurance Unit.

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Observations and Recommendations (if any)	Individual feedback given by line management, 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]		
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)

- Call taken by SA [REDACTED] Service Centre.

- Caller states during call [REDACTED]

- Caller states that [REDACTED]

- Incident [REDACTED] raised by SA.

- Incident transferred to ACR [REDACTED]

- Transfer accepted [REDACTED]

- Incident Cross Referred to [REDACTED] by SA [REDACTED]

- [REDACTED] Division Unit [REDACTED] mobilised to attend call by Dispatcher [REDACTED].

- [REDACTED] Confirmed by ACR that [REDACTED]



Incident Outcome

[REDACTED]

Relevant Officers / Staff Involved (Rank, PSI, Full Name, Department)

[REDACTED] SA, [REDACTED]
[REDACTED]
[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.

No issues identified in relation to ACR [REDACTED], units dispatched and attended.

Sgt [REDACTED] has listened to initial call, SA advised caller that there was no requirement for [REDACTED] to attend and initially intended to create an appointment for RT to call and note details. SA to be spoken to regarding initial actions due to nature of incident and information given by caller which suggests [REDACTED] (Request this is done by [REDACTED] Supervisor)

[REDACTED] Team Leader [REDACTED] received this NI and carried out QA on the call. SA [REDACTED] has missed [REDACTED] on this call initially intending to create an RT appt for [REDACTED]. It is only after being requested several times by the caller does SA [REDACTED] send this to the ACR for attendance which is the correct action. SA [REDACTED] also disregards [REDACTED] which is also a concern. SA [REDACTED], because [REDACTED] is dealing with this as [REDACTED], also incorrectly advises the caller regards [REDACTED] QA carried out and will be fed back to SA [REDACTED] on [REDACTED] return to duty [REDACTED]. SA [REDACTED] is an experienced member of staff and I believe this to be an isolated incident where SA [REDACTED] has focused incorrectly on the aspect of [REDACTED] rather than recognise [REDACTED] to this call.

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Final Update (to be completed by the relevant Ops Manager / SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions / action taken.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]		
Date Received	[REDACTED]		
Notable Incident?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Learning Opportunity?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Rationale	Reputational damage to Police Scotland, risk of harm [REDACTED] [REDACTED]		
Actions Required	Call reviewed and [REDACTED] spoken to with the appropriate feedback, informed of seriousness of the incident. Please identify if any issues with the call and if SA requires additional/refresher training.		

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If the above section has not been completed by the LAC / Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	████████████████████
Date Received	██████████
Acknowledged	<input checked="" type="checkbox"/>

Form is now sent to ██████████.

C3 Governance	
Date Acknowledged	██████████
Actions Allocated (date and to whom)	
Actions Completed	

Form should now be sent to ██████████.

Quality Assurance Unit	
Date Acknowledged	██████████
Observations and Recommendations (if any)	Noted, individual error, SA to be given feedback and if any issues are identified by FLM further training/refresher. No further action from QAU.

Form should now be returned to ██████████ for filing.

Date Filed	
Date	██████████

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Incident Outcome

Incident was transferred to ACR approximately [redacted] hours after it had been created.

Relevant Officers / Staff Involved (Rank, PSI, Full Name, Department)

[redacted] Service Advisor, [redacted]
[redacted] Sergeant, PSI - [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] was [redacted] carrying out the [redacted] role when this incident was created.

As [redacted] was not on duty at the time of this being discovered email has been sent to [redacted] team leader for [redacted] to provide relevant feedback and discuss further re any possible IT issues etc.

Operations Manager [redacted] was made aware of incident when it was discovered by ACR.

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Final Update (to be completed by the relevant Ops Manager / SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions / action taken.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	██████████		
Date Received	██████████		
Notable Incident?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
Learning Opportunity?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Rationale	Reputational damage to Police Scotland.		
Actions Required	Please review if not already completed and provide feedback to ██████████. No previous NI's noted for ██████████. Please dip sample ██████████ further ██████████ identify any further issues.		

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If the above section has not been completed by the LAC / Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	
Date Received	
Acknowledged	<input type="checkbox"/>

Form is now sent to [REDACTED].

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

Form should now be sent to [REDACTED]

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Observations and Recommendations (if any)	Noted the individual error of not transeferring incident to ACR, however due to the time delay of being picked up from the incomplete filter (over [REDACTED] hours) Further reminder / breifing for TL's / Supervisors which should prevent this scenario. - Noted impacting on service delivery thus potential reputational damage.

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

Date Filed	
Date	[REDACTED]



Reference No. [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]		
C3 Location (originated)	[REDACTED]		
Caller Location	[REDACTED]		
Date	[REDACTED]	Time	[REDACTED] hours

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)

Call received at [REDACTED] hours to [REDACTED] from a [REDACTED] from [REDACTED] reporting [REDACTED] of [REDACTED]

Call card [REDACTED] created by SA [REDACTED] and appropriately graded with a PROMPT response.

Call card accepted by controller [REDACTED] however no unit dispatched.

Unit not dispatched until [REDACTED] hours however do not appear to arrive at scene until nearer [REDACTED] hours.

Incident Outcome

_____.

hour delay from time of Police Scotland receiving the call and officers attended _____

Relevant Officers / Staff Involved (Rank, PSI, Full Name, Department)

Controller _____ - first controller to accept the call but no unit dispatched.

PS _____ - _____ Sergeant claiming all _____ resources were tied up.

PS _____ - reviewed the call card at _____ after timer activated however only updated the call card "Timer Noted"

Controller _____ - updated the incident at _____ updated the incident stating all units committed however nothing to say with what.

PI _____ - incident updated by the _____ duty officer at _____ hours asking that the divisional Sgt be advised that this incident is still outstanding and that it requires to be resources sooner rather than later. Incident transferred back to ACR.

Controller _____ - accepts the update from PI _____ at _____ hours however does not advise the divisional Sergeant that the call is outstanding until _____ hours. Adds further updates about the availability of staff however does not dispatch a unit until _____ hours.

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.

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On reviewing the incident and updates on the call card there are a number of missed opportunities when this incident could have been dispatched and actioned sooner than the [REDACTED] hours.

[REDACTED] controllers [REDACTED] and [REDACTED] have failed to identify a suitable unit to attend and have passed details to the divisional Sergeant for their awareness who is happy to say their units are all busy with no rationale as to what with.

[REDACTED] Sergeant PS [REDACTED] has accepted the timer at [REDACTED] however only added "Timer Noted" comment. No direction given to controllers or division in how a unit should be identified to attend.

[REDACTED] controller [REDACTED] does not action PI [REDACTED] comments for almost an hour and then does not chase up the unit in attendance even though it appears to take them [REDACTED] hours to attend the call after being dispatched.

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Final Update (to be completed by the relevant Ops Manager / SC Manager / LAC / DLAC. This should only be carried out on conclusion of all enquiries)

This should include any final conclusions / action taken.

Controllers [redacted] and [redacted] have been spoken to by Inspector [redacted]. They have confirmed that resources were committed to other incidents but acknowledged that they have not endorsed the incident to this effect. Advice has been given regarding this. Controller [redacted] is to be given advice regarding obtaining updates and making divisional supervisors aware by Sgt [redacted]. Supervisors of the above named staff will ensure QA is carried out in line with current guidance. Sgt [redacted] has also been spoken to and given advice that supervisor updates should have more than "timer noted" i.e. update re resourcing availability (or lack of it) and any other appropriate direction. Guidance regarding the "no resource" function and ensuring that outstanding incidents are highlighted to Divisional supervisors has been recirculated. 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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[redacted]
Date Received	[redacted]
Notable Incident?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Learning Opportunity?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Rationale	NI - The effectiveness of the C3 Division response had potential to have an impact of the reputation of the division and the organisation [redacted] Learning - individual learning identified for named staff and advice given. Relevant guidance recirculated to staff.
Actions Required	Advice given, relevant guidance circulated, QA checks ongoing. No further action required at this time.

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If the above section has not been completed by the LAC / Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	██████████ Chief Inspector, LAC
Date Received	██████████
Acknowledged	<input checked="" type="checkbox"/>

Form is now sent to ██████████.

C3 Governance	
Date Acknowledged	██████████
Actions Allocated (date and to whom)	
Actions Completed	All actions completed.

Form should now be sent to ██████████.

Quality Assurance Unit	
Date Acknowledged	██████████
Observations and Recommendations (if any)	The additional risk posed to the public and the resultant potential risk to the reputation of the division and the organisation are acknowledged. Whilst the individual errors have been addressed by means of individual guidance, QAU recommends recirculation of the C3 Procedures Guide - Incident Attendance Policy to all staff within the Division to mitigate repetition.

Form should now be returned to ██████████ for filing.

Date Filed	
Date	██████████



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>[REDACTED], who works for [REDACTED] who [REDACTED] [REDACTED], contacted Police Scotland on [REDACTED] [REDACTED] and spoke with a [REDACTED].</p> <p>Caller phoned to report [REDACTED] [REDACTED] [REDACTED]</p> <p>[REDACTED] created and transferred to [REDACTED] for a diary appointment to be created on the [REDACTED].</p>

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The transfer is then accepted by RT and the incident is deferred by Constable [REDACTED] for the [REDACTED].

No nominal checks carried out at this point.

Call card picked up by Divisional Detective Sergeant and the report of [REDACTED] having occurred.

Over the next few days, a number of deferrals have been made with regard to this incident before [REDACTED] is seen on the [REDACTED].

The incident is then closed with [REDACTED] and [REDACTED] with a [REDACTED] disposal.

The Divisional CI is concerned that opportunities may have been lost due to the [REDACTED]
[REDACTED]

Incident Outcome

From a C3 perspective, the original call from the [REDACTED] to the service centre on [REDACTED] has been listened to;

The information provided is that [REDACTED]. The call handler asks [REDACTED] and the [REDACTED] confirms that [REDACTED]. It is also explained that [REDACTED]. There is no mention of [REDACTED]. There is also no mention of [REDACTED].

The service centre advisor states that they will send police to see [REDACTED] but the [REDACTED] advises it would be better for police to attend when [REDACTED] due to [REDACTED]. The service centre advisor is under the impression that [REDACTED] is being reported rather than [REDACTED] or [REDACTED] and this is why a diary appointment is agreed. This seems reasonable based on the information provided in the initial call.

The incident is now under enquiry by Division for [REDACTED] and [REDACTED].

Relevant Officers/Staff Involved (Rank,PSI, Full Name, Department)

Staff [REDACTED]

Constable [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.

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Call card had been scrutinised

Initial call has been listened to from service centre (as above)

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Final Update (to be completed by the relevant Ops Manager /SC Manager / LAC / DLAC. This should only be carried out on conclusion of **all** enquiries)

This should include any final conclusions/action taken.

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 management (**Ops Manager / Service Centre Manager / Local Area Commander / Deputy Local Area Commander**)

Ops Manager / SC Manager / Local Area Commander / Deputy LAC

Name and Position	[REDACTED]			
Date Received	[REDACTED]			
Notable Incident	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Learning Opportunity	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Rationale	Reputational damage to C3 division.			
Actions Required	Line manager to QA the handling of the incident by RT and ascertain why no re-thrive enhanced checks were carried out. Please provide feedback to Pc [REDACTED]			

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If the above section has not been completed by the LAC/Service Centre Manager, please forward for their attention and noting.

Local Area Commander / Service Centre Manager Acknowledgement	
Name and Position	
Date Received	
Acknowledged	<input type="checkbox"/>

Form is now sent to [REDACTED]

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

Form should now be sent to [REDACTED].

Quality Assurance Unit	
Date Acknowledged	[REDACTED]
Observations and Recommendations (if any)	The initial call made to Police Scotland makes no reference to [REDACTED] and despite probing questions by [REDACTED], caller advises [REDACTED]. The deferral of Police attendance is caller led, and follows an appropriate THRIVE assessment being carried out based on the information available at that time. [REDACTED] is correctly identified, as is the [REDACTED]. Whilst there is potential [REDACTED] [REDACTED], in the circumstances reported to Police, and the passage of time it was proportionate and in the best interests of the victim to arrange a Diary Appt in the presence of [REDACTED] [REDACTED]. It is noted that [REDACTED] has been given feedback regarding Enhanced Checks which is an appropriate course of action. There are no further recommendations.

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

Date Filed	
Date	[REDACTED]