NEC Connect v25.0

Investigation Management

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Document control

Software Version	Document Status	Document Revision	Issue Date	Reason for Change
V24.1	Released		16/12/2024	Updated to v24.1
V25.0				Updated to v25.0

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Section 1: Copyright

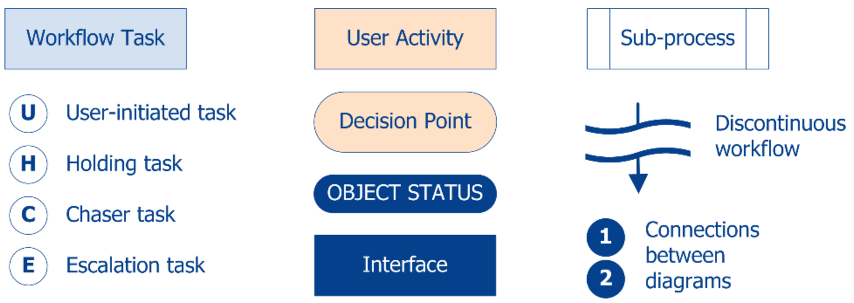
Section 2: Typographical conventions

The following table summarises the typographical conventions used in this manual.

Example	Meaning
Done button **Next** button **Select task** tab **History** panel **Authorise detention** screen	**Bold** text is used for the following features of the user interface: • Command buttons, option buttons and checkboxes • The names of windows, tabs, panels and regions **Bold** text is used for file and folder names.
Request Non-Crime Incident Be Filed	Coloured text is used to highlight workflow task names.
`Accept report` `EnableLogging =True`	Monospaced text is used to identify user input, and for configuration parameters and their values.

2.1 Workflow diagrams

The key to workflow diagrams is as follows:



Section 3: Module aims

This module aims to provide users with an understanding of the Investigation Management functionality within NEC Connect. This module will familiarise users with the recording of an investigation report and describe the tasks and processes that can be performed on an investigation report.

Section 4: Learning objectives

In this module the user will learn:

- The NEC Connect investigation management process.
- How to input an investigation report.
- How to save an investigation report.
- How to allocate an investigation to an OIC or unit
- How to select various tasks to progress the investigation through NEC Connect workflow, including:
    - Recording a witness summary
    - Recording PVP information
    - Filing a non-crime investigation
    - Filing an unresolved investigation
    - Filing a resolved investigation
    - Finalising an investigation
- How to record the updating of involved parties.
- How to add an event.
- How to identify a repeat victim.

Users will also:

- Gain an understanding of the incident management screens and tabs.

Section 5: Introduction to Investigation Management

NEC Connect Investigation Management allows the user to record and manage all reported incidents, that are either crimes or non-crimes.

When an incident is reported, an investigation report is created in NEC Connect with the status of NEW. As the investigation progresses various activities and tasks are recorded against the investigation; the status of the report changes to reflect its current progress.

5.1 Creating a new investigation report

A new investigation report is typically recorded by the Investigation Management Unit (IMU). The IMU does not have to complete the full report at creation, they can save a partially completed report and complete it at a later time. However, the new report must include at least the following information:

- The event date and the date reported
- The reporting officer
- The force of the incident location
- An incident summary
- An M.O. (modus operandi) summary
- The primary crime classification. This determines whether the investigation is classified as a crime or non-crime
- The reporting date, time and method (such as by telephone or in person)

Each investigation is assigned a unique investigation reference number in the format FF/n/YY where *FF* is the two-digit force ID, *YY* is the year and *n* is a sequence number for that force in that year.

5.2 Assessing the quality of the investigation report

When the recording officer considers that the initial report is complete, it is sent to the QA (Quality Assurance) team or nominated unit for quality assessment. The recording officer may assign the report to themself if the role access has been granted.

5.3 Linking an investigation

Depending on local force procedures, the items involved in the investigation, such incident location, people and vehicles, are either linked to the investigation report before it is quality assessed (this is known as a one-stage process) or after it has been quality assessed (this is known as a two-stage process).

Linking involves determining whether the records for the involved items already exist in NEC Connect and creating new ones if necessary.

For further information

On the 1-stage and 2-stage processes please refer to the workflow diagrams in the next section. Each workflow process shown is described later in this training manual.

5.4 Allocating the investigation

After a QA review has been performed, the investigation must be allocated to either an OIC or another unit for allocation. Alternatively, if no further activity is required, the investigation can be filed immediately.

5.5 Investigating the incident

When the investigation has been allocated, the status changes to UNDER INVESTIGATION. An Investigate holding task is assigned to the OIC. This task cannot be performed; it serves as a reminder of ongoing activity.

While under investigation many different activities may take place, such as providing updates to involved parties, updating the log of enquiries and issuing referrals to external agencies. All of these activities are recorded in NEC Connect.

5.6 Managing the investigation

Various other activities can be recorded in NEC Connect as the investigation progresses. These include:

- Creating actions and action plans
- Registering an interest in the investigation
- Transferring the investigation between forces

5.7 Resolving a crime

Once the various lines of enquiry have been exhausted a request for a crime's resolution can be requested.

5.8 Finalising the investigation

An investigation is finalised either by the relevant IMU or DDM by means of workflow tasks. Once the finalisation of an investigation has been recorded in NEC Connect the status of the investigation becomes FILED.

Section 6: Create Investigations

The following sections describe how to create an Investigation report, please note that in these examples the Investigations are being created from the **Home** screen, depending on your forces configuration your Investigations may be created using a Decision tree.

6.1 Creating a new investigation report

Investigation cards allow the user to quickly and efficiently record an investigation. A new investigation report can be created by any user with the appropriate permissions however this would typically be an IMU user (Investigation Management). The investigation team does not have to complete the full report at creation, they can save a partially completed report and complete it at a later time. However, the new report must at the least complete the mandatory details on the following cards.

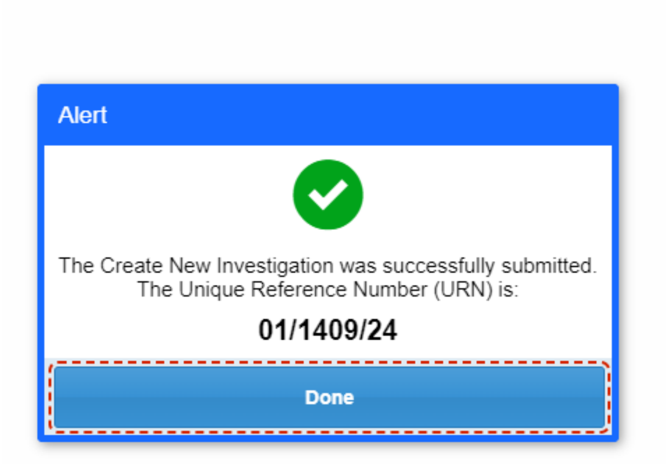
- Basic details
- Incident location
- Submit Investigation

The remaining cards within the card index can be marked as not required or the user can complete the cards if they are required for their Investigation.

Note

While creating an investigation, the user can search if there is an existing investigation using the reference or C&C number, to avoid duplication of records. If matching records are displayed and the user has the required permissions, they can choose to view or discard the existing record and perform a linked action on the existing record.

After the submission of an Investigation report, each Investigation is assigned a unique investigation reference number in the format FF/n/YY where *FF* is the two-digit force ID, *YY* is the year and *n* is a sequence number for that force in that year.



Investigation creation is initiated from the **Home Page** within NEC Connect. There are a number of different creation options, as follows:

- Decision Tree: The Decision tree will guide the user through the creation of an Investigation by asking the user a number of specific questions. Depending on their responses additional questions or decision trees may be displayed. Following completion of the Decision tree, NEC Connect will present the user with a card index that is specific to the type of Investigation that they are dealing with (e.g., MISPER or Sudden Death).

Please note, decision trees are not covered in this manual but are described in our Connect Common Decision Trees Training Manual.

- Create Investigation buttons: A user can select the type of Investigation that they are creating from the home screen.

  Please note, most forces opt to take the Decision Tree method of creation as this helps to ensure data quality in the Investigation creation process.

6.1 Automated filing, allocation and registers of interest

On successful submission of an investigation report NEC Connect will automatically:

- Create an enquiry log entry containing the classification and keywords that have been applied by the Decision Tree and any amendments that the officer made to these during submission.
- Determine if the investigation should be FILED, Allocated to an officer or a Register of interest added depending rules based on the Primary Classification, Incident Location NPU and Keywords recorded during submission.
  - If a rule determines that the investigation should be filed, an Enquiry log entry is added by NEC Connect to indicate the investigation should be FILED.

    Note

    The investigation is not filed automatically, the CST is required to file the investigation during the QA Investigation task.

  - If a rule determines that the investigation should be allocated then the unit that the investigation should be sent to will be identified (based on the Incident Location NPU) and a task will be assigned to the unit. An Enquiry log entry will be created by NEC Connect to indicate the name of the unit the investigation has been sent to.
  - A register of interest rule is used to determine any units within the force who should have a register of interest added to the investigation. An Interest In Investigation holding task is raised for each unit that has been registered as interested in the investigation.
- A QA Investigation task is raised for the CST who will be able to view, and action, the Enquiry log entries.

Note

The allocation, filing and register of interest rules can be configured by the forces system administrators via the Investigation Automatic Allocation Rules table.

If the user does not have the permission but tries to perform a task from the Workload, an error will be displayed, and they will not be allowed to perform it.

When a user updates a person, organisation or vehicle record, a lock is applied to that record and another user will not be able to edit it.

The following sections describe how to create various Investigations using the Cards UI. Please note, depending on local force configuration the fields and cards available and their statues may be different.

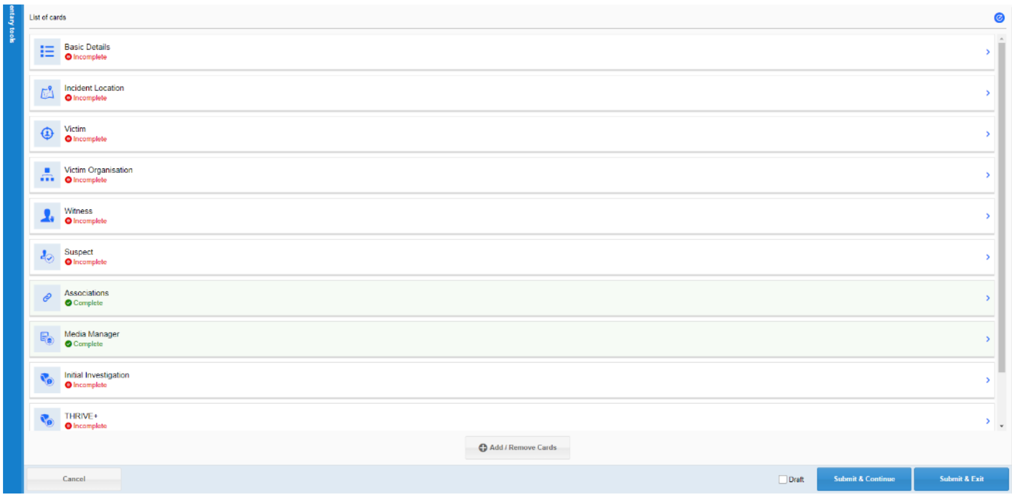
6.1.1 Create an Investigation

Perform the following steps to create an Investigation using cards:

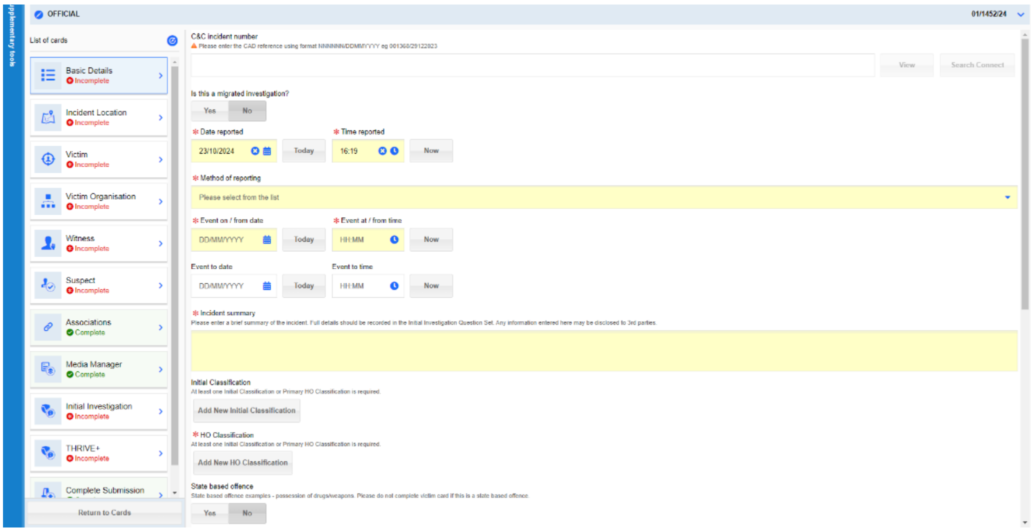
1. From the **Home** window, select the relevant Investigation scenario.
   In the example shown, in the following screenshot, the user has selected Create Generic Investigation.

> ***Note***
> There may be other types of investigation scenarios available, for example: Create Domestic Abuse Investigation, Create RTC Investigation. The cards available within these investigation types may differ slightly. For example, there would be a Vehicle card on an RTC however there wouldn't be a Vehicle card on a Domestic Abuse (although one could be added manually by the user if required).

The **Create Investigation** card index is displayed.



2. Click on **Basic Details**.
   The **Basic Details** card is displayed.



- Record the C&C reference number.
  If the force has an interface with their Command & Control system
- Enter the date and time of reported time.
- Select the method of reporting from the drop-down field.
- Enter the event on / from date and time and the To date/time.
- Enter the Incident summary and confirm whether or not it is a state-based offence.
- Specify if the offence is a state-based offence.
- If required, click **Add New Initial Classification** to add the Investigations initial classification.
  If an initial classification is added the HO Classification becomes non-mandatory at the time of initial creation of the Investigation. However, the HO Classification will be mandatory during the Assess Investigation action, if the Assess Investigation action is not raised it will become mandatory during the Perform Investigative Review action.
  If there is no HO classification defined the **State Based Offence** will be non-mandatory.

> ***Note***
> The forces system administrators can configure Connect to define who has access to the **Initial Classification** and **HO Classification** fields in Connect.

- Click **Add New HO Classification** and select an Investigation classification.
  At least one classification must be selected.
- If required, select the classification category, keywords and national markers, incident MO, tags and external reference.
- Confirm the officer reporting / recording and reporting unit.
  These will default however the user can amend them if required.
- Add any additional officers in other staff members involved field.

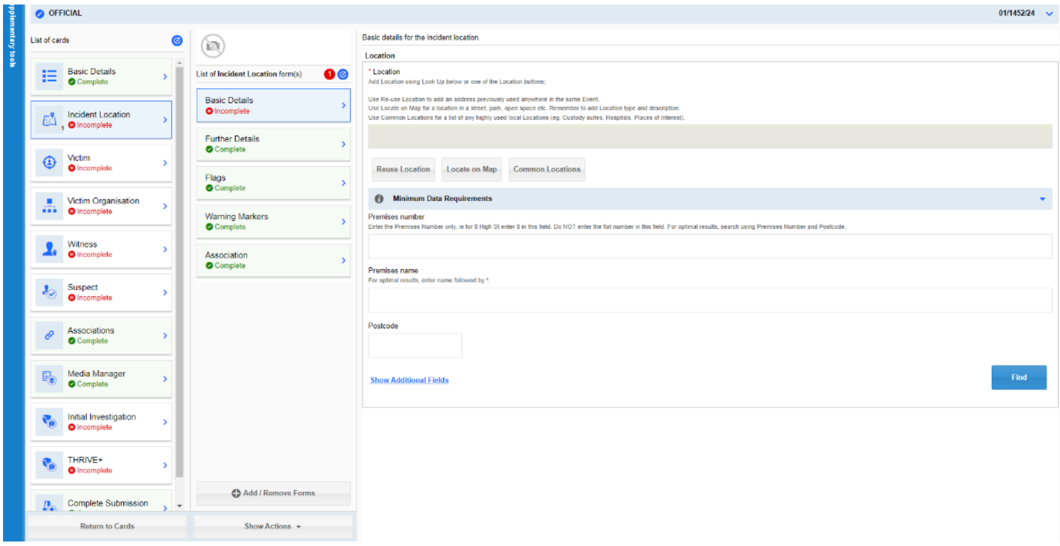
> ***Note***
> If the user selects **Threat to Life** as the HO classification, an additional card named **Threat to Life Details** is added to the card index.

3. Click **Return to Cards**.
   The **Basic details** card is marked as Complete.

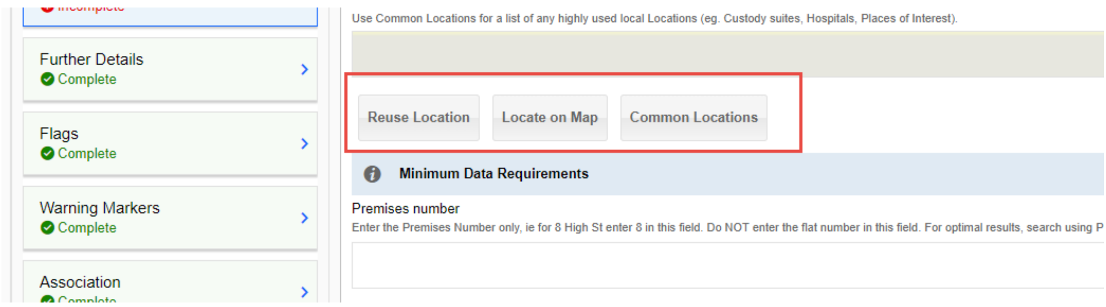
6.1.2 Add incident location

Perform the following to add an incident location:

1. Select **Incident Location**.
   The **Incident Location** form card is displayed.



2. Enter the incident location's postcode in the **Postcode** field and click **Find**.
   Instead of entering the location details to find an address, the user can utilise three location function buttons to add a new location object.



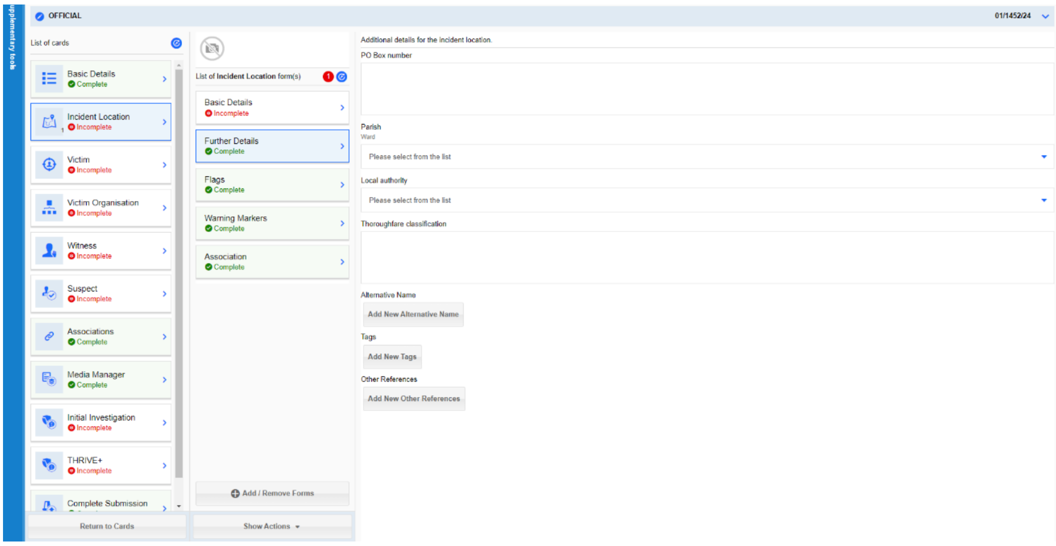
Note

Instead of entering the location details to find an address, you can utilise the following location function buttons to add a new location object.

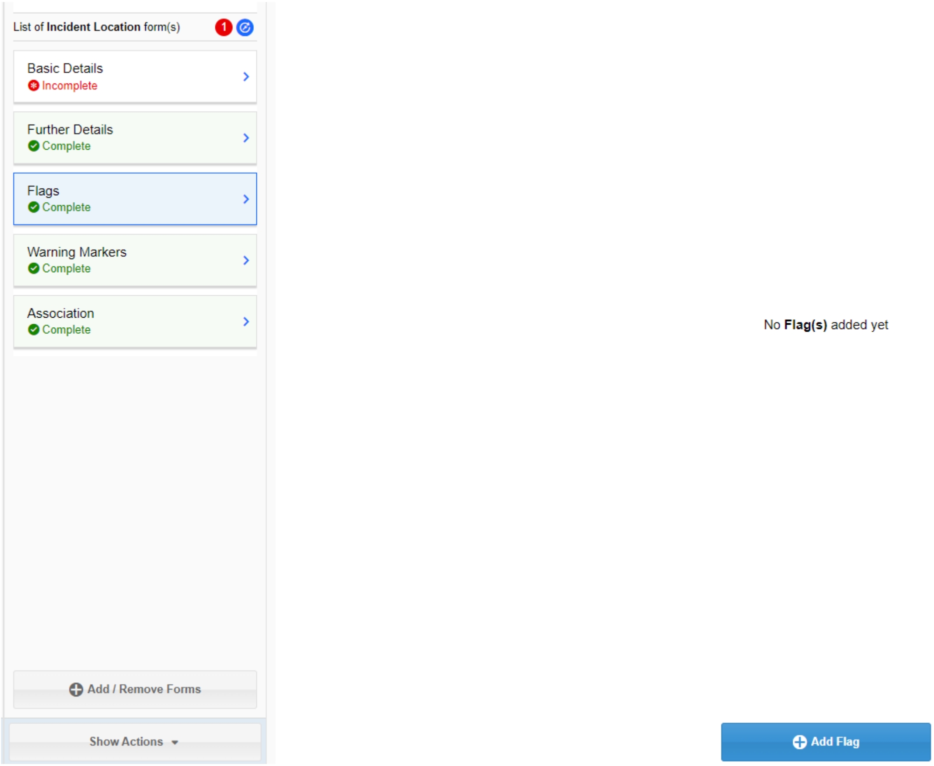
- **Reuse Location**: This allows you to reuse a location which has already been linked to the event. Click **Reuse location** and select the required location.
- **Locate on Map**: This allows you to scroll and select a location on the map. This could be used for locations which aren't physical addresses, for example, an area in a park or a particular point on the side of a motorway.
- **Common Locations**: This allows you to select a location from a list of common locations that are configured by the force.
- **Other Locations**: This allows you to manually add a location.

NEC Connect performs a search for and returns a list of all locations which match the postcode entered.

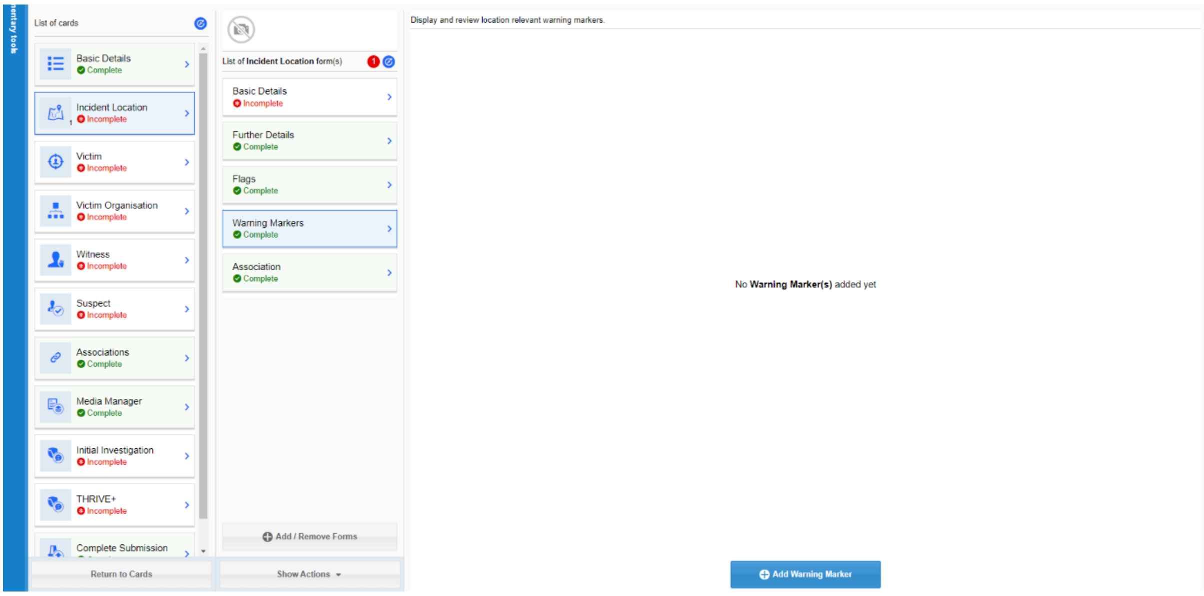
3. If matching locations are found:
    a. Click the required location.
    The **Location Dashboard** screen is displayed, it displays information about the location and any events that are currently linked to the location.
    b. Click **Select**.
    The location details are displayed, here the user can edit the details such as the location type.
    c. Click **Save**.
    The **Basic Details** form is displayed.
4. If no matching locations are found:
    a. Click **No Results Match**.
    The **Basic Details** form is displayed.
5. On the **Basic Details** tab, the user can:
    - Edit the address.
    - Change the address.
    - View the address on a map.
6. On the **Further Details** tab, specify any further details including:
    - PO Box number
    - Parish
    - Local Authority
    - Thoroughfare classification
    - Alternative Name
    - Tags
    - Other References



7. On the **Flags** card, click **Add Flag** to add flags to the location.



8. On the **Warning Markers** card, click **Add Warning Marker** to add markers to the location.



9. Click on **Return to Cards**.
   The **Incident Location** card is marked as Complete.

6.1.3 Add linked objects to an Investigation

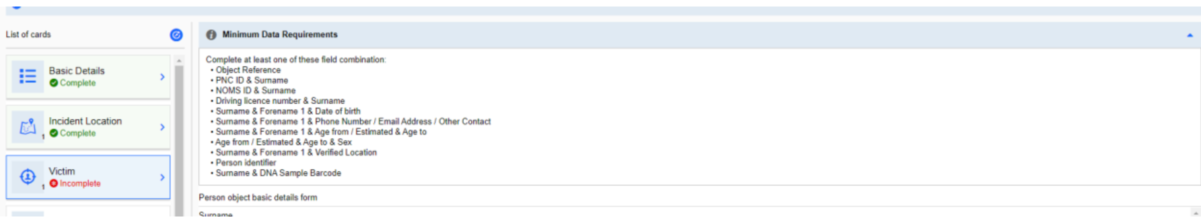
Linked objects such as persons, vehicles, organisations and property can be added to an investigation at any time, either when the Investigation is initially created or at a later date. Linked objects are added to the relevant card on the card index depending on the type of object which is being added (for example: Suspect Card, Victim Card, Stolen Property Card, etc).

Linked objects can be added from the Linked Actions button on the **Workload** tab and the **Search Results** tab once the Investigation has been created. Connect allows multiple user working, meaning that multiple users can add linked objects using these actions if required. The following actions are available

- Add Person
- Add Person and Vehicle
- Add Person and Property

6.1.4 Minimum data requirements

When adding a linked object the user is required to enter minimum data requirements which are displayed at the top of each card, the following example shows the minimum data requirements for adding a Vehicle to an Investigation.



Minimum data requirements differ depending on the type of object, the link reason, the type of event the object is being added to and the user who is adding the link. Users should always refer to the minimum data requirements when adding a linked object,

6.1.5 Person filters

Once the user has supplied the minimum data requirements NEC Connect will perform a search on the POLE database and either display the records which match the criteria entered by the user or, if no matches are found, will create a new record automatically. For person objects, if matching records are found the user can use the **Search** bar to filter the results further, for example entering a part of the persons telephone number or part of their home address to identify the required record.

6.1.6 Object tabs

Once a new record has been created or the user has linked to an existing record the object tabs are displayed. The tabs which are displayed are dependent on the type of object being added and their link reason. For example, the tabs that are available for a Suspect would be different to the tabs which are available for a Victim or Witness.

Important

The following sections describe how to add objects to an Investigation. Please note, depending on the forces configuration some tabs mentioned may have been removed or hidden as they may not be required by the force.

6.1.7 Add linked persons to an Investigation

If required, linked persons can be added to an Investigation, for example, a suspect, witness, victim, and additional relevant person. Person objects are added via the relevant person card on the card index.

Note

Not all person cards may be available in each type of investigation. For example, driver, rider and passenger cards are only available in Traffic Offence Report (TOR) investigation.

If there are no persons of that type linked to the Investigation the card can be marked as not required.

If the person type is not available on the card index, additional cards can be added by clicking **Add/Remove Cards**, for example, **Vulnerable Person**.

Alternatively, persons can also be added by clicking **Linked Actions** in the **Workload** tab and selecting **Add Person**, **Add Person and Vehicle** or **Add Person and Property**.

Note

Users can record a witness statement for the investigations with a Victim/Witness or Suspect by accessing and updating the **MG11** tab.

Alternatively, users can also record a witness statement by adding the **Police Witness Statements** card to an investigation.

Note

The steps for adding any other type of person (for example: Suspect, Person Reporting, etc) are the same. The only difference being you have to perform the following actions on the required person card and the button names are related to the type of person. For example, **Add new victim** would be **Add new person reporting** when adding a new reporting person to an Investigation).

Note

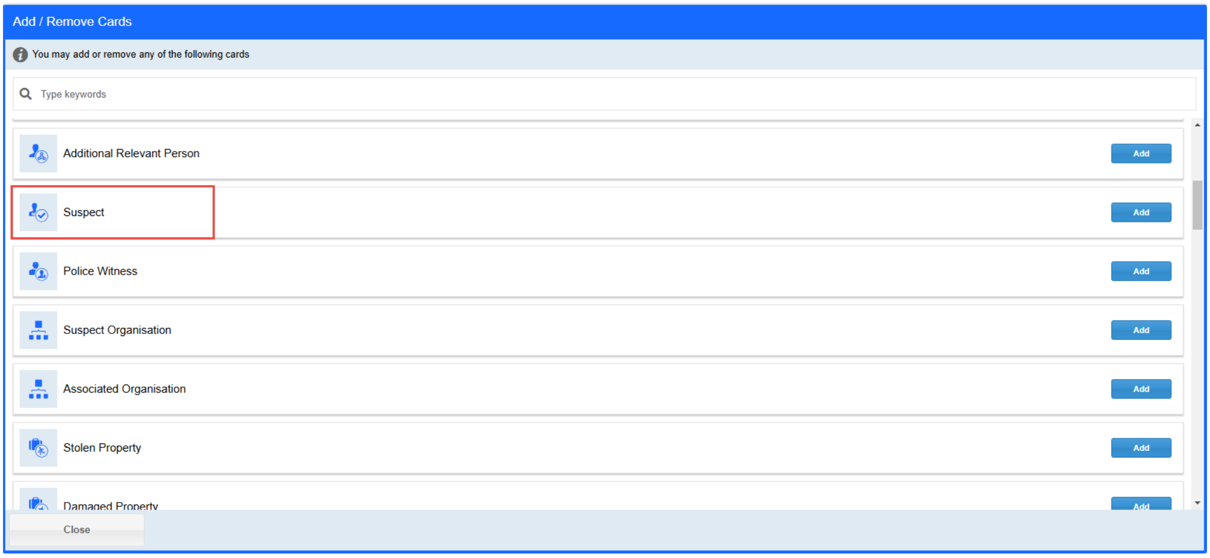
When adding a person under the age of 18 with the link reason victim, witness or suspect, an appropriate adult, next of kin or parent/guardian must be added to the persons **Associations** tab.

6.1.8 Add a suspect

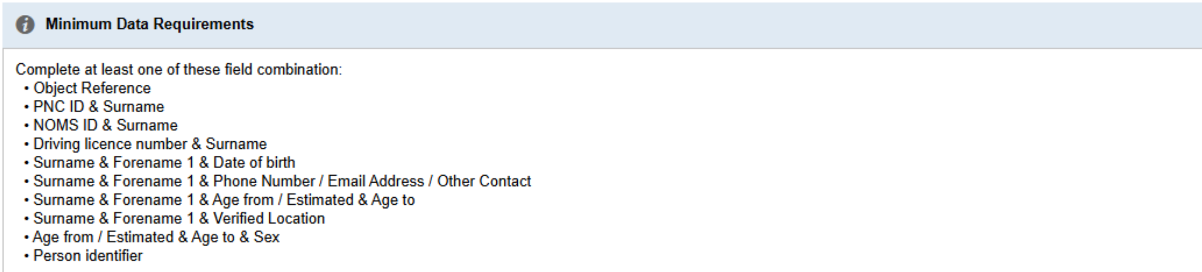
If required a linked identifiable or non-identifiable suspect can be added to the Investigation. The suspect is added via the **Suspect** card on the card. If there are no suspects, the card can be marked as not required.

Perform the following steps to add an identifiable suspect to an Investigation:

1. Select the **Suspect** card from **+Add / Remove Cards**.



2. Click **Suspect Card**.
   The list of Suspects is displayed.
3. Click **+Add Suspect**.
3. Enter all the necessary search criteria.



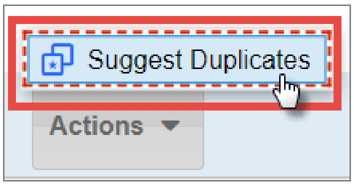
Important

At least the minimum search criteria specified at the top of the card should be entered.

4. Click **Next**.
5. Choice **Modify the criteria** to modify an existing record or **Create a New Record** to create a new address.

Note

Users with the appropriate permissions can click **Actions** and select **Suggest Duplicates**, if they believe that duplicate records are displayed on this screen. Any suggested duplicates are then visible in the match group queue of the **Match And Merge** area of Connect.

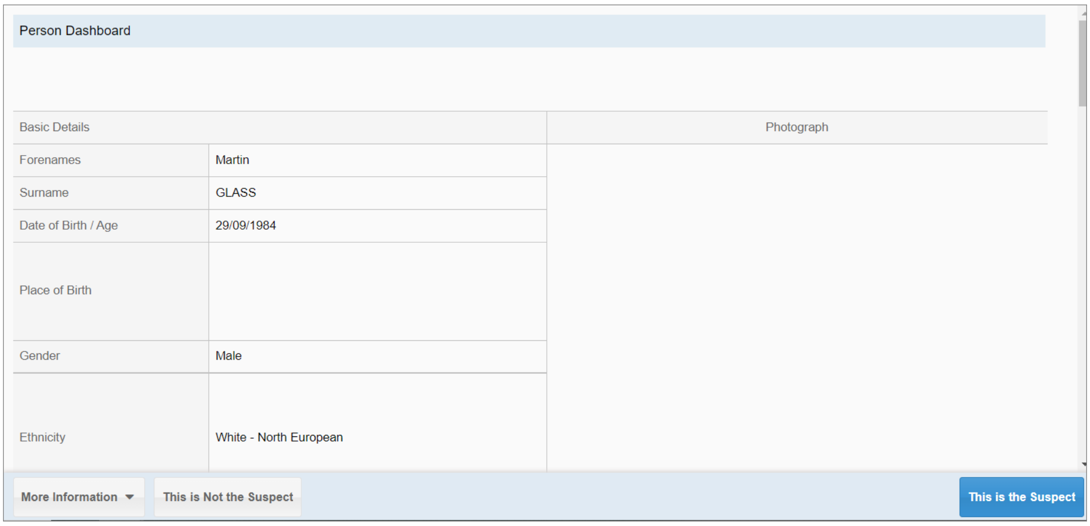


Perform one of the following actions:

If there is a matching record:

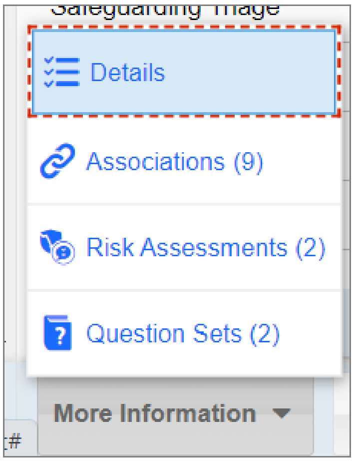
a. Click the matching record.

The **Person Dashboard** screen is displayed, here the user can view information about the person such as; warning markers, linked events and risk ratings.



Note

The user can click the **More Information** drop down list, to access and view any associations, risk assessments and question sets that are linked to the person.



b. Click **This is the suspect**.

This links the selected suspect to the Investigation. The **Suspect** card is updated to Complete.

Note, if it is not the suspect click **This is not the suspect**.

The user is returned to the list of matching persons.

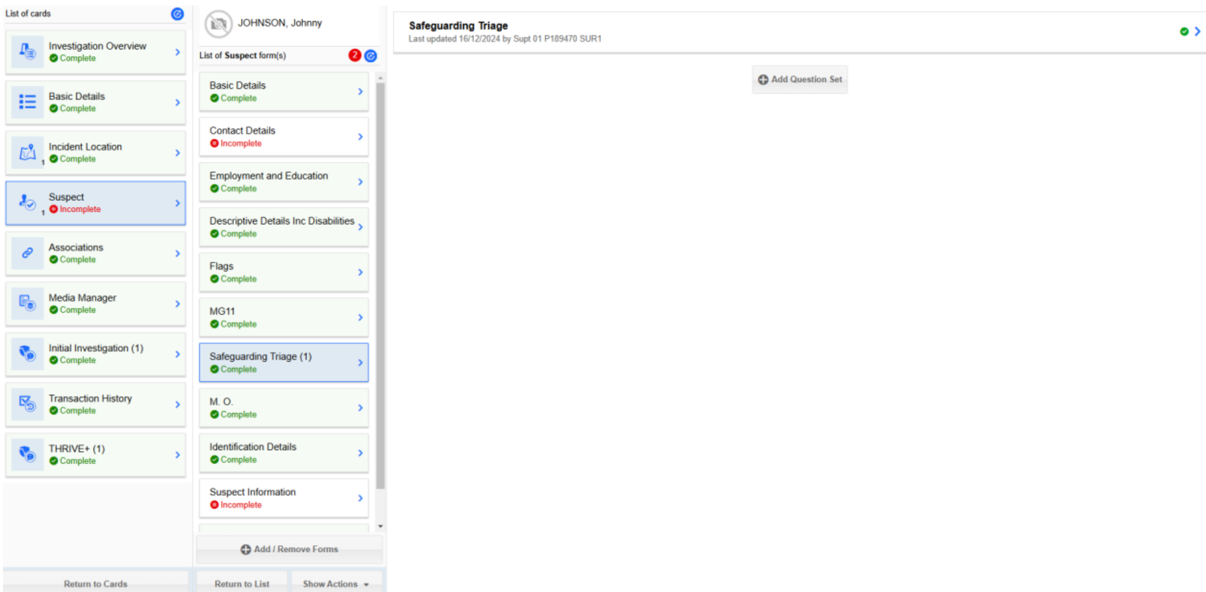
c. Enter any additional information known about the suspect, this includes:

On the **Descriptive Details Inc Disabilities** tab:

- Click **Add New Disabilities** to record any disabilities that the suspect has.

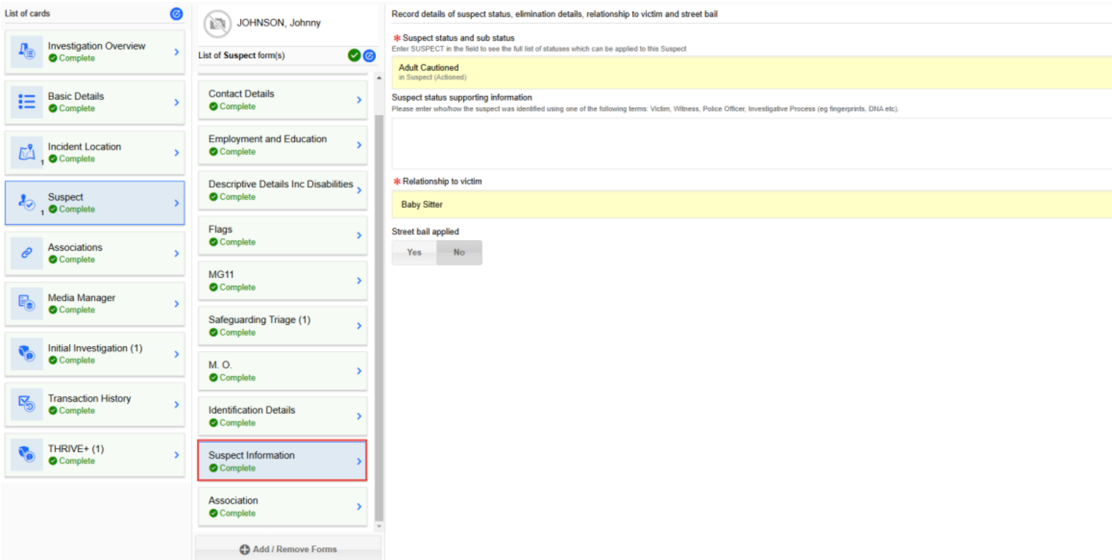
On the **Safeguarding** tab:

- Click **+Add Question Set** to add a new Safeguarding risk assessment.
- Answer the question set clicking Next to display the next question.
- Click **Complete**.
  The Question set is saved.



On the **Suspect Information** tab:

- Select the suspect's status and sub-status in the Suspect Information field.
- Enter their relationship to the victim.
- Indicate if street bail has been granted for the suspect within the investigation.



Note

All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

d. Click **Return to List**.

The **Suspect** card is updated to Complete. If all mandatory information is not provided the card and suspect are marked as Incomplete, the user is required to complete the mandatory details before the investigation can be submitted.

After reviewing the matches that have been returned, if there is no matching record:

a. Click **None of these people are Suspect**.

The search criteria entered is used to create a new person record, the suspect is linked to the investigation.

b. Add any additional information known about the suspect.

Note

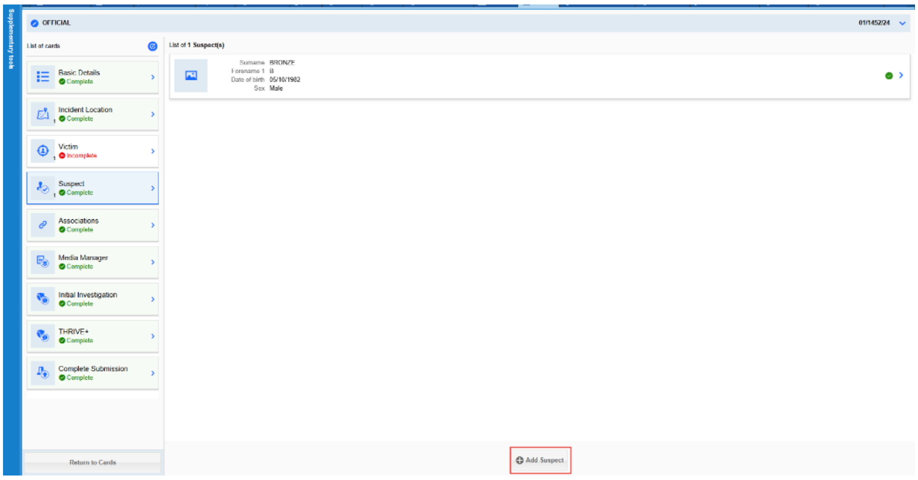
All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

c. Fill contact details, employment and education, descriptive details Inc disabilities, flags, MG11, safeguarding triage, M.O., identification details and suspect information.

d. Click **Return to Cards**.

The **Suspect** card is updated to Complete. If all mandatory information is not provided the card and suspect are marked as Incomplete, the user is required to complete the mandatory details before the investigation can be submitted.

5. Additional suspects can be added to the investigation by clicking **Add Suspect**.



6.1.9 Add victims to an Investigation

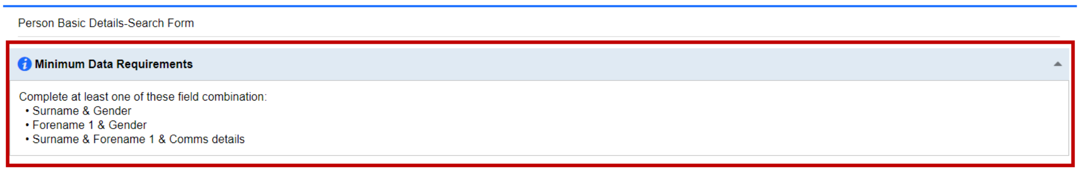
If required a linked victim can be added to the Investigation. The victim is added via the **Victim** card on the card index. If there are no victims, the card can be marked as not required.

Note

When victims are linked to an Investigation, Connect automatically checks to see if the victim is a repeat victim, an alert message is displayed to the user. Force System Administrators can determine the frequency by which a repeat victim is determined, please refer to the System Administration training guides for further information.

Perform the following to add a victim to the Investigation

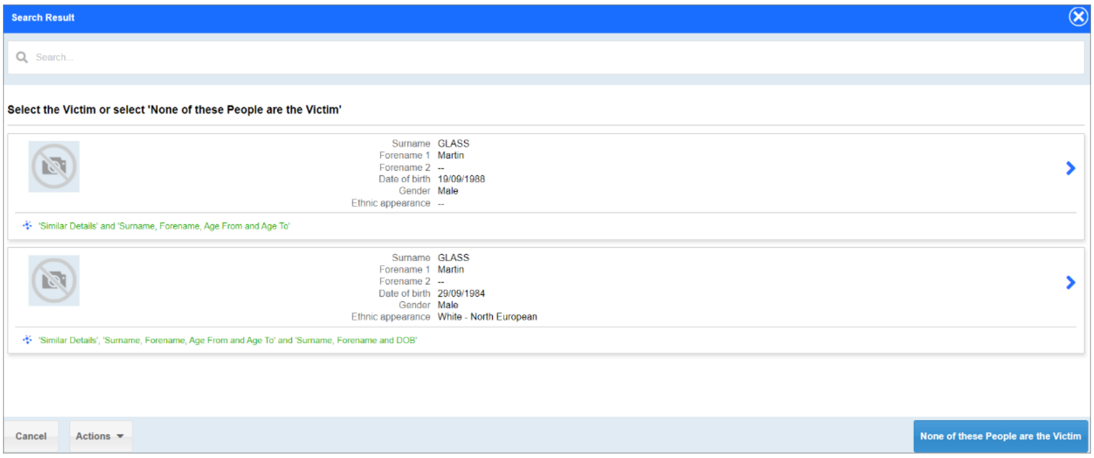
1. Select the **Victim** card.
2. Perform one of the following options:
   - If a victim is to be added click **+Add Victim**.
     The card is marked as Complete.
3. Enter all the necessary search criteria.



Important

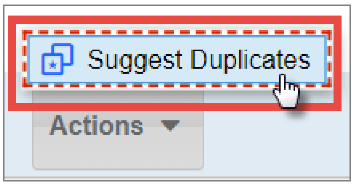
At least the minimum search criteria specified at the top of the card should be entered.

4. Click **Next**.
   NEC Connect displays all records which match the search criteria entered.



Note

Users with the appropriate permissions can click **Actions** and select **Suggest Duplicates**, if they believe that duplicate records are displayed on this screen. Any suggested duplicates are then visible in the match group queue of the **Match And Merge** area of Connect.



Perform one of the following actions:

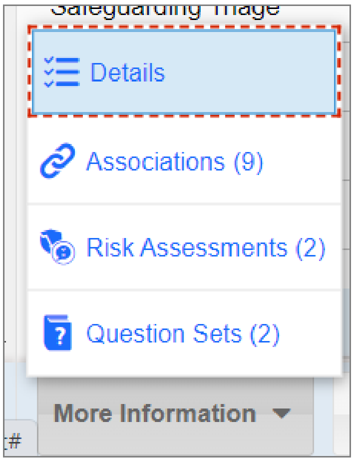
If there is a matching record:

a. Click the matching record.

   The **Person Dashboard** screen is displayed, here the user can view information about the person such as warning markers, linked events and risk ratings.

   Note

   The user can click the **More Information** drop down list, to access and view any associations, risk assessments and question sets that are linked to the person.

b. Click **This is the victim**.

   This links the selected victim to the Investigation.

> ***Note***
> If the selected victim is linked to one or more other investigation records, a **Repeat Victim** warning marker is added to the person iteration.

The **victim** card is updated to Complete.

> ***Note***
> If it is not the victim click **This is not the victim**.
>
> The user is returned to the list of matching persons.

After reviewing the matches that have been returned, if there is no matching record:

a. Click **None of these people are Victim**.
   The search criteria entered is used to create a new person record, the victim is linked to the investigation.
b. Add any additional information known about the victim, **Descriptive Details Inc Disabilities and Victim Code**.

> ***Note***
> All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

c. Click **Return to List**.
   The **Victim** card is updated to Complete. If all mandatory information is not provided the card and victim are marked as Incomplete, the user is required to complete the mandatory details before the investigation can be submitted.

If no matching records are found, NEC Connect will create a new person record using the search criteria entered by the user. This new record will be linked to the investigation with the link reason of Victim.

a. Add any additional information known about the victim

> ***Note***
> All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

b. Click **Return to List** to return to list of victims page.
   The **Victim** card is updated to Complete.

5. Additional victims can be added to the investigation by clicking **Add new Victim**.

Enter any additional information known about the victim, this includes:

On the **Contact Details** tab, add the contact details for the victim, which can include addresses and methods of contact:

- Click **Add New Contact Detail s**and select a contact type, for example telephone or email.
- Click **Add New Address** and select an address type before searching the gazetteer for a location.
-

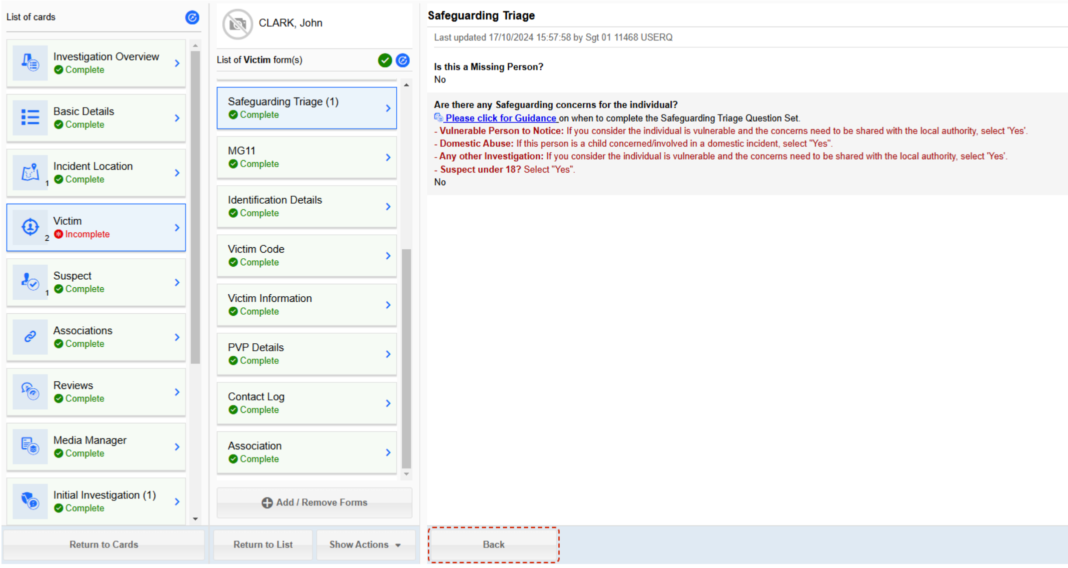
> ***For further information***
> Please refer to the static objects module for details on recording addresses in NEC Connect.

On the **Descriptive Details Inc Disabilities** tab:

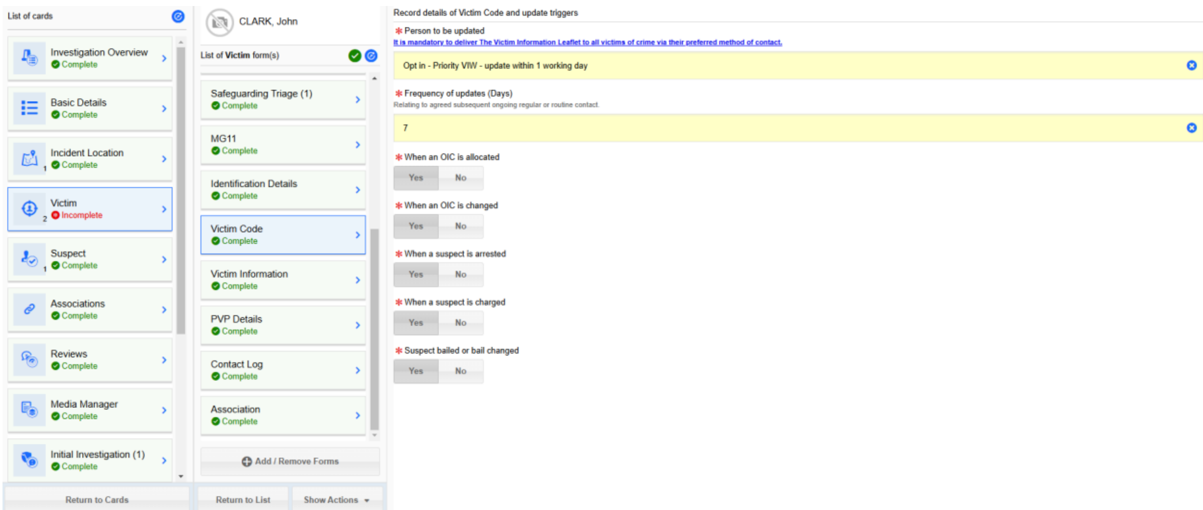
- Indicate if the person has any disabilities. If yes, click the **Add New Disabilities** button, and add the type of disability.

On the **Safeguarding** tab:

- Click **Add Question Set** to add a new Safeguarding risk assessment.
- Answer the risk assessment questions clicking **Next** to display the next question.
- Click **Complete**.
  The question set is saved.

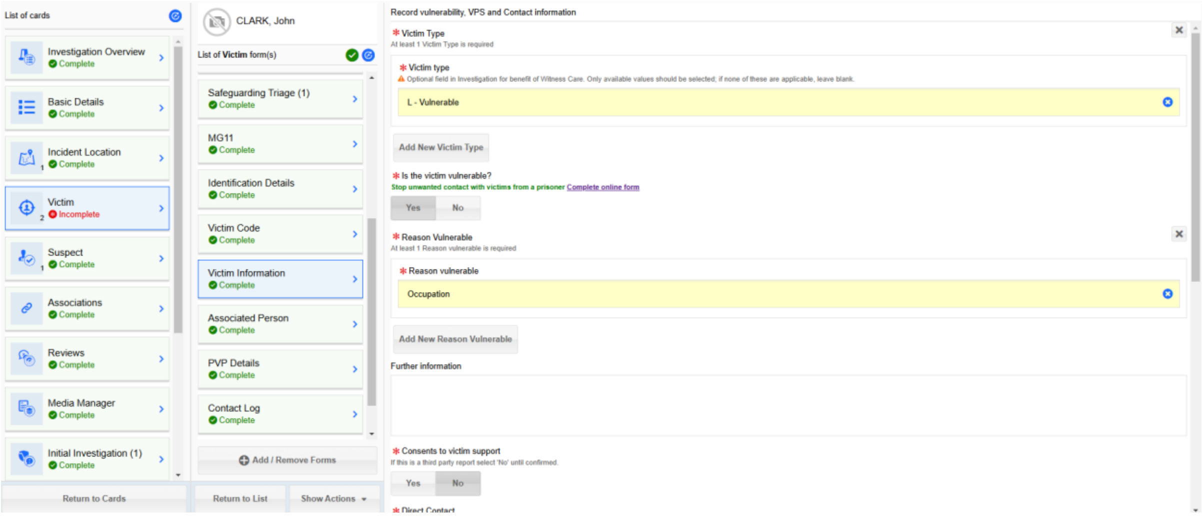


On the **Victim Code** tab:



- Select if the victim is to be updated.
- Record the frequency in days that the victim should be updated.
- Select the update triggers. For example when the OIC is allocated.

On the **Victim Information** tab:



- Select a victim type and indicate if the victim is vulnerable.
- Select whether the victim consents to victim support or not.
- Enter their preferred contact method and if they can be contacted directly.
- If required, enter any additional notes and times to avoid.
- Record if the victim should have a repeat victim indicator added.
- If Yes, select a repeat victim category.
- Record if a statement has been taken.

Note

All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

Note

Click the plus + icon to add additional tabs such as:

Add and access the **MG11** tab to record the victim / witness statement (including a telephone option) or victim personal statement (including a telephone option).

Add and access the **PVP** tab to add details of the victim if they are vulnerable

Add and access the **Warning Markers** tab to add warning markers to the victim.

Add and access the **Public Engagement** tab to record and review public engagement details.

Add and access the **Event Summary** tab to record and review the summary of any meetings with the victim.

a. Click **Return to List**.

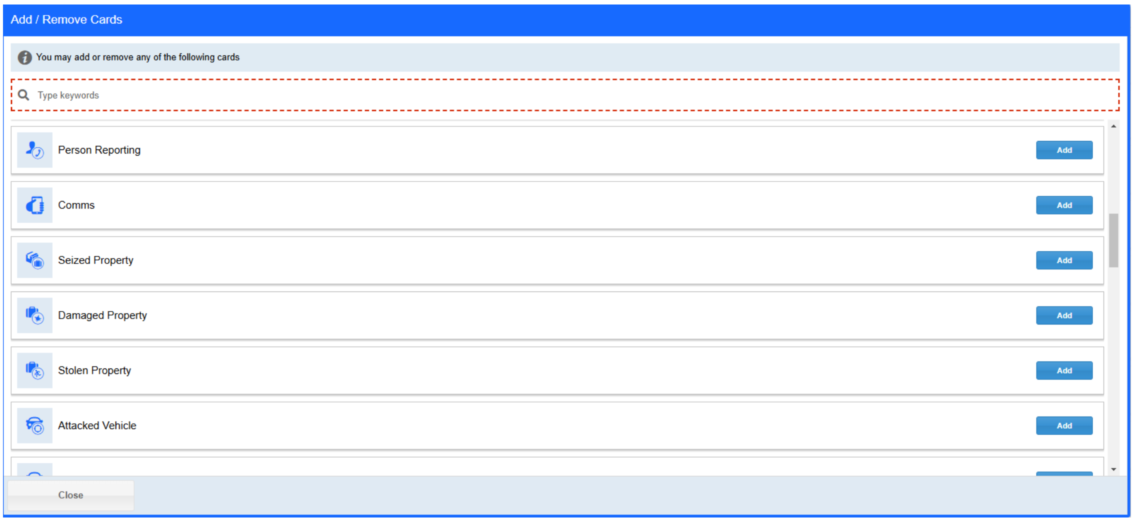
The **Victim** card is updated to Complete. If all mandatory information is not provided the card and victim are marked as Incomplete, the user is required to complete the mandatory details before the investigation can be submitted.

6.1.10 Add a person reporting to an Investigation

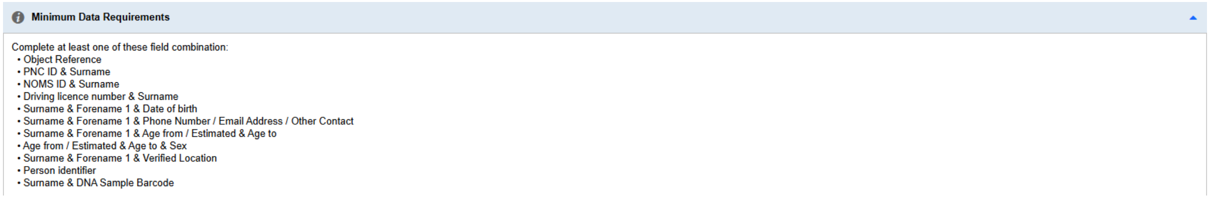
If required a person reporting can be added to the Investigation. The person is added via the **Person Reporting** card on the card index. If there are no person reporting persons, the card can be marked as not required.

To add an additional relevant person to the Investigation.

1. Select the **Person Reporting** card from **+Add / Remove Cards**.



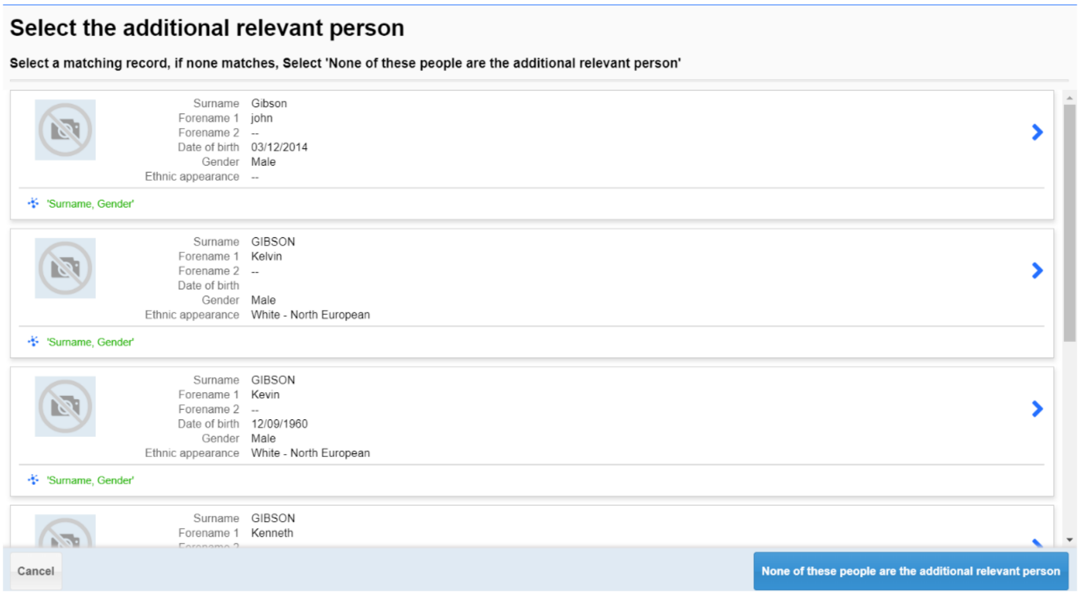
2. Click **+Add Person Reporting**.
   The card is marked as Complete. Enter all the necessary search criteria.



Important

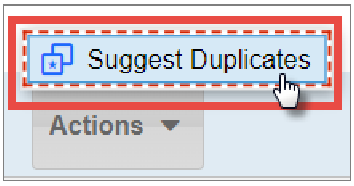
At least the minimum search criteria specified at the top of the card should be entered.

3. Click **Next**.
   NEC Connect displays all records which match the search criteria entered.



Note

Users with the appropriate permissions can click **Actions** and select **Suggest Duplicates**, if they believe that duplicate records are displayed on this screen. Any suggested duplicates are then visible in the match group queue of the **Match And Merge** area of Connect.



Perform one of the following actions:

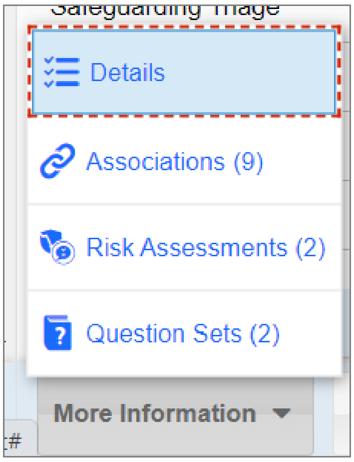
If there is a matching record:

a. Click the matching record.

   The **Person Dashboard** screen is displayed, here the user can view information about the person such as; warning markers, linked events and risk ratings.

   Note

   The user can click the **More Information** drop down list, to access and view any associations, risk assessments and question sets that are linked to the person.

b. Click **This is the person reporting person**.

   This links the selected person to the Investigation. The **Person Reporting** card is updated to Complete.

   Note, if it is not the person click **This is not the person reporting person**.

   The user is returned to the list of matching persons.

c. Enter any additional information known about the person, this includes:

   On the **Basic Details** tab:

   - Enter the persons date of birth and gender
   - Enter the persons country of birth and if they are English speaking

   On the **Contact Details** tab:

   - Specify the persons contact information, such as telephone number, mobile number and email address
   - Record their home address

   On the **Employment / Education** tab:

   - Click **Add New Employment / Education**, to and enter the persons employment and / or education details

On the **Association** tab:

- Enter the associations between the person and other objects linked to the investigation.

> ***Note***
>
> All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

d. Click **Return to List**.

The **Person Reporting** card is updated to Complete. If all mandatory information is not provided the card and additional relevant person are marked as Incomplete, the user is required to complete the mandatory details before the investigation can be submitted.

After reviewing the matches that have been returned, if there is no matching record:

a. Click **None of these people are the person reporting person**.
The search criteria entered is used to create a new person record, which is linked to the investigation.

b. Add any additional information known about the person.

> ***Note***
>
> All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

c. Click **Return to Cards**.

The **Person Reporting** card is updated to Complete. If all mandatory information is not provided the card and person are marked as Incomplete, the user is required to complete the mandatory details before the investigation can be submitted.

If no matching records are found, NEC Connect will create a new person record using the search criteria entered by the user. This new record will be linked to the Investigation.

a. Add any additional information known about the person.

> ***Note***
>
> All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

b. Click **Return to List**.

The **Person Reporting** card is updated to Complete.

5. Additional persons can be added to the investigation by clicking **Add new additional person reporting**.

6.1.11 Add a witness to an Investigation

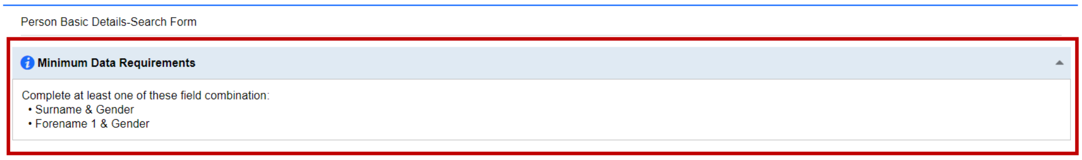
If required a linked witness can be added to the Investigation. The witness is added via the **Witness** card on the card index. If there are no witnesses the card can be marked as not required.

To add a witness to the Investigation.

1. Select the **Witness** card.
2. Perform one of the following options:
   - If a witness is to be added click **Yes, card required**.

- If a witness is not required click **No, card not required**.
  The card is marked as Complete. The user is not required to carry out the following steps.

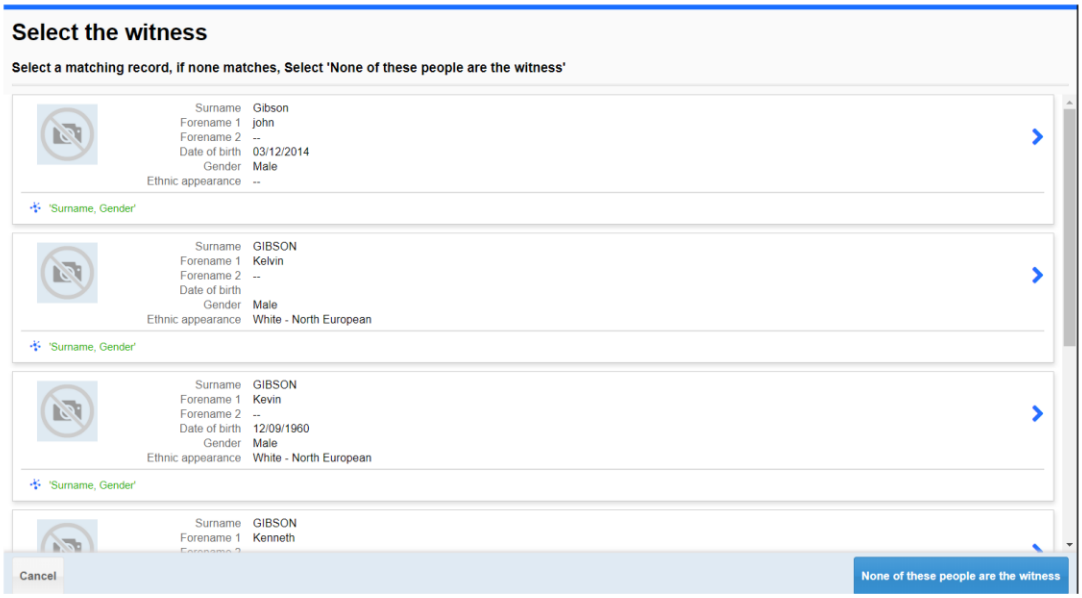
3. Enter all the necessary search criteria.



Important

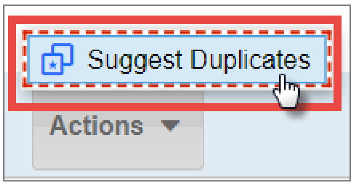
At least the minimum search criteria specified at the top of the card should be entered.

4. Click **Next**.
   NEC Connect displays all records which match the search criteria entered.



Note

Users with the appropriate permissions can click **Actions** and select **Suggest Duplicates**, if they believe that duplicate records are displayed on this screen. Any suggested duplicates are then visible in the match group queue of the **Match And Merge** area of Connect.



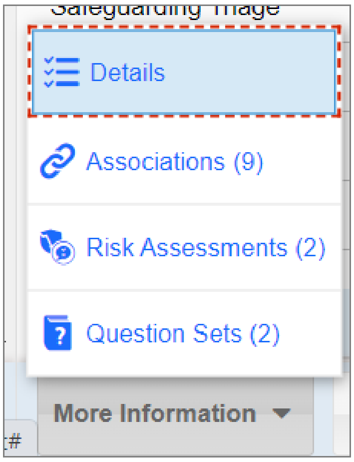
Perform one of the following actions:

If there is a matching record:

a. Click the matching record.
   The **Person Dashboard** screen is displayed, here the user can view information about the person such as; warning markers, linked events and risk ratings.

Note

The user can click the **More Information** drop down list, to access and view any associations, risk assessments and question sets that are linked to the person.



b. Click **This is the witness**.

This links the selected witness to the Investigation. The **Witness** card is updated to Complete.

Note, if it is not the witness click **This is not the witness**.

The user is returned to the list of matching persons.

c. Enter any additional information known about the witness, this includes:

On the **Contact Details** tab, add the contact details for the witness, which can include addresses and methods of contact:

- Click **Add New Contact Details** and select a contact type, for example telephone or email.
- Click **Add New Address** and select an address type before searching the gazetteer for a location.

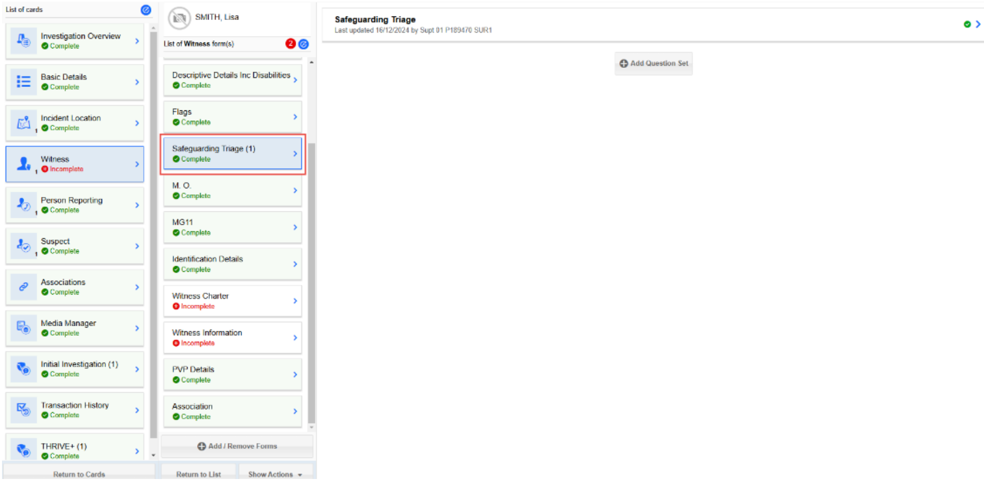
For further information

Please refer to the static objects module for details on recording addresses in NEC Connect.

On the **Safeguarding** tab:

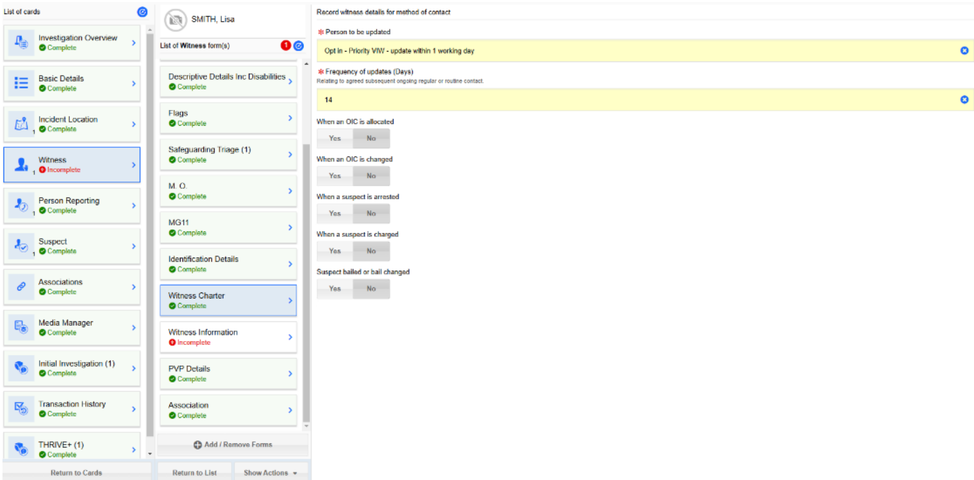
- Click **Add Question Set** to add a new Safeguarding risk assessment.
- Answer the question set, clicking **Next** to display the next question.
- Click **Complete**.

  The Question set is saved.



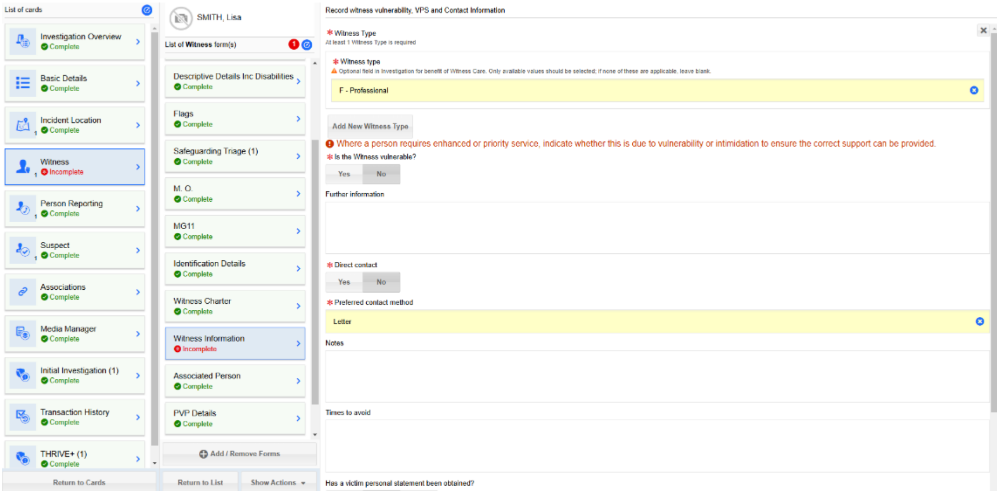
On the **Witness Charter** tab:

- Select if the witness is to be updated.
- Select the frequency of updates.
- Select when the witness should be contacted. For example, when the OIC is allocated.



On the **Witness Information** tab:

- Add the witness type.
- Indicate if the witness is vulnerable.
- Enter their preferred contact method and if they can be contacted directly.
- If required, enter any additional notes and times to avoid
- Select a witness type and indicate if the witness is vulnerable.
- Record if a statement has been taken



Note

All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

Note

Click the plus icon to add additional tabs such as:

Add and access the **PVP** tab to add details of the witness if they are vulnerable

Add and access the **Warning Markers** tab to add warning markers to the witness.

Add and access the **Public Engagement** tab to record and review public engagement details.

Add and access the **Event Summary** tab to record and review the summary of any meetings with the witness.

Add and access the **MG11** tab to record the victim / witness statement (including a telephone option) or victim personal statement (including a telephone option).

If the witness is under 18 years of age, access and update the **Associated Person** tab to add an appropriate adult, next of kin, parent or guardian.

d. Click **Return to List**.

   The **Witness** card is updated to Complete. If all mandatory information is not provided the card and witness are marked as Incomplete, the user is required to complete the mandatory details before the investigation can be submitted.

After reviewing the matches that have been returned, if there is no matching record:

a. Click **None of these people are the Witness**.

   The search criteria entered is used to create a new person record, the witness is linked to the investigation.

b. Add any additional information known about the witness.

Note

All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

c. Click **Return to List**.

   The **Witness** card is updated to Complete. If all mandatory information is not provided the card and witness are marked as Incomplete, the user is required to complete the mandatory details before the investigation can be submitted.

If no matching records are found, NEC Connect will create a new person record using the search criteria entered by the user. This new record will be linked to the investigation with the link reason of Witness.

a. Add any additional information known about the witness.

> ***Note***
> All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

b. Click **Return to Cards**.

The **Witness** card is updated to Complete.

5. Additional witnesses can be added to the investigation by clicking **Add new Witness**.

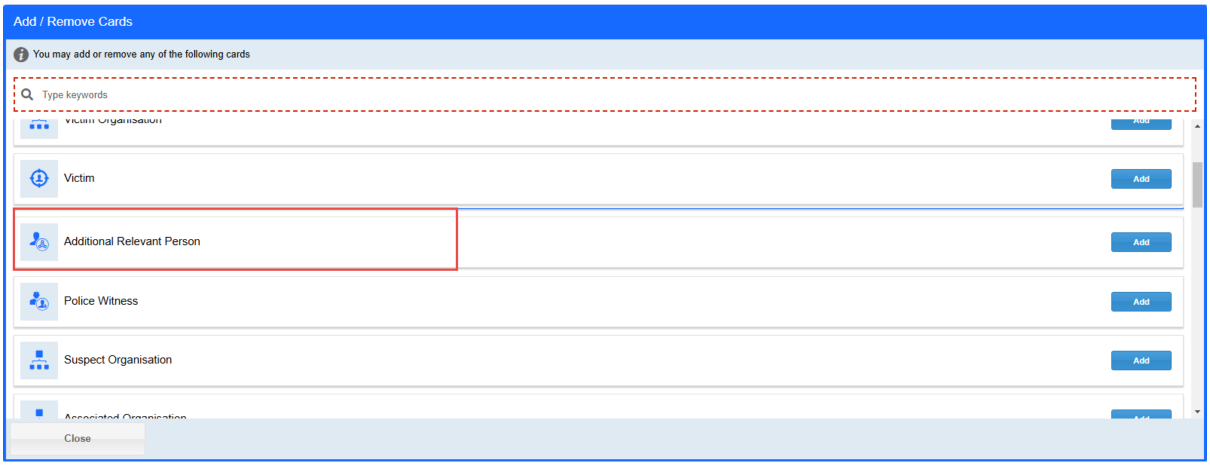
> ***Note***
> If required the witness statement can be taken or uploaded to the MG11 card.

6.1.12 Add additional relevant persons to an Investigation

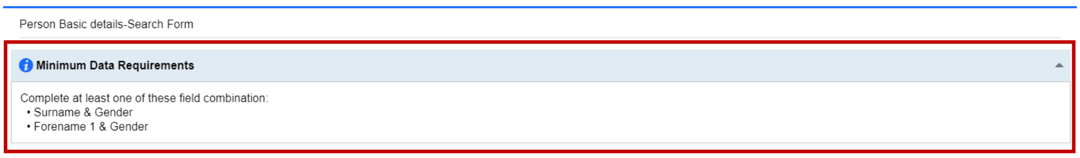
If required additional relevant persons can be added to the Investigation. The person is added via the **Additional Relevant Person** card on the card index. If there are no additional relevant persons, the card can be marked as not required.

To add an additional relevant person to the Investigation.

1. Select the **Additional Relevant Person** card.
   The **List of Additional Relevant Person** is displayed.

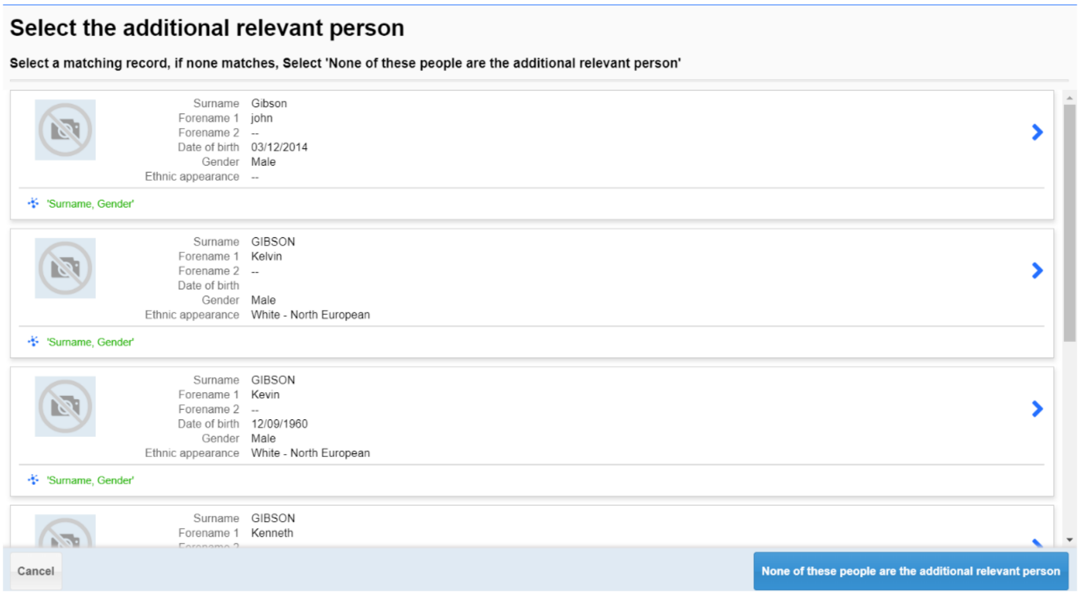


2. Click **+Add Additional Relevant Person**.
3. Enter all the necessary search criteria.



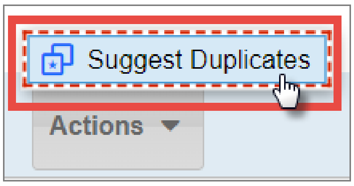
> ***Important***
> At least the minimum search criteria specified at the top of the card should be entered.

4. Click **Next**.
   NEC Connect displays all records which match the search criteria entered.



Note

Users with the appropriate permissions can click **Actions** and select **Suggest Duplicates**, if they believe that duplicate records are displayed on this screen. Any suggested duplicates are then visible in the match group queue of the **Match And Merge** area of Connect.



Perform one of the following actions:

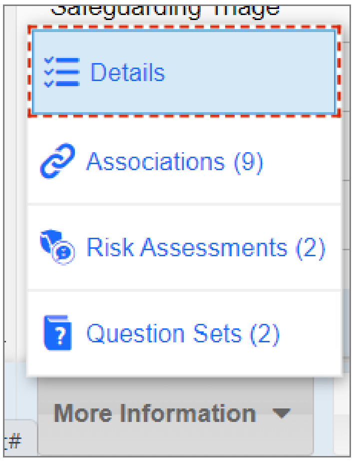
If there is a matching record:

a. Click the matching record.

The **Person Dashboard** screen is displayed, here the user can view information about the person such as; warning markers, linked events and risk ratings.

Note

The user can click the **More Information** drop down list, to access and view any associations, risk assessments and question sets that are linked to the person.



b. Click **This is the additional relevant person**.

This links the selected person to the Investigation. The **Additional Relevant Person** card is updated to Complete.

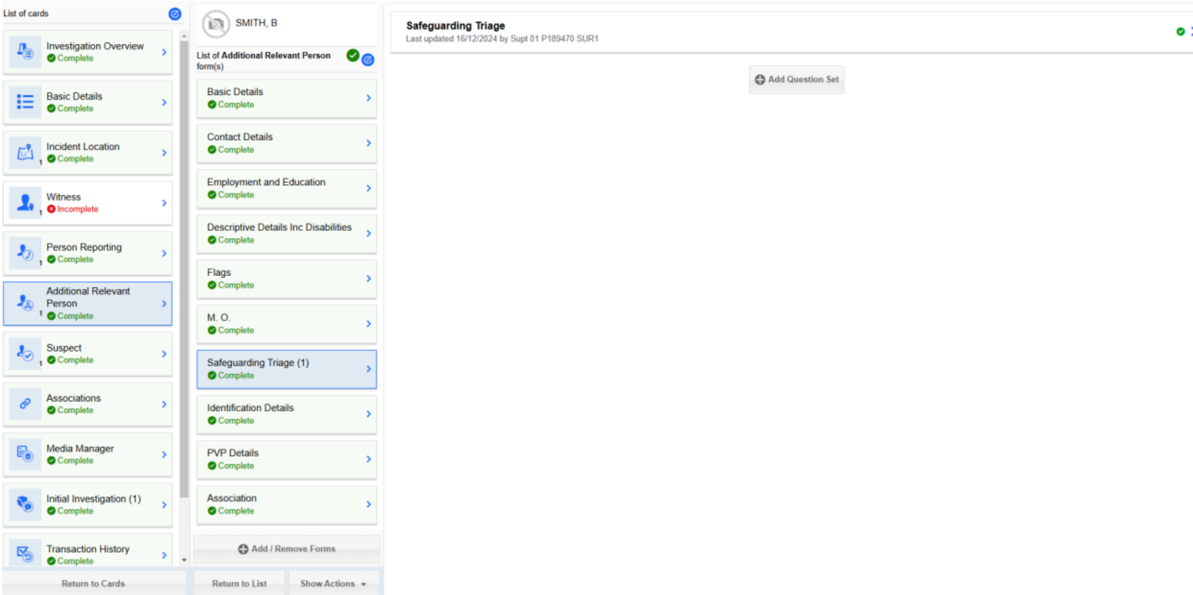
Note, if it is not the person click **This is not the additional relevant person**.

The user is returned to the list of matching persons.

c. On the **Safeguarding** tab:

- Click **Add Question Set** to add a new Safeguarding risk assessment.
- Answer the questions and click **Next** to display the next question.
- Click **Complete**.

  The Question set is saved.



Note

All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

d. Click **Return to List**.

The **Additional Relevant Person** card is updated to Complete. If all mandatory information is not provided the card and additional relevant person are marked as Incomplete, the user is required to complete the mandatory details before the investigation can be submitted.

After reviewing the matches that have been returned, if there is no matching record:

a. Click **None of these people are the additional relevant person**.
   The search criteria entered is used to create a new person record, which is linked to the investigation.
b. Add any additional information known about the person.

> ***Note***
> All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

c. Click **Return to List**.
   The **Additional Relevant Person** card is updated to Complete. If all mandatory information is not provided the card and person are marked as Incomplete, the user is required to complete the mandatory details before the investigation can be submitted.

If no matching records are found, NEC Connect will create a new person record using the search criteria entered by the user. This new record will be linked to the Investigation.

a. Add any additional information known about the person.

> ***Note***
> All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

b. Click **Return to Cards**.
   The **Additional Relevant Person** card is updated to Complete.

5. Additional persons can be added to the investigation by clicking **Add new additional relevant person**.

6.1.13 Add property to an investigation

If required, linked property can be added to an Investigation, for example, a stolen property item, damaged property or seized property.

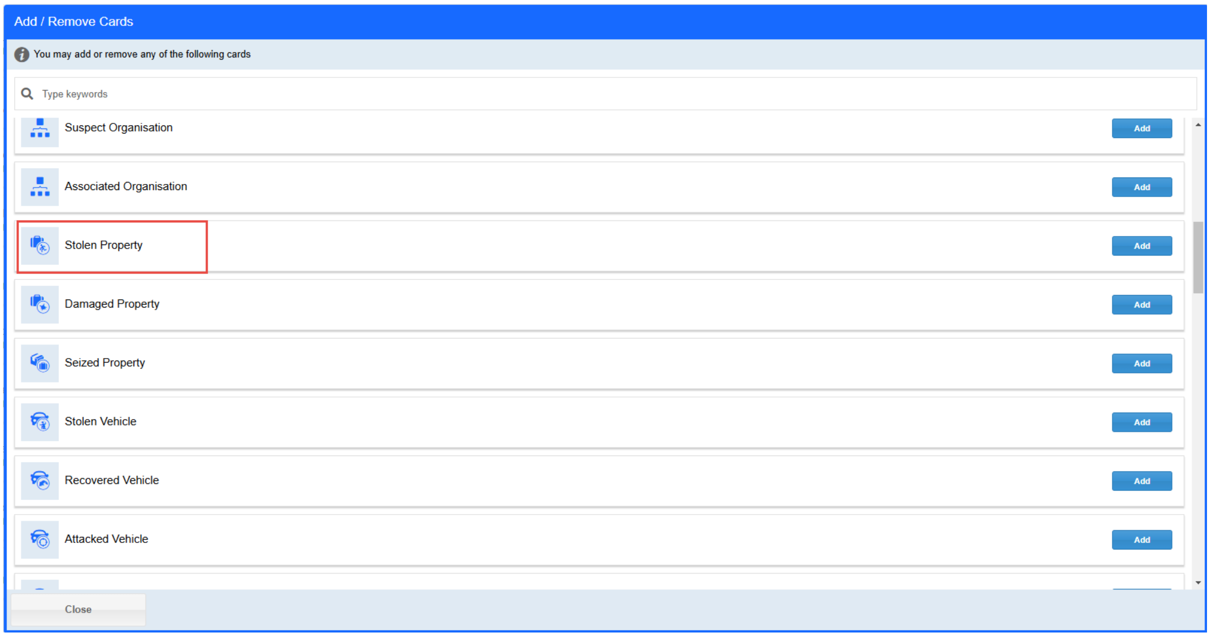
When an Investigation contains property items that are not disposed immediately with a link reasons of Seized Property NEC Connect will automatically create a Property Management Event. The property items will be linked to the Property Event and the Property Event will be linked directly to the Investigation Management event.

> ***Note***
> If a property event is already linked and is not in the FILED status, then the property items will be added to the existing event.

6.1.14 Add property items to an Investigation

Property items are added via the relevant property card (for example: Stolen Property is added to the **Stolen Property** card) on the card index. If there are no property items of that type linked to the Investigation, the card can be marked as not required.

If the property type is not available on the card index, additional cards can be added by clicking **Add / Remove Cards**, for example to add the Damaged property or Seized property cards.



6.1.14 Add comms details

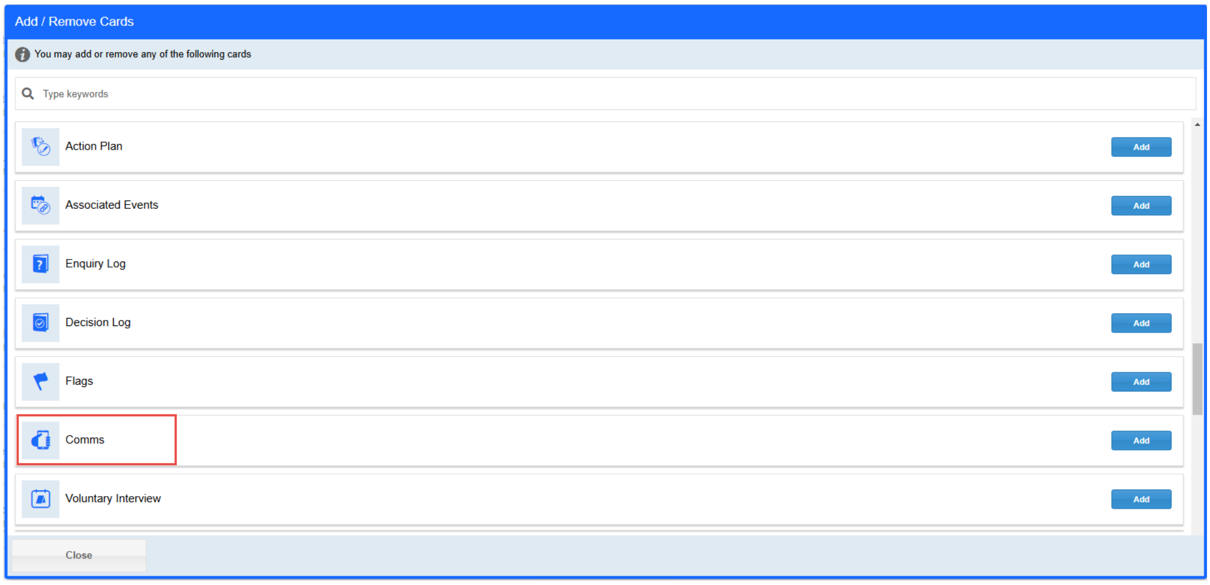
If required, comms details can be added to an investigation. This could include details, such as malicious comms, where only the comms item is known, additional numbers for a person linked to the Investigation (for example: fax number) or details of a social media page where indecent messages are being sent to a juvenile where the owner of the social media page is currently unknown.

Note

COMMS specific to linked objects within the Investigation, for example, Suspects, Victims or Witnesses are added directly to the specific person card and not via the COMMS card.

The following steps describe how to add communications details to an investigation. The steps assume that the Investigation is currently open for editing and that the **Generic Investigation** Card Index is open.

1. Click **Comms**.
   The Comms card index is displayed.



2. Click **+Add Comms**.
3. Fill the details with Minimum Data required.
4. Click **Next**.
5. Click **Create a New Record**.
   List of Comms form index is displayed.
6. Fill the **Basic Details, Warning Marker, Flags** and **Association card**.
7. Click **Return to List** to go back to the report.

> ***Note***
> Additional comms objects can be added to the Investigation by clicking **Add Comms** and repeating the steps.

The status of **Comms** card is marked as Complete.

6.1.15 Add linked vehicles to an Investigation

If required, linked vehicles can be added to an Investigation, for example, stolen vehicles, recovered vehicles, attacked vehicles, involved vehicles, removed vehicles, vehicles found, suspected vehicles, damaged vehicles and destroyed vehicles. Vehicle objects are added via the relevant vehicle card on the **Card Index**.

If there are no vehicles linked to the Investigation these vehicle cards can be marked as not required.

If the required vehicle card type is not available on the **Card Index**, additional cards can be added by clicking **Add / Remove Cards**.

Alternatively, vehicles can also be added by clicking **Linked Actions** in the **Workload** tab and selecting **Add Person and Vehicle** or **Add Vehicle**. After clicking **Add Vehicle**, the **Add/Remove Cards** button is displayed, which contains all vehicle-related cards. You can select the required vehicle card and click **Add**. The selected vehicle card is added to the card index. Click the vehicle card in the card index and then follow steps 2b onwards from the following step list.

The following steps describe how to add a vehicle to an Investigation, in this example, a stolen vehicle is being added. The steps assume that the Investigation is currently open for editing and that the **Generic Investigation** Card Index is open.

Note

The steps for adding any other type of vehicle (for example: Suspect Vehicle, Recovered Vehicle, etc) are the same. The only difference being the button names are related to the vehicle type (i.e. **This is the stolen vehicle** would be **This is the Recovered Vehicle** when adding a recovered vehicle to an Investigation).

1. Click **Stolen vehicle**.
2. Select whether or not any stolen vehicles are involved in the investigation.

   If no stolen vehicles are involved, select **No, card not required**.

   If there are stolen vehicles involved, carry out the following steps to add one or more of them:

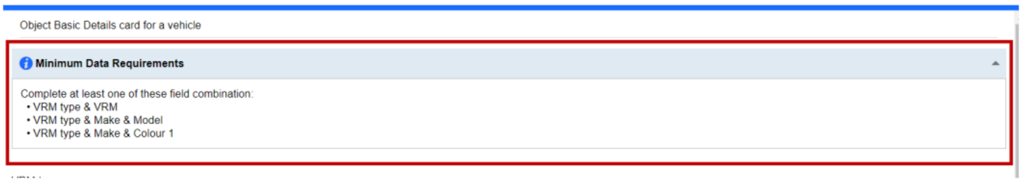
   a. Select **Yes, card required**.

      The **Vehicle** card is displayed

   b. Enter the vehicle details.

      The user is required to enter the minimum data requirements displayed at the top of the card at the very least.

      Ensure that the initials are entered as part of the number in a specific format i.e. BC/P/01, BC/B/02, BC/V/05, etc.

   c. Click **Next**.

      NEC Connect performs a search for all records which match the search criteria entered, perform one of the following actions:

      If there is a matching record:

      - Click the matching record

        The details of the vehicle is displayed.
      - Click **This is the stolen vehicle**.

        This links the vehicle to the Investigation.
      - Enter any additional information known about the vehicle.

        Note

        The user can choose to perform a PNC check on the vehicle by clicking **Actions** and selecting **PNC Full Vehicle enquiry (#VE)**.

      After reviewing the matches that have been returned, if there is no matching record:

      - Click **None of these vehicles are the stolen vehicle**.

        The search criteria entered is used to create a new vehicle record on NEC Connect. The vehicle is linked to the Investigation.
      - Enter any additional information known about the vehicle.

      If no matching records are found, NEC Connect will create a new vehicle record using the information entered by the user. This new record is linked to the Investigation.

      - Add any additional information known about the vehicle.

   d. Click **Submit & Continue** or **Submit & Exit**.

      The record is displayed in the **Stolen Vehicle** card.

> **Note**
> Additional vehicles can be added to the Investigation by clicking **Add new stolen vehicle** and repeating the steps.

6.1.16 Add linked organisations to an Investigation

If required, linked organisations can be added to an Investigation for example, Victim Organisation, Involved Organisation, Associated Organisation or Suspect Organisation. Organisation objects are added via the relevant organisation card on the **Card Index**.

> **Note**
> When victim organisations are linked to an Investigation Connect automatically checks to see if the victim organisation is a repeat victim, an alert message is displayed to the user. Force System Administrators can determine the frequency by which a repeat victim is determined, please refer to the System Administration training guides for further information.

If the **Organisation** card is not available on the card index it can be added by clicking **Add / Remove Cards** and clicking **Add** next to **Organisation**.

The following steps describe how to add an organisation to an Investigation, in this example a victim organisation is being added. The steps assume that the Investigation is currently open for editing and that the **Generic Investigation** Card Index is open.

> **Note**
> The steps for adding any other type of organisation (for example: Suspect Organisation, Associated Organisation or Involved Organisation) are the same. The only difference being the button names are related to the organisation type (i.e. **This is the victim organisation** would be **This is the suspect organisation** when adding a suspect organisation to an Investigation).

1. Click **Victim Organisation**.
   The **Victim Organisation** card is displayed.
2. Select whether or not any victim organisations are involved in the case.
   If no victim organisations are involved, select **No, card not required**.
   If there are victim organisations involved, carry out the following steps to add one or more of them:

   a. Select **Yes, card required**.
      The **Organisation** card is displayed.
   b. Enter the organisation details into the relevant fields.
      The user is required to enter the minimum data requirements displayed at the top of the card at the very least.

   c. Click **Next**.
      NEC Connect performs a search for all records which match the search criteria entered, perform one of the following actions:
      If there is a matching record:
      - Click the matching record
        The details of the organisation is displayed.
      - Click **This is the victim organisation**.
        This links the organisation to the Investigation.

Note

If the selected record has an existing address or comm details, they will also be linked using the existing link reasons.

- Enter any additional information known about the organisation including the victim code details, victim information, associations and any contact that has been made with the organisation on the **Contact Log** tab.

After reviewing the matches that have been returned, if there is no matching record:

- Click **None of these are the victim organisation**

  The search criteria entered is used to create a new organisation record on NEC Connect. The organisation is linked to the Investigation.
- Enter any additional information known about the organisation including the victim code details.

If no matching records are found, NEC Connect will create a new organisation record using the information entered by the user. This new record is linked to the Investigation.

- Add any additional information known about the organisation including the victim code details, associations and any contact that has been made with the organisation on the **Contact Log** tab.

d. Click **Save & Return**.

The record is added to the **Victim Organisation** card.

Note

Click **Add new organisation** to add another organisation and repeat the steps.

6.1.17 Add linked property to an Investigation

Property items can be added by clicking **Linked Actions** in the **Workload** tab and selecting **Add Person and Property** or **Add Property**. After clicking **Add Property**, the **Add/Remove Cards** button is displayed, which contains all property-related cards. You can select the required property card and click **Add**. The selected property card is added to the card index. Click the property card in the card index and then follow steps 2 onwards from the following step list.

The following steps describe how to add a property item to an Investigation, in this example a stolen property item is being added to an Investigation.

Note

The steps for adding any other type of property (for example: Seized Property, Stolen Property, etc) are the same. The only difference being the button names are related to the property type that is, **This is the stolen property** would be **This is the seized property** when adding a seized property item to an Investigation).

1. Select the **Seized Property** card.
2. Select whether or not any stolen property is involved in the investigation.

   If no stolen property is involved, select **No, card not required**.

   If there is stolen property involved, carry out the following steps to add one or more of them:

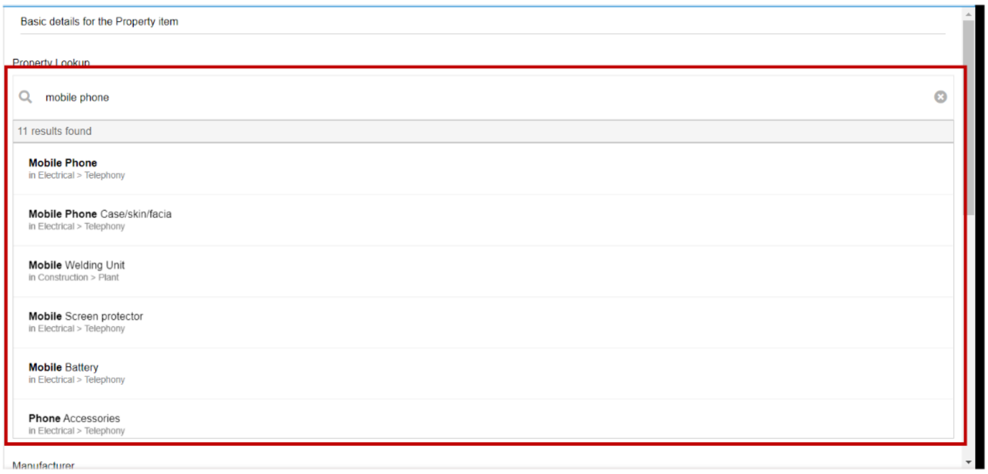
   a. Select **Yes, card required**.

b. Enter the basic details for the property item.

Note

If property management event (PME), stop search, premises search and custody records are linked to the investigation, the user can select and link the property items from them on to the investigation. And where the OIC for the investigation is changed, the OIC of the PME will also change automatically unless that PME is also associated with another Investigation which has a different OIC.

- Enter the type of property in the **Property code lookup** field and select the item type from the list.



- The property items manufacturer.
- The model details.
- Click **Add New Other Identifying Mark** to enter an unique identifier for the property item, for example an IMEI number or MAC address.
- Enter a description of the item and quantity.
- Click **Add New Other References** to add additional references.

c. Click **Next**.

A property item is created and linked to the Investigation record. The **Basic Details** and **Associations** tabs are displayed allowing additional information to be recorded if required.

d. Click **Return to Cards**.

The record is displayed in the **Stolen Property** card.

The status of **Seized Property** card is marked as Complete.

Note

Click **Add new stolen property** to add another stolen property and repeat the steps.

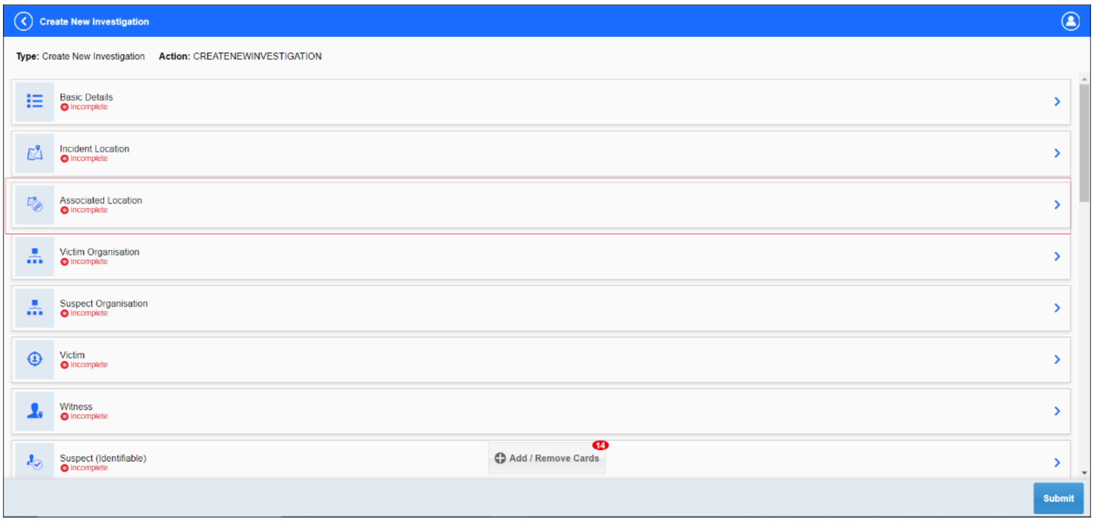
6.1.18 Add associated location

If required, an associated location can be added to an Investigation. Associated locations are added via the **Associated Location** card on the **Card Index**.

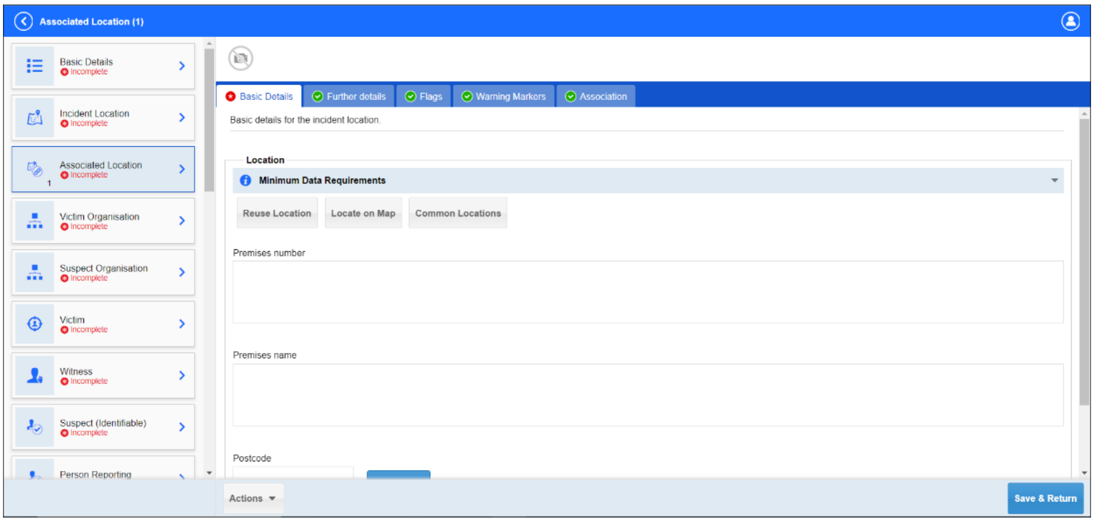
If the Associated Location card type is not available on the **Card Index**, additional cards can be added by clicking **Add / Remove Cards**.

The following steps describe how to add an Associated Location to an Investigation. The steps show the Generic Investigation card index however the steps to add an Associated Location are the same for each investigation type.

1. Select **Associated Location**.



The **Associated Location** card is displayed.



2. Enter the incident location's postcode in the **Postcode** field, and click **Find**. You may also enter the **Premises number** or the premises name in the **Premises number** or the Premises name fields respectively.

   NEC Connect performs a search for and returns a list of all locations which match the postcode entered.
3. If matching locations are found:
   a. Click the required location.
   b. Click **Select Address**.
   c. Enter the relevant details
   d. Click **Update**.
4. If no matching locations are found:
   a. Click **Add Address Manually**.
   b. Enter the relevant details.
   c. Click **Create**.

The Associated location is added to the **Basic Details** card.

5. On the **Further Details** tab, specify any further details including:
   - PO Box number.
   - Local Authority.
   - Alternative Name.
   - Tabs.
6. On the **Warning Markers** tab, click **Add New Warning Markers** to add markers to the location.

7. Click **Save & Return**.

   The Associated location card is marked as Complete.

6.1.19 Add a bicycle to an investigation

The following steps describe how to add a bicycle via the Bicycle card on a PND Investigation, they assume that the Investigation is currently open for editing:

1. Select the **Bicycle** card.
2. Select whether or not a bicycle is involved in the investigation

   If no bicycles are involved, select **No, card not required**.

   If there is a bicycle involved, carry out the following steps to add one or more of them:
   - Enter the type of bicycle in the Property code lookup field
   - Click Next.

     The bicycle tabs are displayed.
3. On the **Basic Details** tab, specify the details of they bicycle including:
   - The manufacturer and model.
   - Any identifying marks.
   - A description of the bicycle.
   - Click **Add New Other References** to enter any external references.

   Ensure that the initials are entered as part of the number in a specific format i.e. BC/P/01, BC/B/02, BC/V/05, etc.
4. On the **Cycle** tab, specify details about the bicycle including:
   - Where the bicycle was purchased.
   - The frame, suspension and number of gears.
   - Handlebars, types of grips and mud guards details.
5. On the **Associated Persons** tab, link the bicycle with any other persons on the investigation.
6. On the **Associations** tab, link the bicycle to any other objects on the investigation.
7. Click **Return to Cards**.
8. Click **Submit & Continue** or **Submit & Exit**.

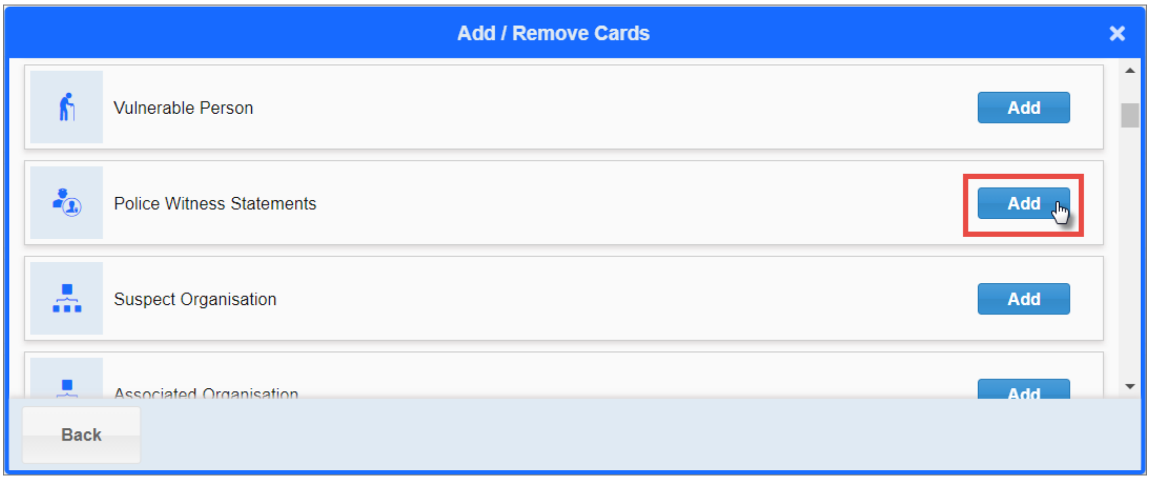
6.1.20 Add police witness and witness statements

The following steps describe how to add a police witness statement to an investigation, they assume that the investigation is currently open for editing.

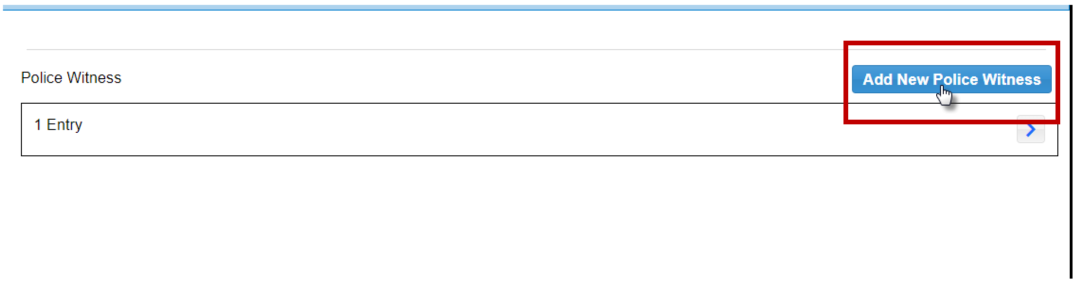
1. Click **Police Witness Statements**.

   The **Police Witness Statements** card is displayed.

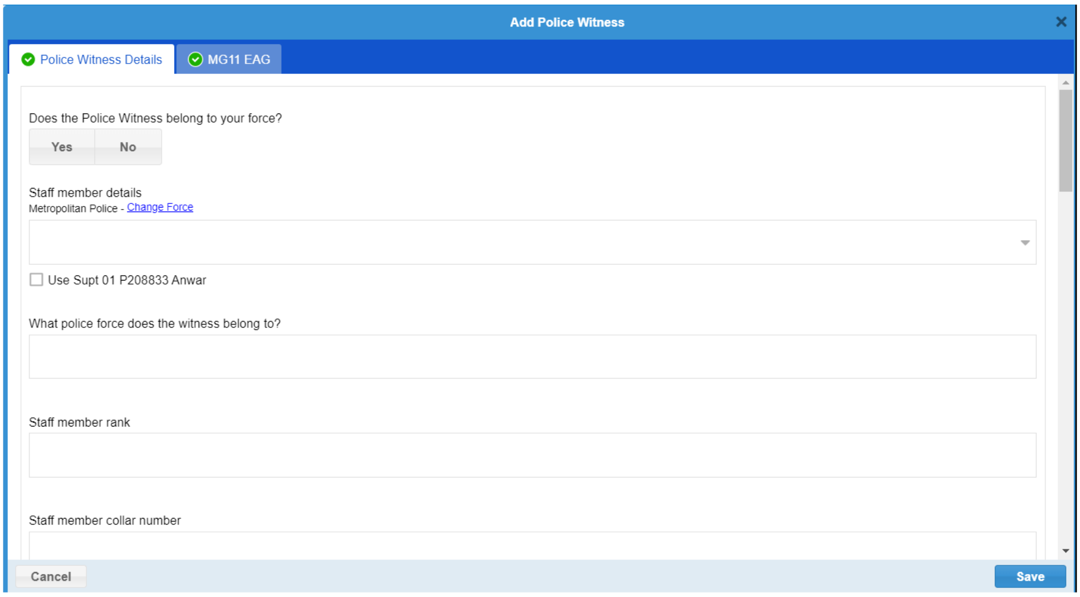
   If a card isn't available on the card index click **Add / Remove** cards to add it.



2. Click **Add New Police Witness**.



The **Add Police Witness** card is displayed.

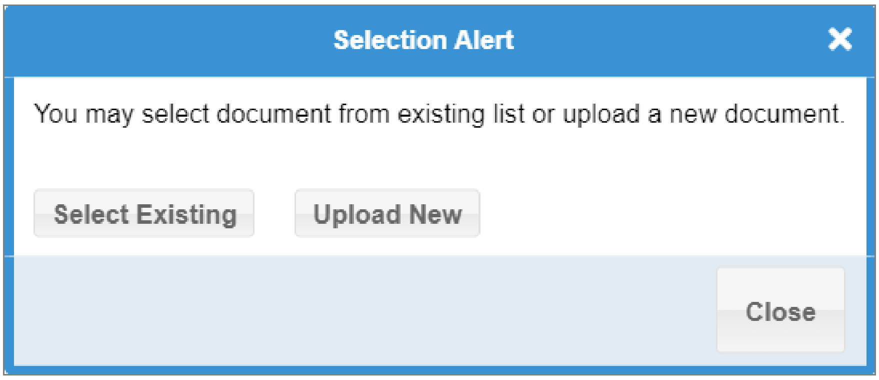


3. On the **Police Witness Details** tab, specify where required:
   - Whether or not the police witness belongs to your force.

   Note
   If the police witness does not belong to your force, you need to add their location details.

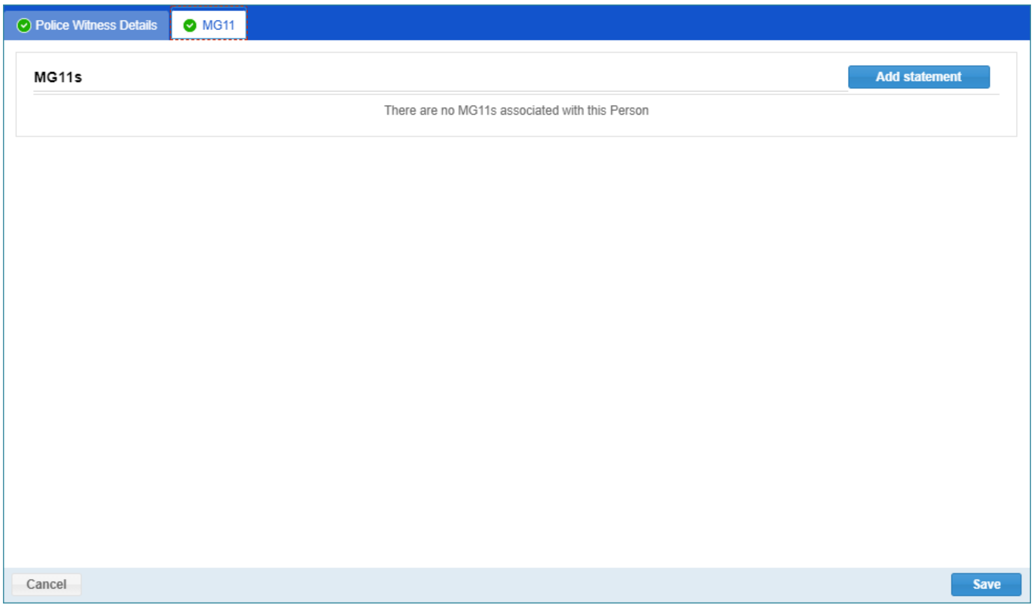
   - Look up and select the staff member.
   - The staff member's rank, collar number and surname.

- Select an existing document or upload a new one by clicking **Select / Upload Document** then choose an option from the **Selection Alert** window.

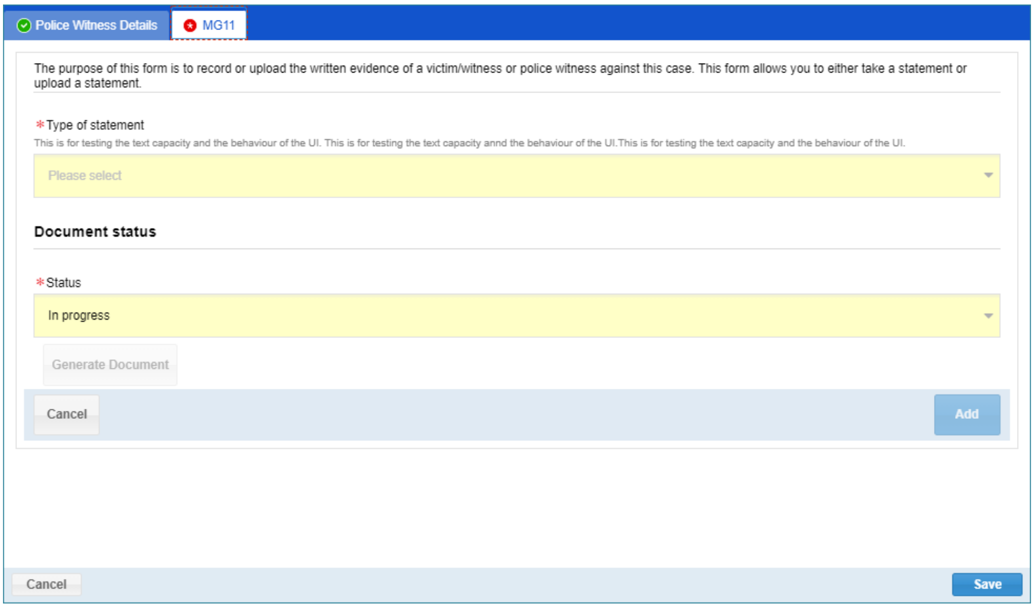


4. To add or upload a statement from the police witness:

   a. Access the **MG11** tab.



   b. Click **Add statement**.
   The MG11 fields are displayed.



c. Select the type of statement and if the statement is to be uploaded or taken in NEC Connect

   If Upload is selected:

   - Click **Add File** and browse to the file to upload into NEC Connect.
   - Enter the statement number and the date and time that the statement was taken.

   If Take was selected:

   - Enter the statement number and the police witnesses occupation role
   - Enter the statement text and capture their signature
   - Enter the date and time that the statement was taken.

d. Select the status of the document.

e. Click **Generate** to generate the document.

f. Click **Save**.

   The statement is recorded and added under the **MG11** tab.

5. Click **Save**.
6. Click **Return to Cards**.

   The police witness is added and their statement is recorded and submitted.

Alternatively, users can also add new police witness statements by clicking **Linked Actions** in the **Workload** tab.

6.1.21 Add associations

Once the direct links have been added to the Investigation via the appropriate cards (for example: Person, Vehicles and Location subjects),a user with the required permissions can define any association between these linked objects using the **Associations** card.

For example, two persons who are linked to the Investigation report as SUSPECT and WITNESS respectively could be associated (or linked) together if the SUSPECT is the WITNESSES spouses.

There must be at least two objects directly linked to the Investigation prior to an association being defined.

The following steps describe how to add associations on an Investigation, they assume an investigation record is currently open for editing.

1. Click the **Associations** card.

   Note

   If the **Associations** card is not already added to the card index, click **Add /Remove Cards** and click **Add** next to **Associations**.

   The **Associations** card can also be accessed by clicking **Actions** from the **Workload Linked actions** from the **Workload** tab and selecting **Add Police Witness**.

   The **Associations** card is displayed listing all of the linked records and their current associations.

2. Click **Add Association**

   Note

   To select and associate multiple records at the same time, click **Associate Multiple** and select the records.

   The **Add Association** screen is displayed.

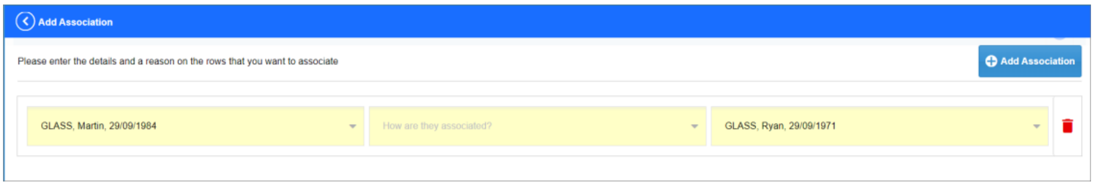
3. Select which two of the linked objects (person, property, vehicle, location and so on) are associated and how.

   Note

   Select **New Associate** from the second **Select associate** drop-down field to add and link a *static object* (such as, person, comms, location, vehicle, organisation and so on) that has not already been linked to the *event object*.

   Note

   While adding multiple associations, if all the link reasons between the objects have been used then the user will not be able to select any further reasons to add another association.



4. Click **Save**.

   The association record is added and displayed in the card.

Note

To add another association click **Add Association** and repeat the steps.

Users with the appropriate permissions can edit an association, by clicking the edit icon next to the association, and making the necessary updates.

Users with the appropriate permissions can delete an added association, by clicking the delete icon next to the association and selecting **Yes, Remove** from the **Warning** window that is displayed.

5. Click **Save & Return**.
   The **Associations** card is marked as Complete.

6.1.22 Associated events

If required, an Investigation can be associated (or linked) to another event object such as a Custody record or Court Warrant.

An event can be associated (or linked) to an Investigation report in cards when the following tasks are being performed:

- Create Investigation report
- Assess Investigation report
- Perform Investigative review
- Update Investigation report
- Complete Submission of Investigation

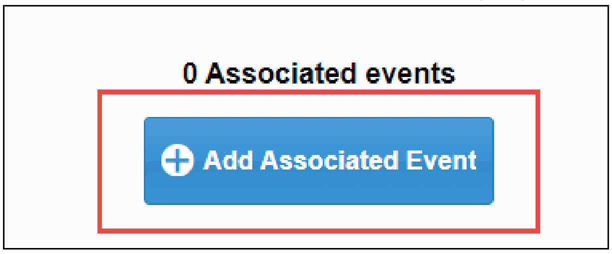
The events that can be linked to an investigation are a follows:

- Briefing item
- Case
- Court warrant
- Custody record
- Investigation
- Intelligence report
- Property event
- PSP/PMP
- Stop/Premises search

6.1.23 Add an associated event

The following steps describe how to add associated events to an Investigation, they assume the Investigation is currently open for editing.

1. Click the **Associated Events** card.
   If the **Associated Events** card is not available on the Card Index it can be added by clicking **Add / Remove Cards**.
   The **Associated Events** card is displayed.

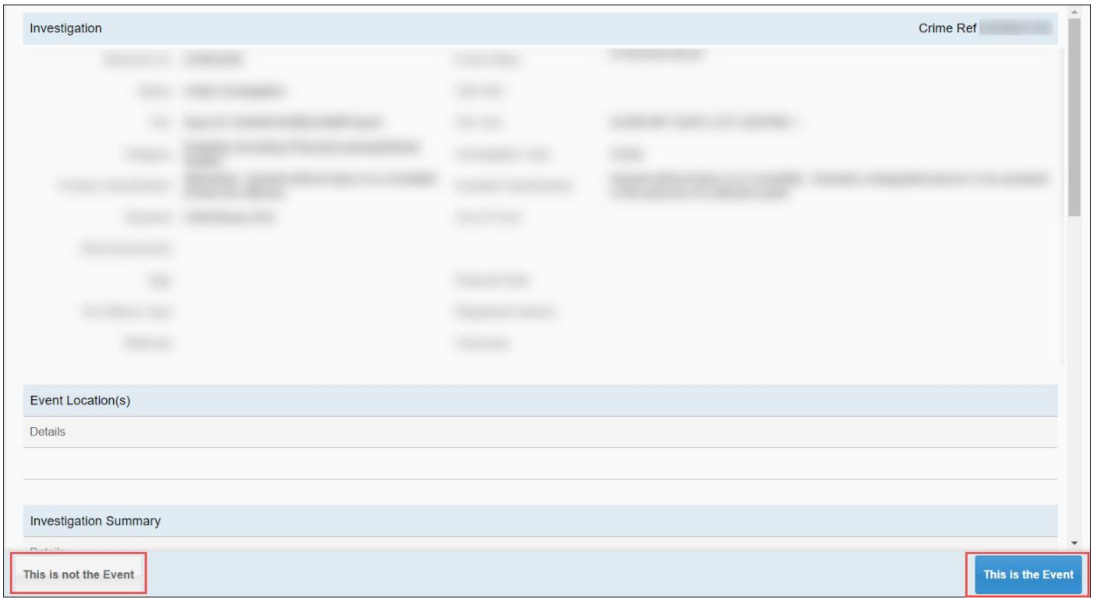


2. Click the **Add Associated Event** button.

The Associated Events card is displayed.

3. Select the required event type in the **Event Type** field.
4. Specify the required event reference in the **Event Reference** field.
5. Select the required link reason in the **Link Reason** field.
6. Click **Next**.

   The specified event with the specified event reference number is displayed.



7. Do any one of the following:
   - Click the **This is the Event** button if the displayed event is the required event.
   - Click the **This is not the Event** button if the displayed event is not the required event and repeat steps 3 to 6 to search for the required event.

   The associated event is displayed on the **Associated Events** card.
8. Repeat the steps mentioned above to add another associated event.
9. Click **Save & Return**.

The **Associated Events** card is marked as Complete.

6.1.24 Generate and upload documents to investigation

A user, with the right permissions, can choose to generate a document using the document templates or upload a saved file to an investigation using the **Media Manager** card.

Note

If the **Media Manager** card is not already added to the card index, click **Add /Remove Cards** and click **Add** next to **Media Manager**.

The **Media Manager** card can also be added by clicking **Actions** from the **Workload** tab and selecting **Add Media**.

Only users with appropriate permission can delete a document from the **Media Manager** card that has previously been stored to the database.

6.1.25 Add a document

The following steps describe how to add a document to an Investigation, they assume that the Investigation is currently open for editing.

1. Click the **Media Manager** card.

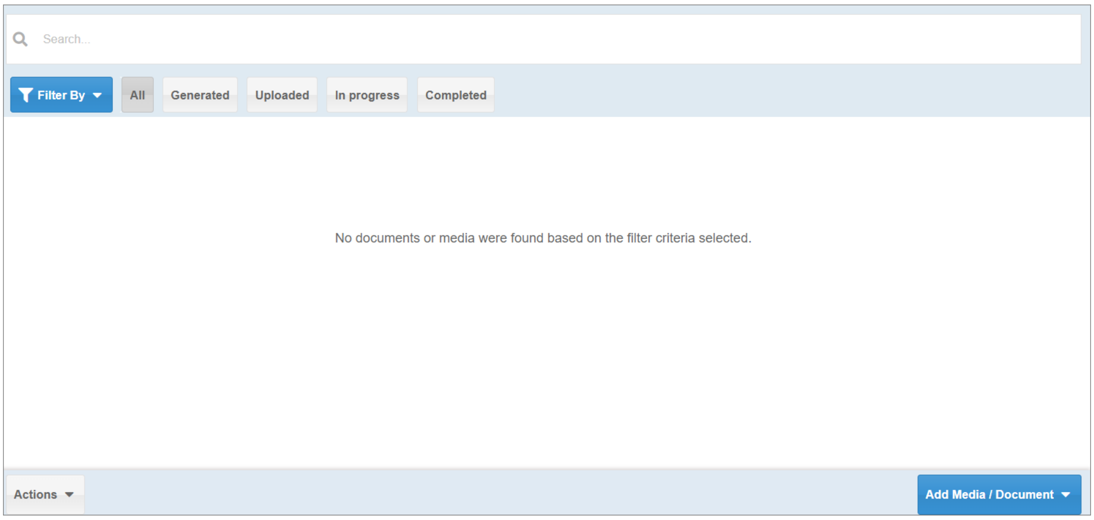
   Note

   If the **Media Manager** card is not already added to the investigation record, click **Add /Remove Cards** and click **Add** next to **Media Manager**.

   You can also add documents and media by accessing the **Workload** tab, clicking **Linked Actions** for the selected record and then selecting **Add Media**.

   If the investigation has a submission failure document, access the **Failed Submission** card from the card index to view and download them.

   The **Media Manager** card is displayed, all the documents associated with the investigation are listed. The search box allows searching of existing records in the list.
2. Click **Add Media / Document**.



   The user will then be asked whether they are uploading a document from an external source or generating a document using the existing NEC Connect document templates.
3. Click any one of the following:

- Generate - to generate a document from the list of available NEC Connect document templates.
  Select a template from the **Document type** drop-down list, enter the required details and click **Generate**.
- Upload - to upload a document from an external source.

  Upload a document by using the plus sign in the **Upload** field, enter the required details and click **Upload**.

  Note
  The user can choose to add a unique exhibit reference code for the documents (except for MG11) and images.
  The user can choose to select and link (and unlink) a police witness to the document. If there is a police witness linked to a document, the police witness details will be displayed in the **Media Manager** card.

The document is added and the **Media Manager** card is marked as Complete.

Note
Click **Add Media/Document** to add another document and repeat the steps.

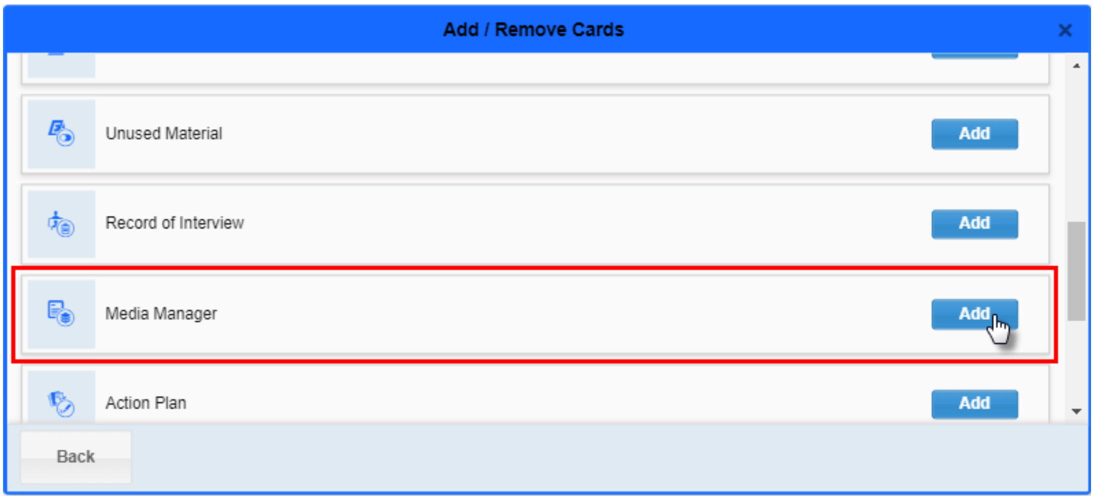
4. Click **Return to Cards**.
   The relevant card index is displayed.

6.1.26 Add links to documents stored outside of Connect

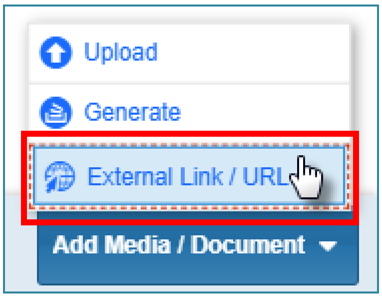
Connect allows the user to add links to document outside of Connect and view them.

Assuming that the relevant record is open for editing, carry out the following steps to add links to external documents:

1. Click on **Add / Remove Cards**.
   The **Add / Remove Cards** window is displayed.
2. Click on the **Add** button, next to Media Manager.



3. Click **Add Media / Document**.



4. Select **External Link / URL**.
5. Enter the relevant details of the document and the URL to access it.

   Note

   The user can choose to add a unique exhibit reference code for the external link / URL.

6. Click **Add External Link / URL**.
7. The external link to the document is added onto the **Media Manager** card.

   Note

   The user can click on the external link record added to the **Media Manager** card to open the URL in a new window or tab and view the document.

6.1.27 View or create versions of, edit, restrict and delete a document or media file

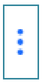
Once a document or media file has been added to the **Media Manager** card, the user can edit the details, delete and also view versions (if available) of them.

Note

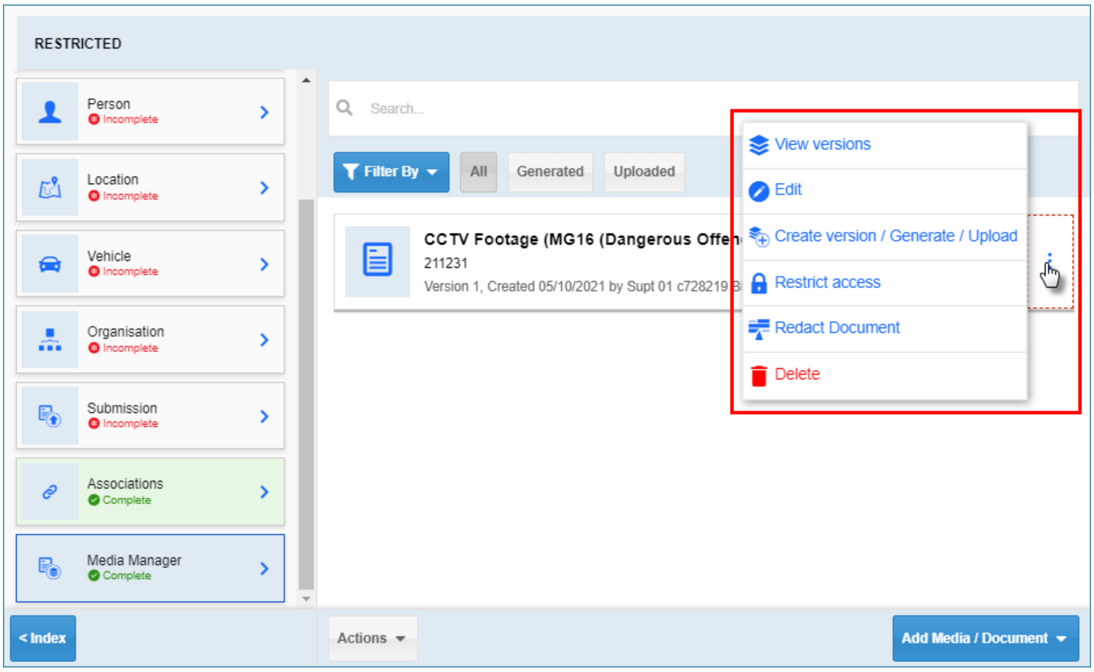
Connect supports generating or uploading a new version of the document or media unless they are being managed by the Data Definition Form (DDF).

Depending on the Case action being performed, the documents within the **Media Manager** card will indicate the status that they need to be in, for the user to complete the case action.

Assuming that the **Media Manager** card has documents and media files added to it, carry out the following steps to view versions of, edit and delete a document or media file:

1. Click the three dots  next to document or media file.

   The options to view versions, edit, create a new version of, restrict access to, redact and delete the document are displayed.



2. Select and perform one of the following operations:
   - If there are more versions of the document or media file, click **View versions** to view them.
   - To edit the details of a document or media file:
     a. Click **Edit**.
     b. Make necessary updates.
     c. Click **Update**.
        A new version of the document or media file is created and listed in the **Media Manager** card.
   - To create a new version of the document or media file:
     a. Click **Create version / Generate / Upload**.
     b. Make necessary updates.
     c. Click **Upload**.
        A new version of the document is created.
   - To restrict access to a document or media file:
     a. Click **Restrict access**.
     b. Start typing the name of the team that you want to restrict from accessing the document or media file and select it.

        Note

        Select **Only show teams I am member of** to only show the teams that you are a part of.

        You can select more than one teams to restrict them form accessing the document or media file.

        Click to delete the team form the restriction list and allow them access to the document or media file.
     c. Click **Select**.
   - To delete a document or media file:

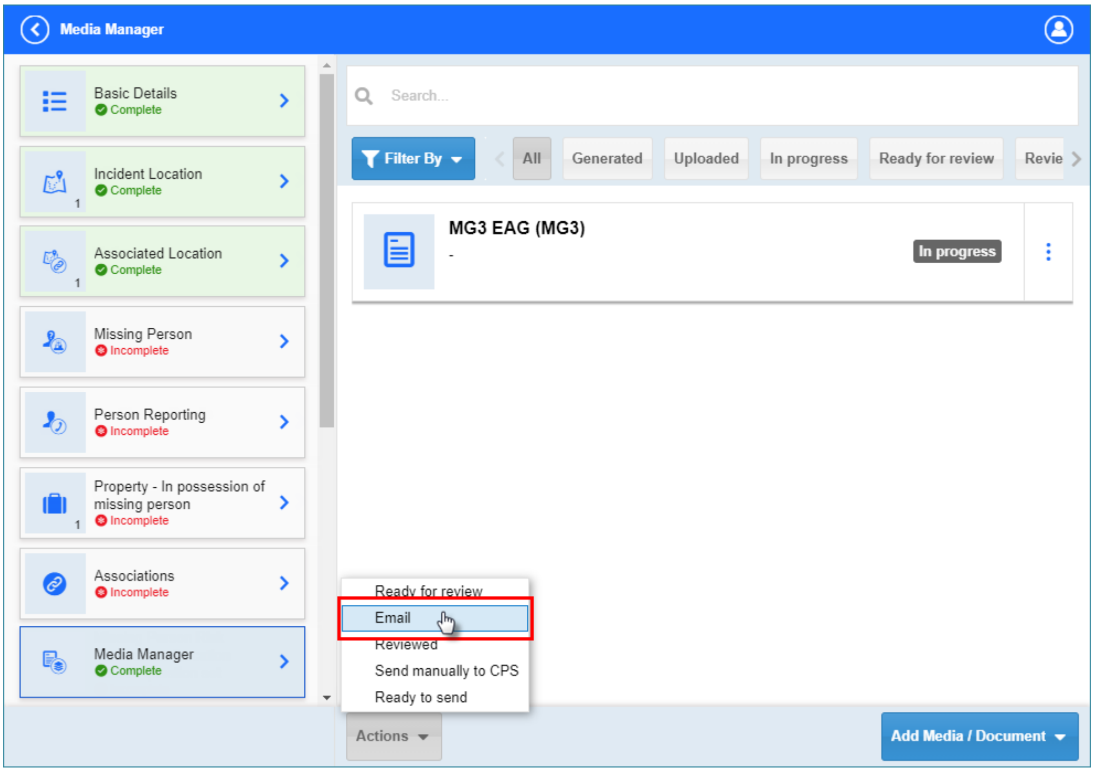
> ***Note***
> Only users with appropriate permission can delete a document or media file.

a. Click **Delete**.
   A **Warning** window is displayed asking you to confirm deletion.
b. Click **Remove**.
   The document or media file is deleted.

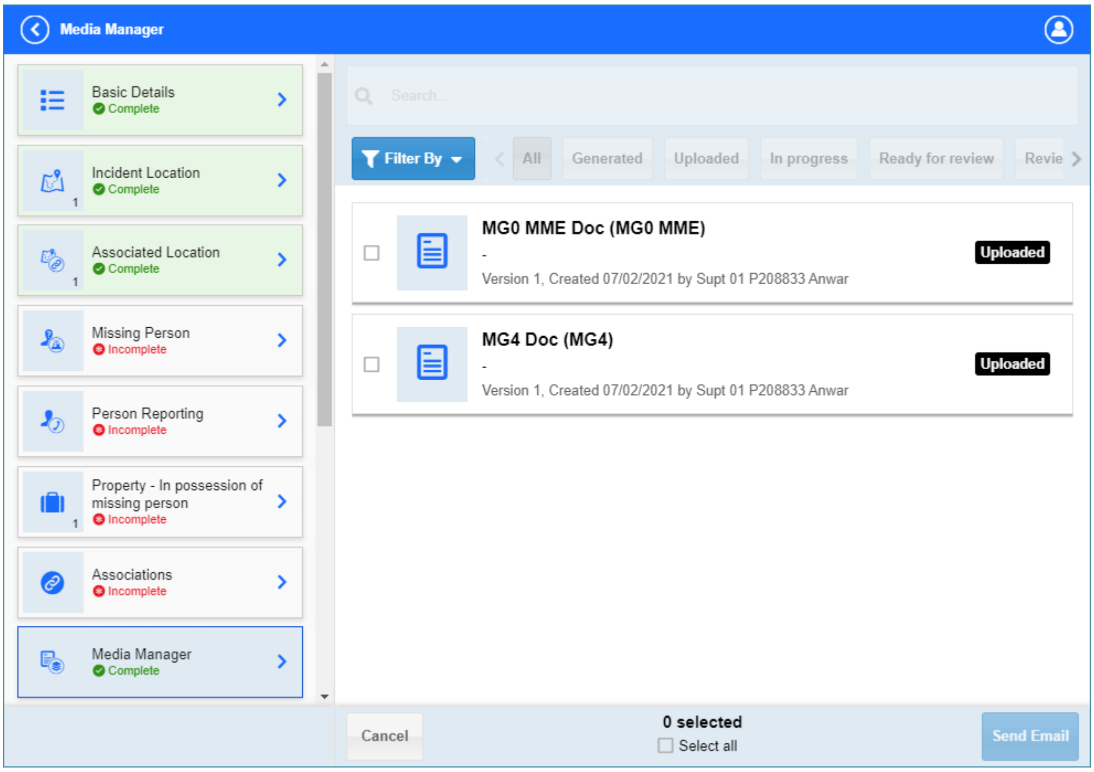
6.1.28 Email documents

Carry out the following steps to email a document to another user, assuming that you are on the **Media Manager** card:

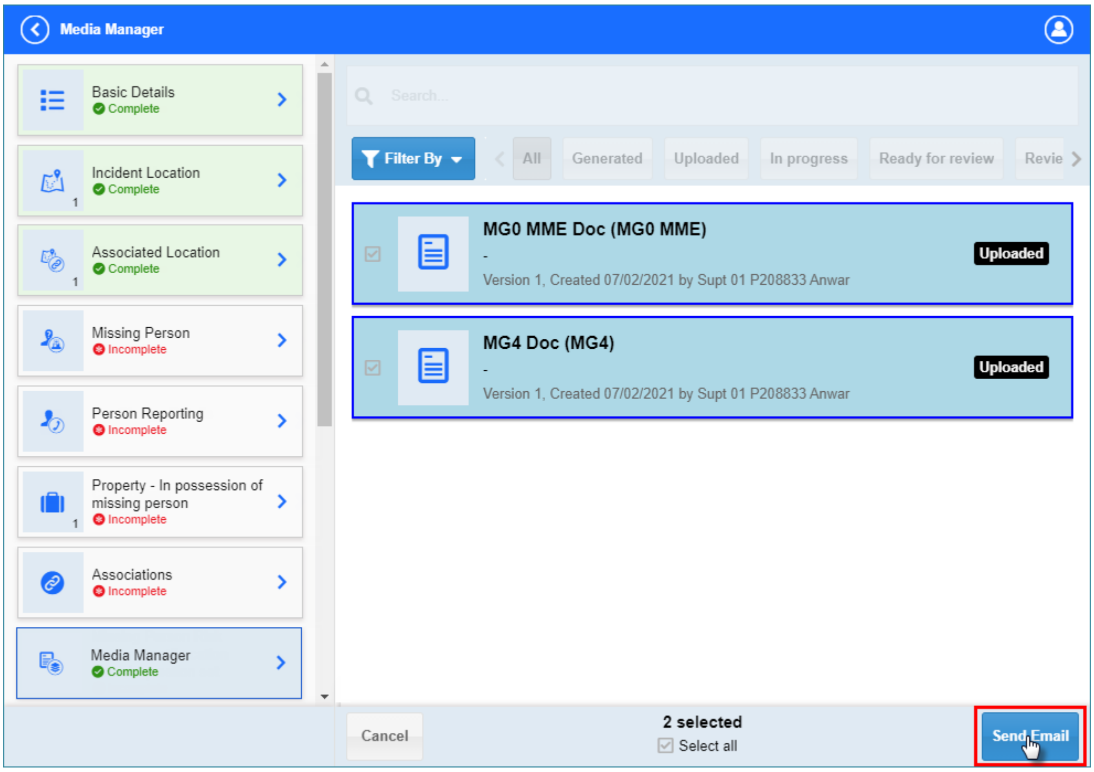
1. Click on **Actions**.
2. Select **Email**.



The list of documents that can be emailed are listed.



3. Select the check box next to documents that are to be emailed.
4. Click **Send Email**.



The **Email** window is displayed, with the document attached to the email.

5. Enter the required details.
6. Click **Send Email**.

The documents are emailed to the selected users.

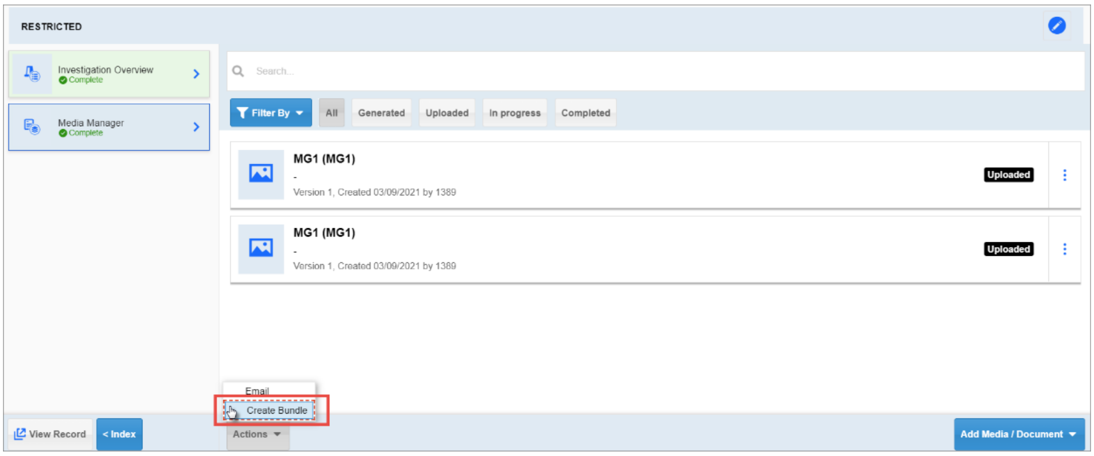
6.1.29 Bundle documents

Connect provides the user with the ability to select multiple documents to bundle into a single document using the **Create Bundle** option.

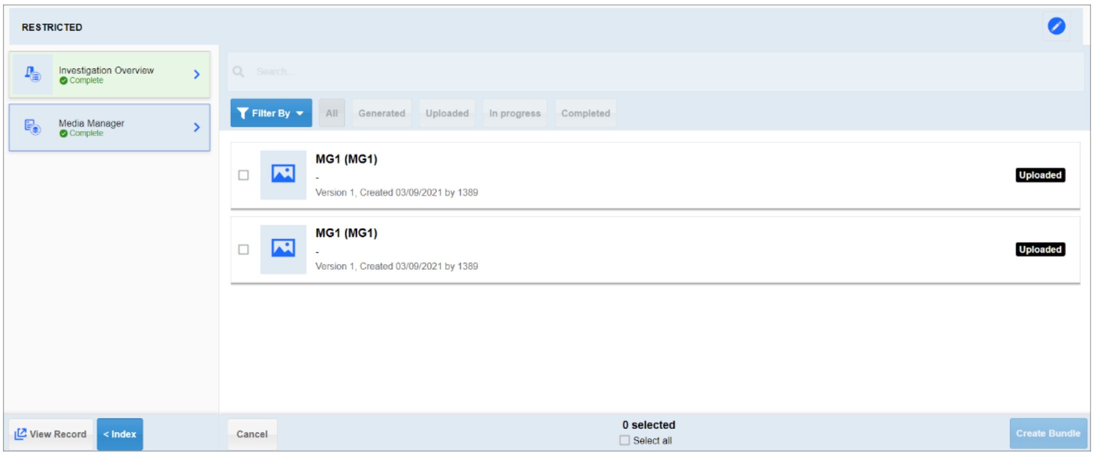
Note
Only documents in Word, PDF and Text format can be bundled together.

Carry out the following steps to bundle documents together, assuming that you are on the **Media Manager** card:

1. Click on **Actions**.
2. Select **Create Bundle**.



The list of documents that can be bundled are listed.



3. Select the check box next to documents that are to be bundled together.
4. Click **Create Bundle**.
   The **Create Bundle** window is displayed.
5. Enter the required details.

   Note
   Enter a name that you want to set for the bundled output.

6. Click **Create Bundle**.
   The documents are bundled and displayed in the **Media Manager** card.

7. Click on the bundled document.
   The bundle preview window is displayed.
8. Click **Download**.

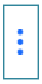
   Note
   You can also choose to email the bundle to the desired email ID.

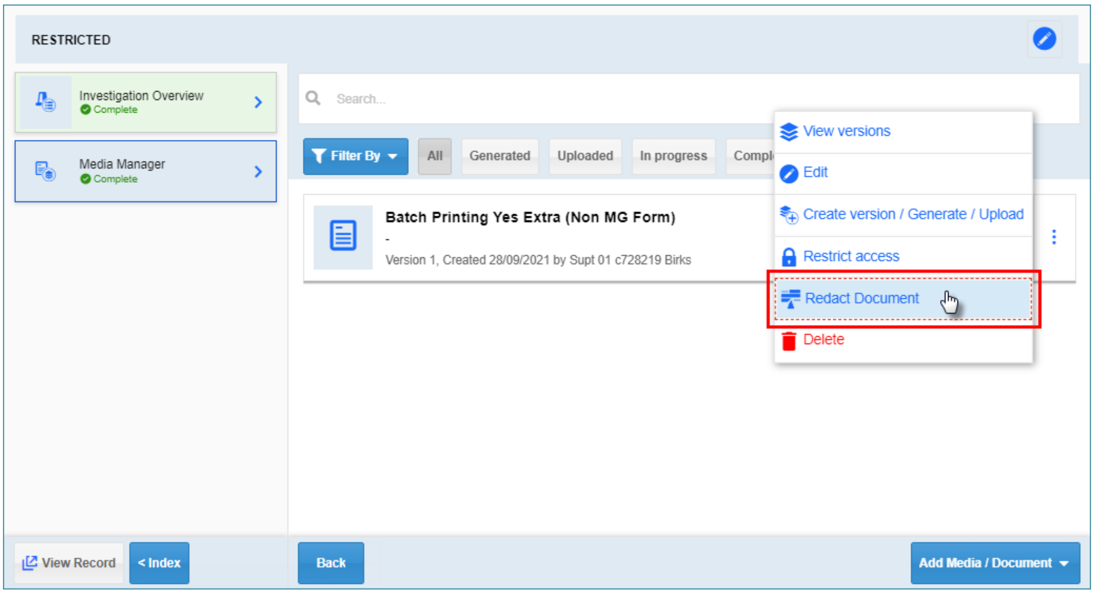
   The document bundle is downloaded.

6.1.30 Redact a document

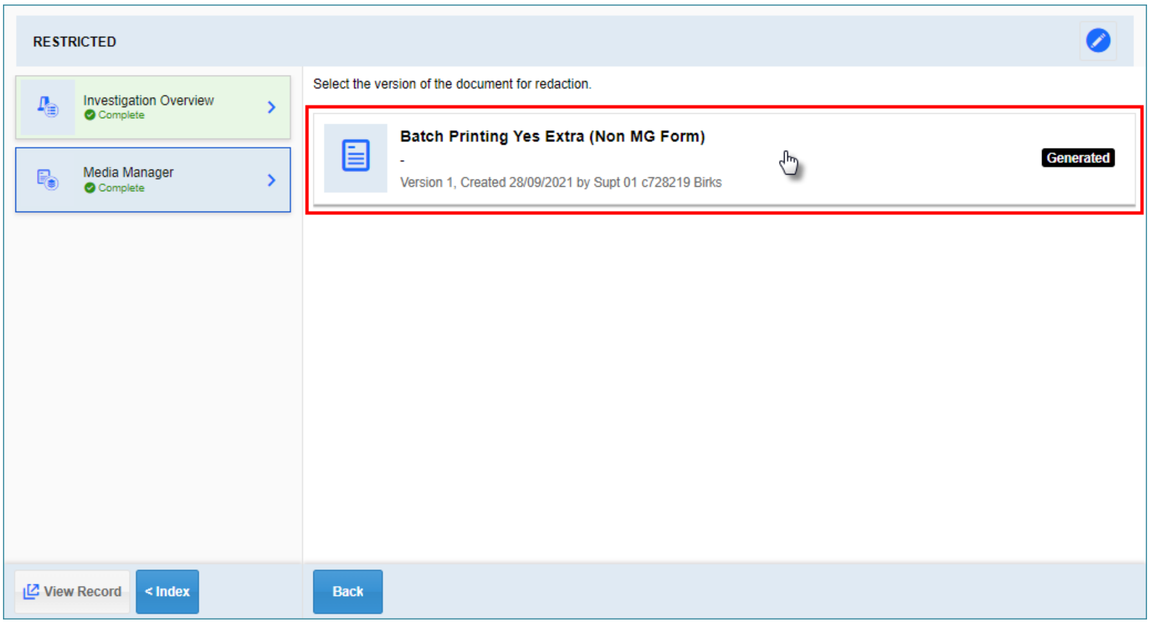
Connect allows the user to redact a document that has been added to the **Media Manager** card.

Assuming that the **Media Manager** card has documents and media files added to it, perform the following steps to redact or edit the content of a document:

1. Click the three dots  next to document.
   The options to view versions, edit, redact, restrict (access) and delete the document are displayed.
2. Select **Redact Document**.

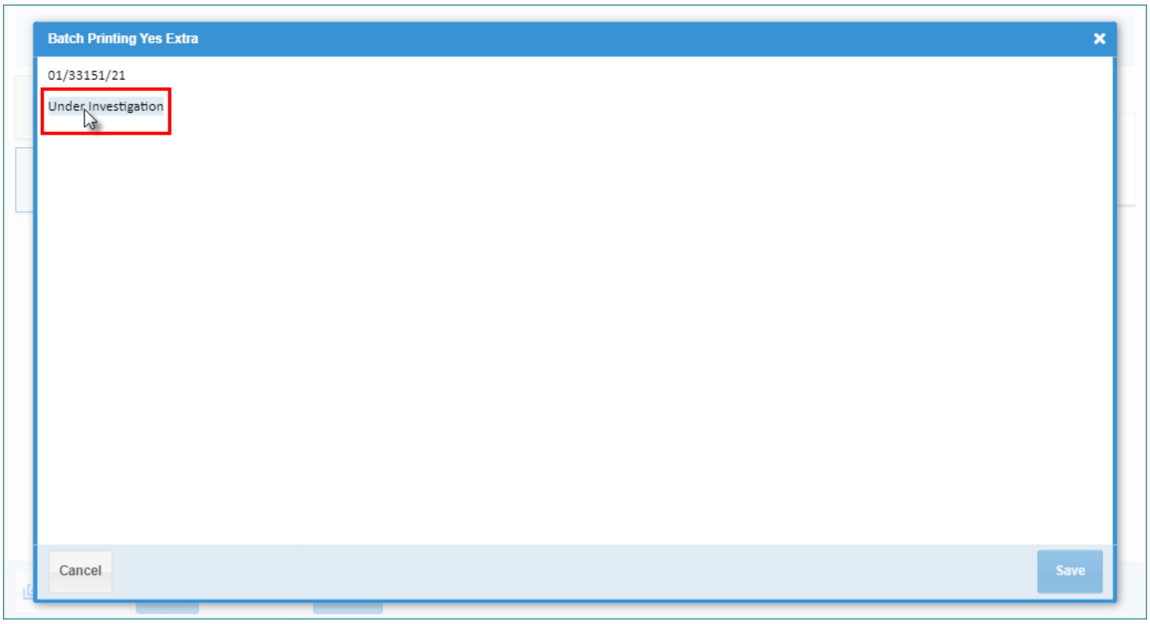


   The available document versions are displayed for selection.
3. Select the version of the document to be redacted.



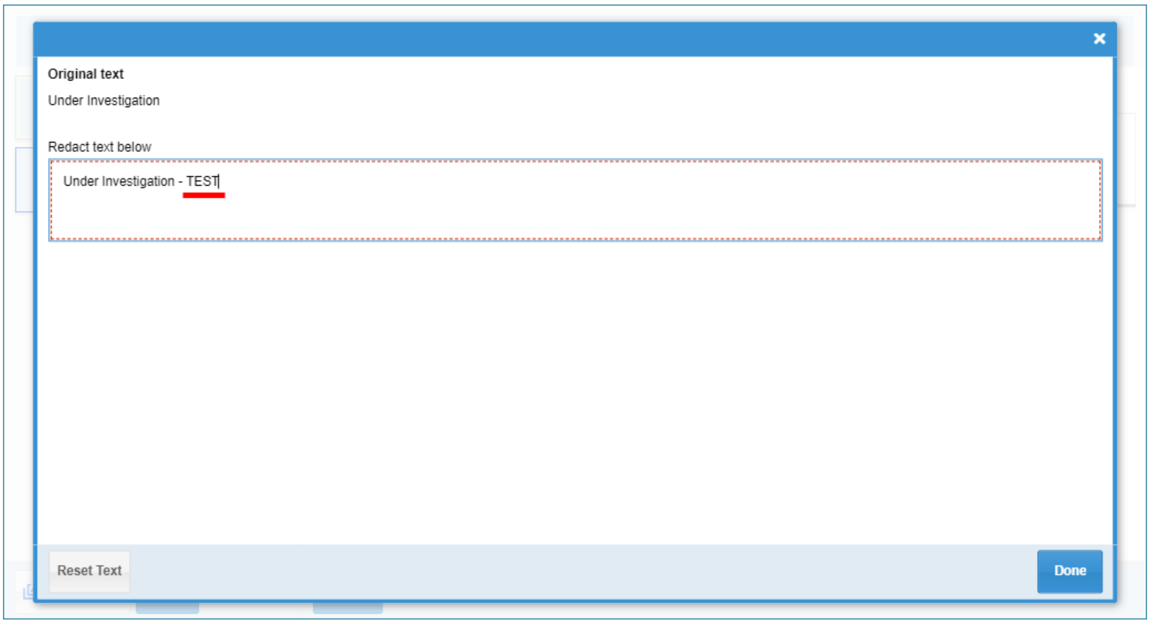
The content of the document is displayed.

4. Click on the content you want to edit.

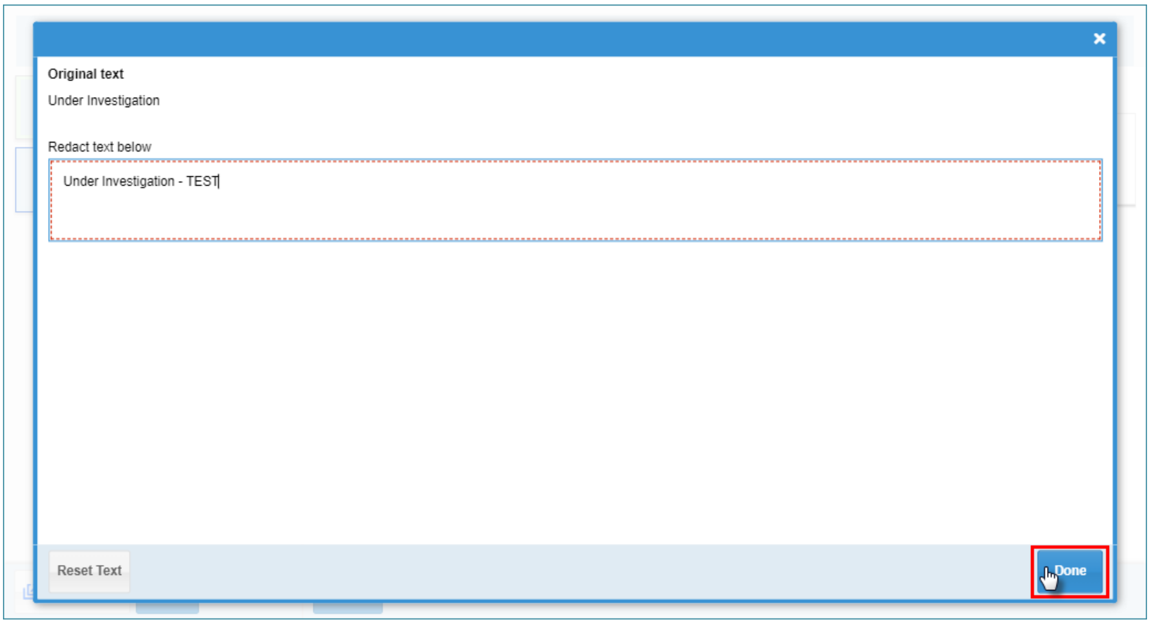


The option to enter the redacted text is displayed.

5. Enter the redacted text.

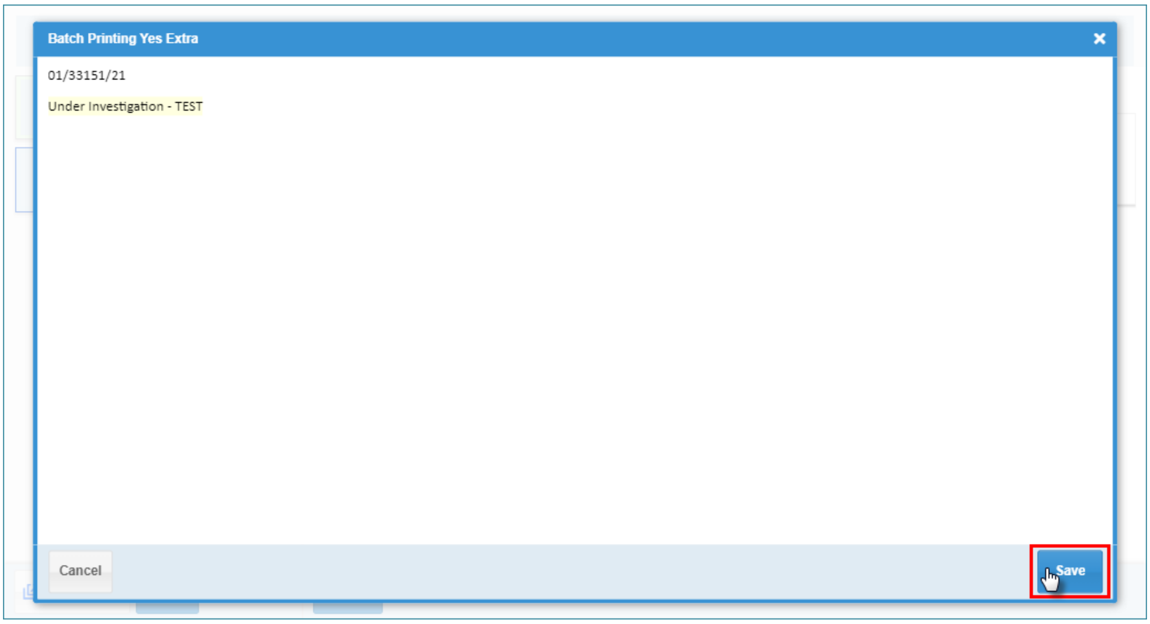


6. Click **Done**.

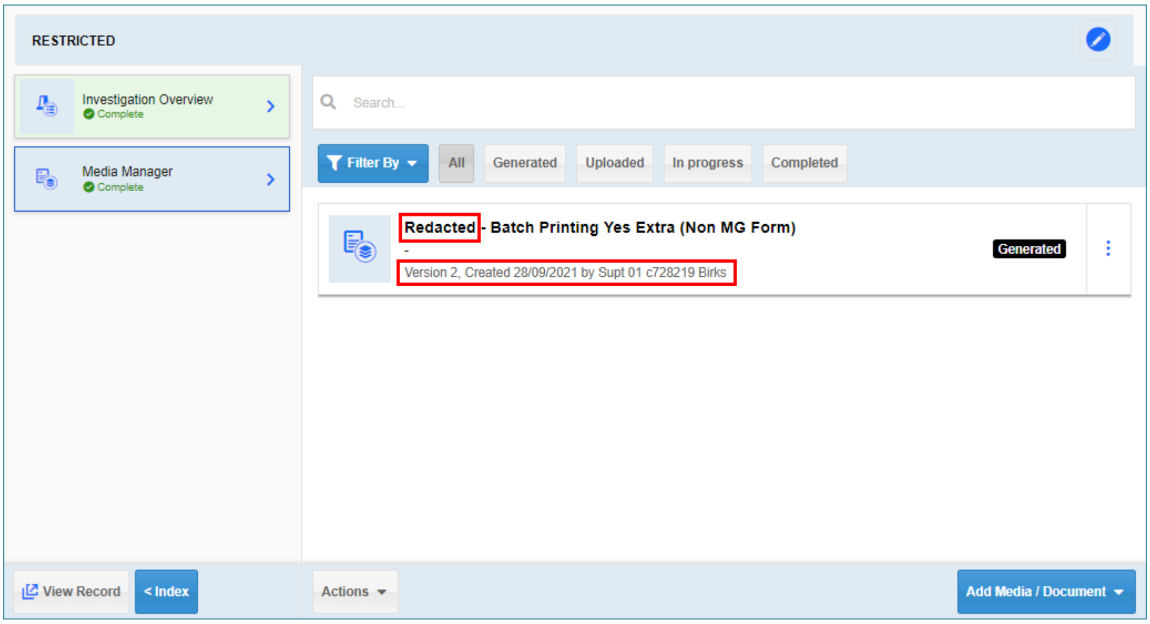


The redacted text in the document is updated.

7. Click **Save**.



The document is updated and the redacted version of the document is displayed in the **Media Manager** card.

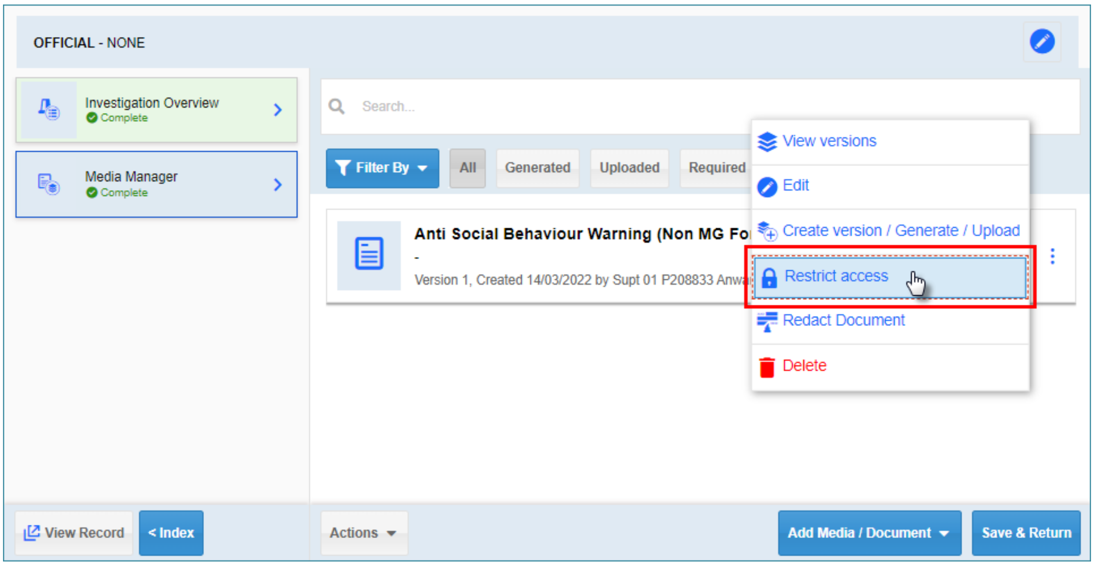


6.1.31 Restrict documents

Connect allows the user to restrict an existing document to be viewed only by the users who have access to the case.

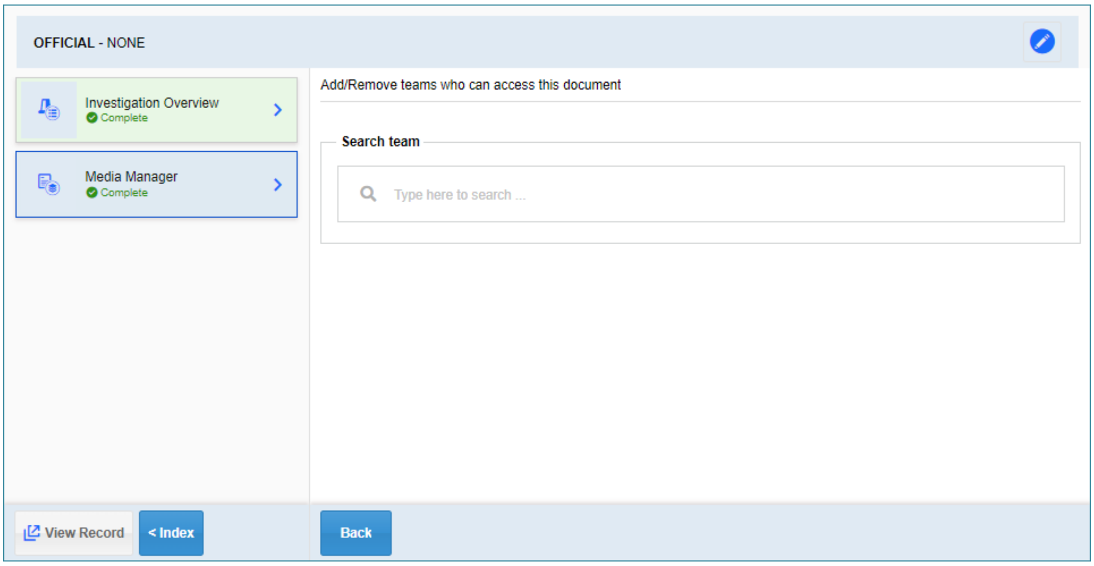
Assuming that you are on the **Media Manager** card, carry out the following steps to restrict a document:

1. Click on the three dots next to the relevant document.
2. Select **Restrict document**.

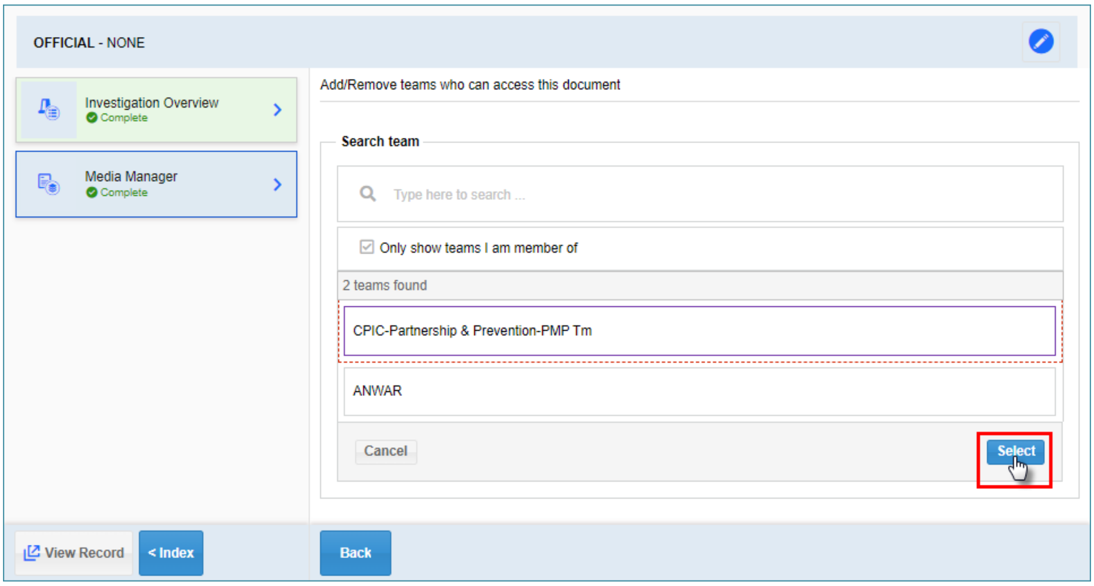


3. Search for and select one or more teams, to provide them with access to the document.

Note
Only the teams that the user is a part of, are displayed.



4. Click **Select**.

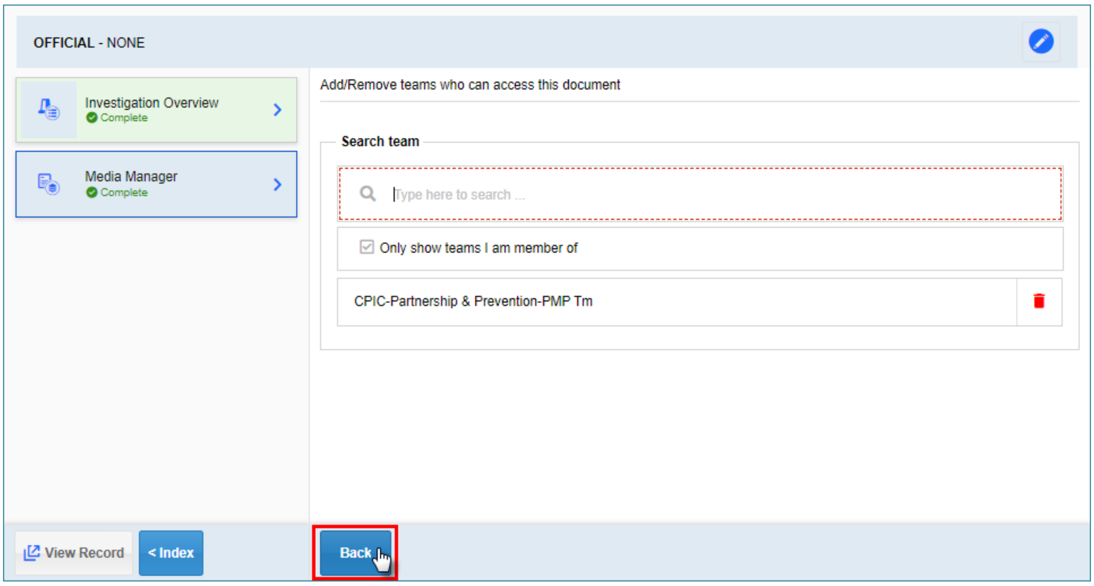


The selected teams are added and displayed below the **Search team** field.

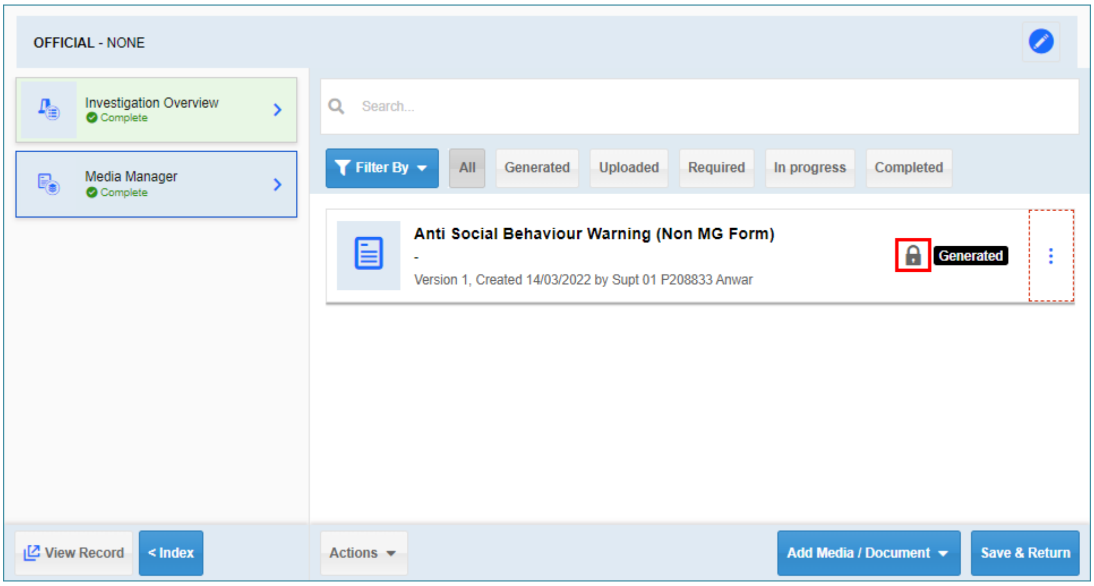
Note

Click the delete icon to delete a team that has already been added.

5. Click **Back**.



The document is restricted to the selected teams and the **Media Manager** card is displayed.



6.1.32 Create a sudden death investigation

If required the user can create a Sudden Death investigation from the **Home** screen by clicking the **Create Sudden Death Investigation with Cards** icon.

Sudden Death Investigation Card Index

When selected NEC Connect will display a card index which is specifically designed for sudden death investigations. The investigation classification will default to Sudden Death Investigation - Non Crime. The following cards are available to the user when entering Sudden Death Investigations into NEC Connect:

- Basic Details*
- Incident Location*
- Deceased
- Witness
- Person Reporting
- Police Witness Statements*
- Associations*
- Associated Events*
- Initial Investigation - Sudden Death*
- Media Manager*
- Associated Person*
- Action Plan*
- Additional relevant Person*
- Damaged Property*
- Seized Property*
- Enquiry Logs*
- Flags*
- Vehicle Involved /Subject of*
- Comms*
- Voluntary Interview*
- Associated Location*
- Complete Submission*

For further information

Cards marked with an * have been described in the Create a generic investigation report and Create PND investigation sections of this module. The Voluntary Interview card has been described in the Voluntary Interview section of this manual. Please refer to these sections for further details.

Initial Investigation - Sudden Death

The following steps describe how to complete the **Initial Investigation - Sudden Death** card, they assume that the card index is open for editing.

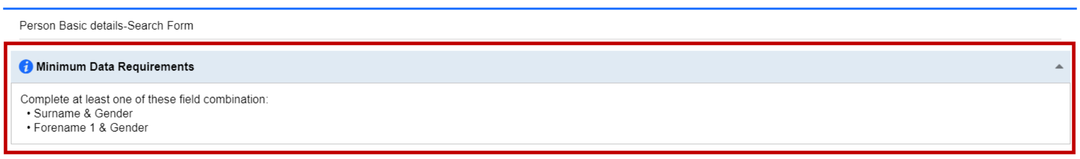
1. Click **Initial Investigation - Sudden Death**.
   The **Initial Investigation - Sudden Death** card is displayed.
2. Click **Add New Risk Assessment**.
3. Answer the risk assessment questions.
4. Click **Complete**.

6.1.33 Create Identifiable or Non-Identifiable deceased persons

If required a deceased person (either identifiable or non-identifiable) can be added to the Investigation. The person is added via the **Deceased** card on the card index. If there are no deceased persons the card can be marked as not required.

To add a deceased person to the Investigation.

1. Select the **Deceased** card.
2. Perform one of the following options:
   - If a deceased person is to be added click **Yes, card required**.
   - If a deceased person is not required click **No, card not required**.
     The card is marked as Complete. The user is not required to carry out the following steps.
3. Enter all the necessary search criteria.



Important

At least the minimum search criteria specified at the top of the card should be entered.

4. Click **Next**.
   NEC Connect displays all records which match the search criteria entered.
   Perform one of the following actions:
   If there is a matching record:
   a. Click the matching record.
      The details of the matching person are displayed
   b. Click **This is the deceased person**.
      This links the selected person to the Investigation. The **Deceased** card is updated to Complete.
      Note, if it is not the person click **This is not the deceased person**.
      The user is returned to the list of matching persons.
   c. Enter any additional information known about the person, this includes:

On the **Basic Details** tab:

- Enter the persons date of birth and gender
- Enter the persons country of birth and if they are English speaking

On the **Identification Details** tab:

- Specify the identification details for the deceased person

On the **Descriptive Details Inc Disabilities** tab:

- Enter the descriptive information regarding the person

On the **Deceased** and **Injuries** tab:

- Enter the circumstances of death, date of death and any injuries which were received.

> ***Note***
> All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

d. Click **Return to Cards**..

The **Person Reporting** card is updated to Complete. If all mandatory information is not provided the card and additional relevant person are marked as Incomplete, the user is required to complete the mandatory details before the investigation can be submitted.

After reviewing the matches that have been returned, if there is no matching record:

a. Click **None of these people are the person reporting person**.

The search criteria entered is used to create a new person record, which is linked to the investigation.

b. Add any additional information known about the person.

> ***Note***
> All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

c. Click **Return to Cards**.

The **Deceased** card is updated to Complete. If all mandatory information is not provided the card and person are marked as Incomplete, the user is required to complete the mandatory details before the investigation can be submitted.

If no matching records are found, NEC Connect will create a new person record using the search criteria entered by the user. This new record will be linked to the Investigation.

a. Add any additional information known about the person.

> ***Note***
> All mandatory information must be completed, tabs with mandatory fields are marked with a red star.

b. Click **Return to Cards**.

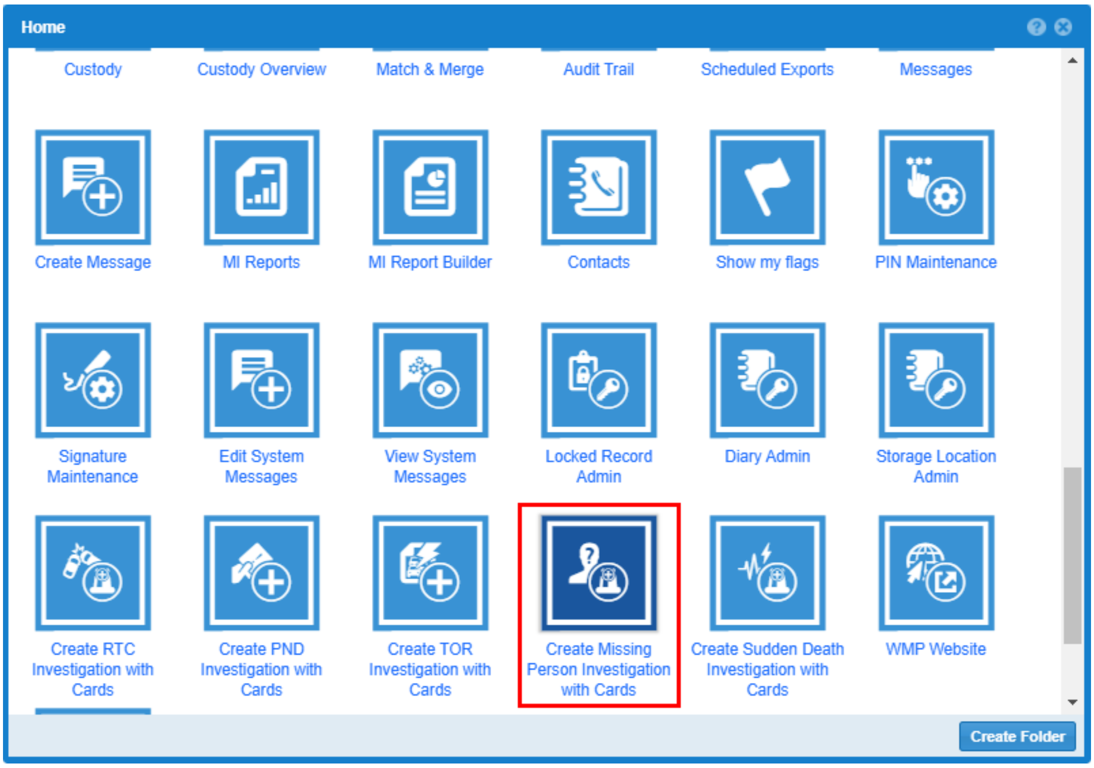
The **Deceased** card is updated to Complete.

5. Additional persons can be added to the investigation by clicking **Add new additional deceased person**.

6.1.33 Create a missing person investigation

The following steps describe how to create a missing person investigation using cards.

1. From the **Home** window, click **Create Missing Person Investigation with Cards**.



   The **Create Missing Person Investigation** card index is displayed.

2. Access all the mandatory cards and complete them.

   Note

   Some cards will provide the user with the option to select **No, card not required** if there is no information to be recorded under them.

3. Click **Complete Submission**.

   The **Complete Submission** card is displayed.

4. Lookup and select a unit to review the investigation.

   The **Complete Submission** card is marked as Complete.

5. Click **Return to Cards**.

   The relevant card index is displayed.

6. Click **Submit & Continue** or **Submit & Exit**.

   The investigation record for missing person is submitted.

   Note

   If the missing person is below 18 years of age, missing person and missing person found notifications are emailed to local authorities or raised as actions for designated units, if no email ID is available.

6.1.34 Missing Person Card Index

When selected NEC Connect will display a card index which is specifically designed for the missing persons, the investigation classification will default to missing person investigation. The following cards are available to the user when entering missing person investigations into NEC Connect:

- Basic Details*
- Incident Location*
- Associated Location*
- Missing Person*
- Person Reporting*
- Property - In possession of missing person*
- Associations*
- Initial Investigation - MISPER*
- Enquiry Log*
- Complete Submission*

> ***Note***
> Other cards can be added to the card index such as **Sightings** and **Contacts**.

6.1.35 Add missing person

Connect allows the user to add a vulnerable person using the **Missing Person** card.

> ***Note***
> If the **Missing Person** card is not already added to the investigation record, click **Add /Remove Cards** and click **Add** next to **Missing Person**.

Carry out the following steps to add the missing person to the missing person investigation:

1. Click on the **Missing Person** card.
   The **Missing Person** card is displayed.
2. Enter at least one of the specified field combinations.

   > ***Note***
   > Check the minimum information required to be entered to perform the search by expanding the **Minimum Data Requirements** panel.

   Depending on the data entered, the system displays matching records or creates a new record.

   > ***Note***
   > If you find a matching record, select it.
   > If not, click **None of these people are the missing person** to create a new missing person record.
3. Enter any extra information on the missing person, this includes:
   On the **Missing Details** tab:
   - Record the missing details of the missing person.

   On the **Injuries** tab:
   - Record if the missing person has any injuries.

   On the Publicity consent tab:
   - Record publicity consent by clicking **Add New Publicity Consent**.
   - Then complete the **Add Publicity Consent** form, and click **Save**.

4. Click **Return to Cards**.
   The **Missing Person** card is updated to Complete.

6.1.36 Add person reporting

Carry out the following steps to add details of the person reporting the missing person, to the missing person investigation:

1. Click **Person Reporting**.
   The **Person Reporting** card is displayed.
2. Select whether or not any person reporting are involved in the investigation.
   If no person reporting are involved, select **No, card not required**.
   If there are person reporting involved, carry out the following steps to add one or more of them:
   a. Click **Add new person reporting**.
   b. Enter at least one of the specified field combinations.

      Note
      Check the minimum information required to be entered to perform the search by expanding the **Minimum Data Requirements** panel.

   c. Click **Next**.
      Depending on the data entered, NEC Connect will either display matching records or create a new record.

      Note
      If you find a matching record, select it and click **This is the person reporting**. When this is done, the user might need to:
      - select the updated values (such as, name and other details), if there is a mismatch in values of the searched and existing record.
      - select whether or not existing address or comm details need to be linked as well.

      If not, click **None of these people are the person reporting**.

   d. Enter the required information.

      Note
      Add and access the **Public Engagement** tab to record and review public engagement details.
      Click the plus  icon to add additional tabs (**Risk Assessment**, **Question Set** and **Contact Log**).

      All the tabs should have a green tick mark, to indicate all mandatory fields are complete.

      Note
      If required, to move a victim record to a different object card (such as, Witness, Victim, and so on), click **Actions**, select **Move person to different card** and then choose where you want to move them.
      To delete a person reporting record click **Actions** and select **Delete person**.
      To select and add associated objects that may have been previously linked to the location object, click **Actions** and select **Add Known Associations**.
      To add or upload media files such as images, videos, documents or audio files to the person object, access the **Media Manager** tab, click **Add Media / Document** and select the relevant option
      Access the **Associations** tab and click **Add Association** to associate the location record to another linked person, vehicle or location object.

   e. Click **Confirm**.
      The **Person Reporting** card is marked as Complete.

> **Note**
> Click **Add new person reporting** to add another victim and repeat the steps.

3. Click **Return to Cards**.
   The relevant card index is displayed.

6.1.37 Add details of the property in possession of missing person

Carry out the following steps to add details of the property in possession of missing person, to the missing person investigation:

1. Click **Property - In possession of missing person**.
   The **Property - In possession of missing person** card is displayed.
2. Select whether or not any property items are in possession of the missing person.
   If no property items are involved, select **No, card not required**.
   If there are property items involved, carry out the following steps to add one or more of them:
   a. Select **Yes, card required**.
   b. Enter the property lookup code.
   c. Click **Next**.
      Depending on the data entered, NEC Connect will either display matching records or create a new record.
   d. Enter the required details.
   e. Click **Confirm**.

      The status of **Property - In possession of missing person** card is marked as Complete.
3. Click **Return to Cards**.
   The relevant card index is displayed.

6.1.38 Complete investigation submission

The final stage in creating an investigation is to complete the **Complete Submission** card. The Investigation can be submitted either at this stage or deferred and submitted at a later time.

All other cards should be completed or marked as not required before completing this card.

The following steps describe how to complete the **Complete Submission** card. It is assumed that the user is currently on the **Create New Investigation** card index.

1. From the card index, select **Complete Submission**.
   The **Complete Submission** form is displayed.
2. Enter the review unit.
3. To file the investigation while submitting, select **Yes** in the **File on submit** field.
4. Enter the required information.
5. To submit the investigation at a later time, perform the following steps:

   > **Note**
   > If the user chooses to perform this step, information entered in the previous step will not be applicable.

   a. Select **Yes** in the **Save Draft** field.

> ***Note***
>
> If the investigation record was saved as draft, the user must complete the investigation submission within a defined time period, where UK Home Office Police Investigation rules apply, this must be 24 hours or under. As such a chaser task Complete Submission Overdue is raised for the OIC if the Complete Submission of Investigation task is not completed. If the chaser task is not completed an Address Incomplete Submission escalation task is raised.
>
> If the primary classification allows the OIC to be unit, the user can select either a staff member or unit as the OIC.

b. Select the user to whom you want to transfer the investigation for submission in the **Save draft to user** field.

   The Complete Submission of Investigation task is raised in the workload tab for the specified user and the status of the investigation is marked as Requires Completion after you submit the investigation.

   You can also share the investigation with other officers for their review or for them to add additional information. Perform the following steps to share an investigation:

   i. Select **Yes** in the **Share Investigation** field.

   ii. Select the officer with whom you want to share the investigation in the **Officer (for sharing)** field.

   You can add multiple officers by clicking the **Add New Officers (for sharing)** button. The Record Additional Investigation Information task is raised in the workload tab for each officers with whom the investigation is shared after you submit the investigation.

6. Click **Submit & Continue** or **Submit & Exit**

> ***Note***
>
> If the user selects **File on submit** as **Yes**, the investigation will be filed after the user clicks **Submit** and the status of the investigation will display **Filed**.

   The **Submit Create New Investigation** dialog box is displayed.

7. Click **Submit & Continue** or **Submit & Exit**.

   The **Create New Investigation Submitted** dialog box is displayed, which shows the unique reference number (URN) for the investigation. The Assess Investigation and Perform Investigation Review tasks are also generated and allocated to the specified units.

8. Click **Done**.

> ***Note***
>
> If for whatever reason the submission fails, the user creating the investigation is sent an immediate notification of the failed submission, which notifies the user that it has failed and displays the time frame by which the record can be recovered. The Failed Submission task is displayed in the user's **Workload** tray. If the user does not attempt to re-submit the failed task within a stipulated time period then a designated unit will be informed by a notification.

6.1.39 Complete submission of a deferred investigation

The Complete Submission of Investigation task is raised for an investigation that has been deferred for submission. The task is raised in the **Workload** tab of the specified user.

Before this task can be performed, all cards in the card index must have a status of Complete.

Carry out the following steps to Complete Submission of Investigation task.

1. In the **Workload** tab, click **My Unit**, and then under the **Investigation** tab, select the required investigation.

   The investigation is displayed.

2. Click the Complete Submission of Investigation task, and then click the **Perform** button.

   The Complete Submission of Investigation card index is displayed.
3. Click the **Workload** tab, select **My Unit**, and then under the **Investigation** tab, select the required investigation.

   The investigation is displayed.
4. Click the **Perform** button for the Complete Submission of Investigation task.

   The Complete Submission of Investigation card index is displayed.
5. Click **Complete Submission**.

   The **Complete Submission** card is displayed.
6. If required specify the Investigation's OIC.

   An Investigate holding task will be raised for the OIC, this will appear in their **Workload** tab.
7. Select the review unit from the drop-down list.
8. To file the investigation while submitting, select **Yes** in the **File on submit** field.
9. Enter the required information.
10. Click **Save & Return**.

    Note

    If there are one or more pending voluntary interview records present in the investigation, an error message is displayed and the Complete Submission of Investigation task is not performed.

    The status of the **Complete Submission** card is marked as Complete.
11. In the Card Index, click **Submit & Continue** or **Submit & Exit**.

    Note

    For investigations that are saved as draft, click **Save Draft & Exit**.

    If the user selects **File on submit** as **Yes**, the investigation will be filed after the user clicks **Submit** and the status of the investigation will display **Filed**.

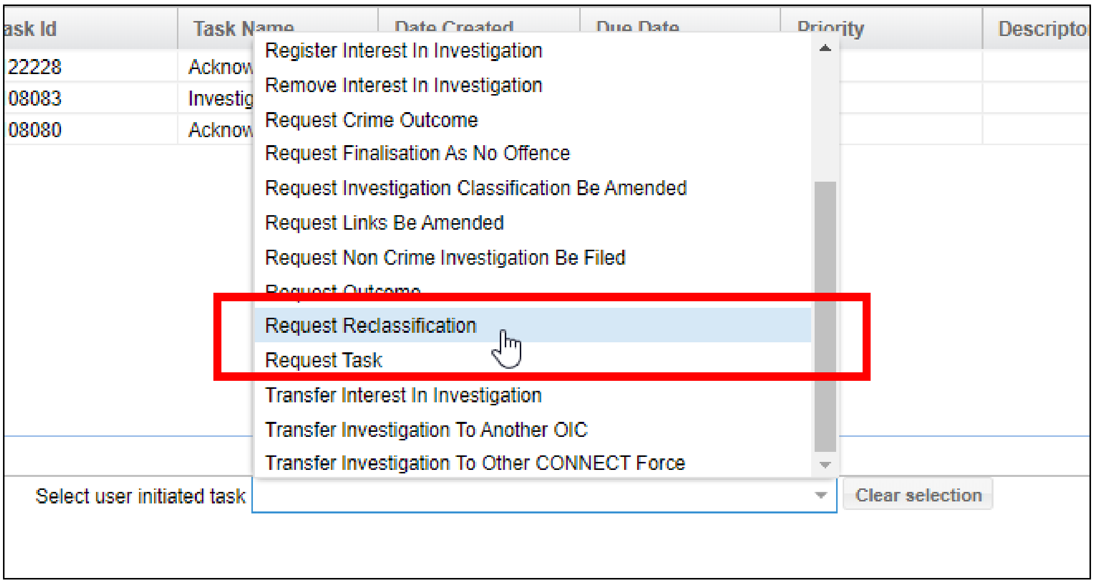
    The **Submit Create New Investigation** dialog box is displayed.
12. Click **Submit & Continue** or **Submit & Exit**.

    The **Create New Investigation Submitted** dialog box is displayed, which also shows the unique reference number (URN) for the investigation. The Perform Investigation Review and Assess Investigation tasks are also generated and allocated to the specified units.
13. Click **Done**.

Section 7: Request investigation reclassification

A user with the right permissions, typically the OIC, can request an investigation to be reclassified. This may change the investigation's classification from a crime to a non-crime.

1. Select the investigation, in the **Select user-initiated task** list, select the Request Reclassification task.



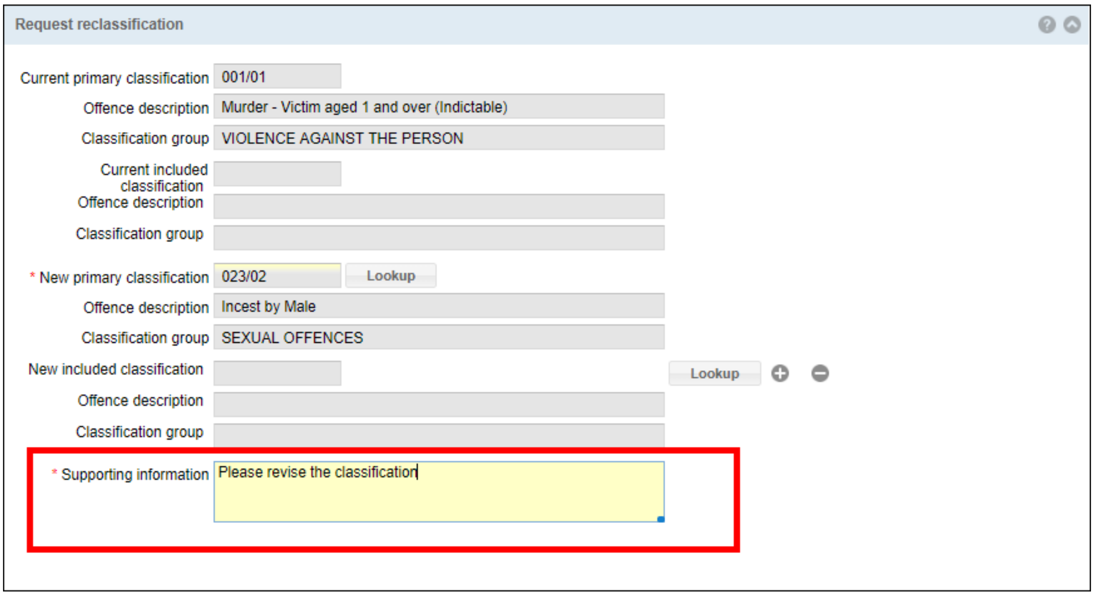
   The task is displayed with its current classification.

2. On the **Perform task** tab, review the current classification of the investigation (primary and included, if any).

   a. Click the incident category **Lookup** button to display a list of classifications to choose from.

   b. Enter any relevant keywords in the **Keywords** field and click **Search**.

   c. Double-click on the offence description to select it.
   The relevant fields are populated with the selected offence information.



3. Enter any relevant remarks in the **Supporting Information** field.
4. Click **Save & Continue** to save the changes and continue to edit the record. Or click **Save & Exit** to save the changes and exit the record.

   The CCCJS code of the primary classification determines the investigation type (crime or non-crime). If the primary classification is a non-crime, none of the included classifications can be crimes.

A Process Reclassification Request task is raised to approve or reject the user's reclassification request.

7.1 Process Reclassification Request

1. On the **Workload** tab, double-click the Process Reclassification Request task.
2. On the **Perform task** tab, review the requested amendment and any associated remarks.

   If the amendment is acceptable, make the requested changes.
3. In the **Action taken** field, select one of the following:
   - Accepted
   - Rejected

   In the latter case, type a reason in the **Rejection reason** field.
4. Click **Save & Continue** to save the changes and continue to edit the record. Or click **Save & Exit** to save the changes and exit the record.

If the request is rejected, an Acknowledge Rejection Of Reclassification task is raised for the user who requested the reclassification.

Section 8: Requesting Investigation Reclassification

If required a user, typically the Investigations OIC, can request that the Investigation classification is amended from the **Request Reclassification Linked Actions** on the **Workload** tab.

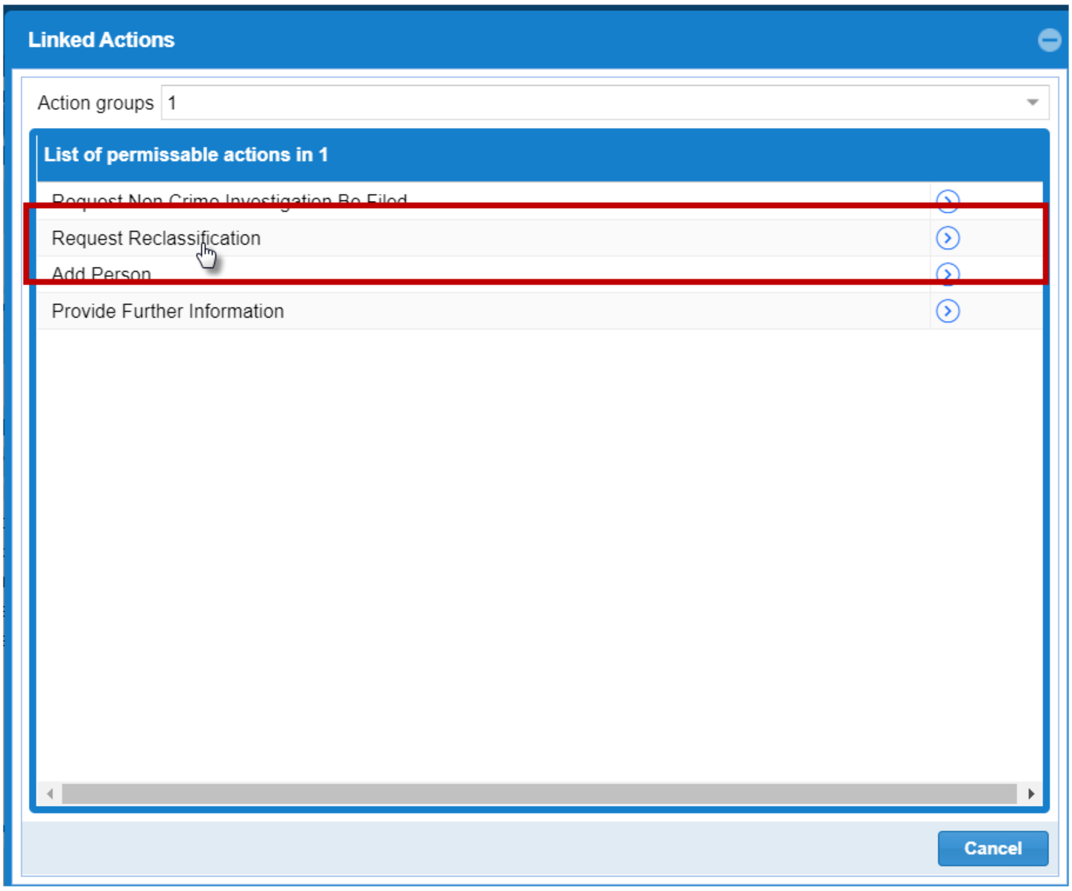
Once the OIC has submitted the request, NEC Connect raises a workflow task to the relevant authorisation unit(s) based on the new requested classification to approve the request. If an approval unit has not been defined for the new classification, type the task is raised for the default approval unit.

Note
An Investigation cannot be amended from a CRIME to a NON-CRIME.

Note
When defining the reclassification routes the System Administrator can optionally associate a security permission with the task. This means that users who don't have that permission will not be able to perform the reclassification request.

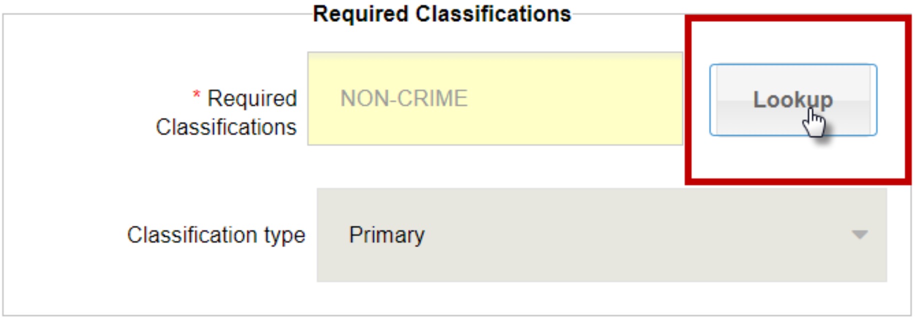
The following steps describe how to request an Investigation re-classification:

1. From the **Workload** tab, select the required Investigation and click **Linked Actions**.
2. Select **Request Reclassification**.

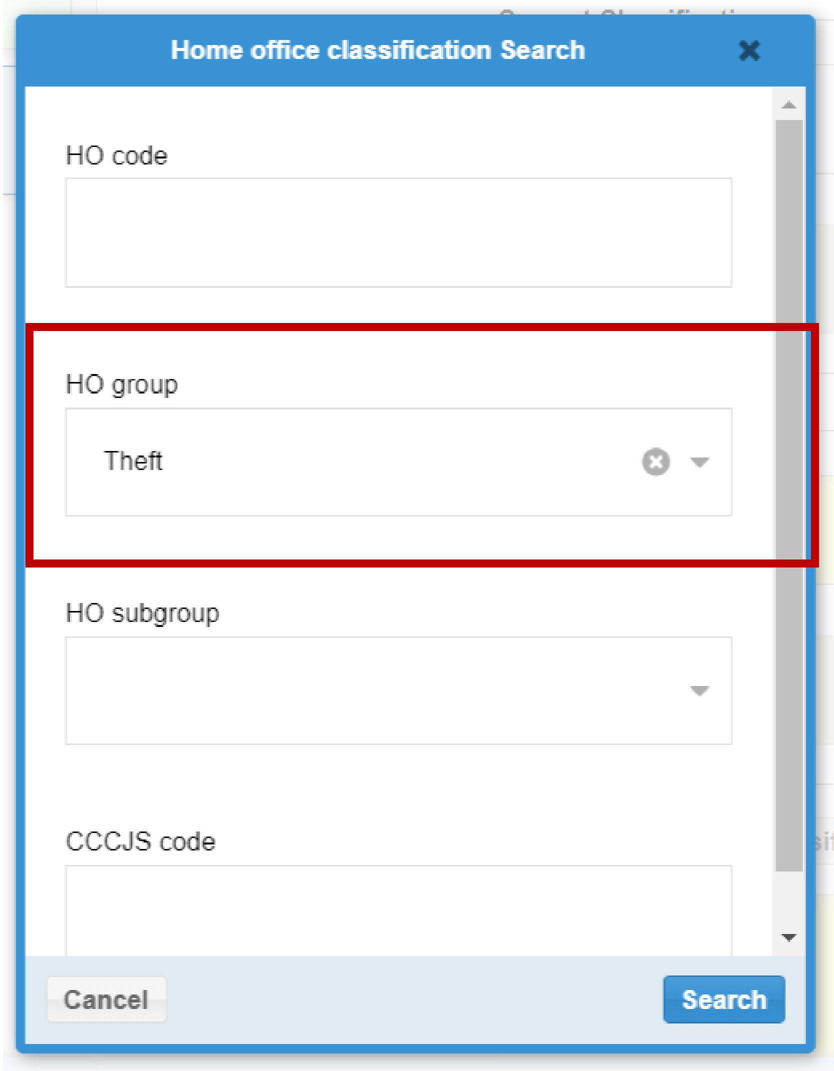


The **Request Reclassification** card index is displayed.

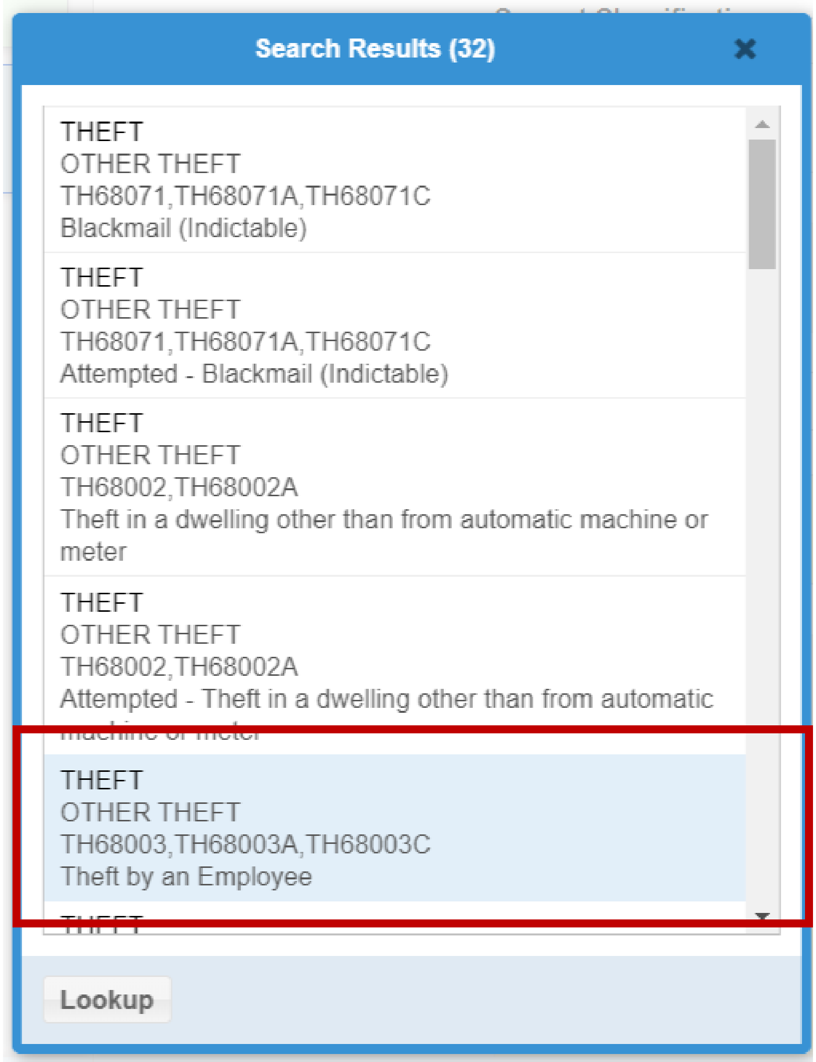
3. Click **Request Reclassification**.
   The **Request Reclassification** card is displayed. The current classification is shown.
4. In the **Required Classifications** region:
   - Click **Lookup**.



   The **Home office classification search** screen is displayed.
   - Search for the required classification.
     In the following example the user has selected Theft.



A list of all classifications which match the criteria entered are displayed.



- Select the required classification.

5. Provide any supporting information.
6. Click **Return to Cards**.
   The Card Index is displayed, all cards have a status of Complete.
7. Click **Submit & Continue** or **Submit & Exit**..
   The request is submitted to the authorising unit for approval.

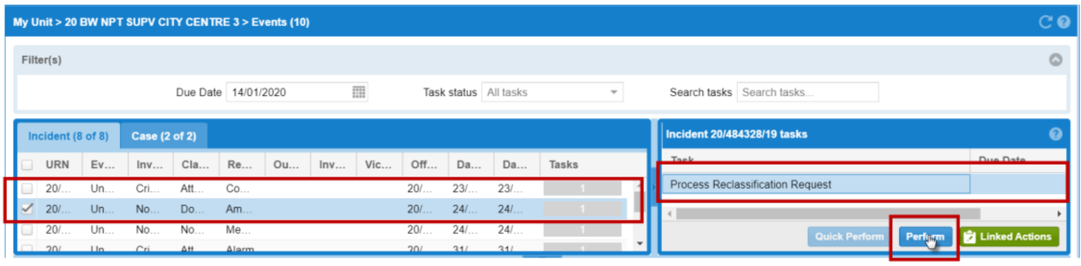
Once a reclassification request has been sent by the OIC it has to be approved by the relevant authorisation unit(s), this based on the new requested classification. A Process Reclassification Request task is raised for the approval unit(s) and appears in the units **Workload** tab. Once the first unit has approved the reclassification request an approval task is raised for the next approval unit and so on until all approvals are sought. If any unit rejects the request an acknowledge rejection task is raised for the OIC.

Note

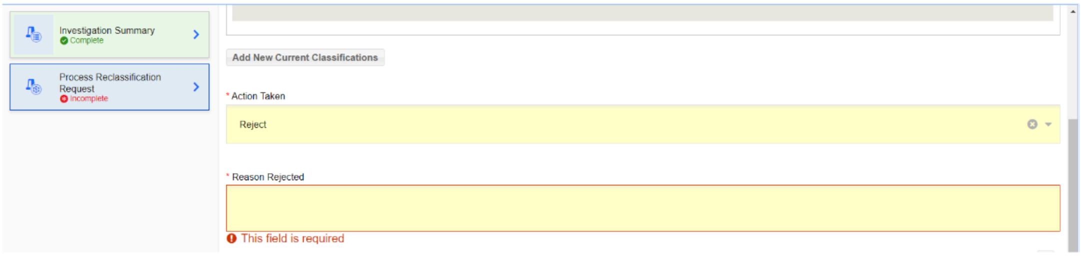
The approval path is configured by the forces system administrators per classification type. If no approval path exists for classification type the Process Reclassification Request task is raised for the default approval unit.

The following steps describe how to complete the Process Reclassification Request task:

1. From the **Workload** tab, select the required Investigation.
2. Select Process Reclassification Request and click **Perform**.



   The Process Reclassification card index is displayed.
3. Select **Process Reclassification Request** card.
   The **Process Reclassification Request** card is displayed.
4. Select either Accept or Reject from the **Action Taken** drop-down field.
5. If Reject is selected, provide a reason for the rejection.



6. Click **Return to Cards**.
7. Click **Submit**.
   If the reclassification request has been Accepted a Process Reclassification task is raised for the next approval unit. If all approvals have been confirmed then the classification of the Investigation is changed.
   If the reclassification request has been Rejected an acknowledge rejection task, Acknowledge Rejection Of Reclassification, is raised for the user who requested the reclassification.

8.1 Acknowledge rejection of reclassification

If a reclassification request has been rejected, NEC Connect raises a task for the user who originally requested the change. The user can view who rejected the request and the reason for the rejection.

1. In the **Workload** tab, click **My Unit** or **My View**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.
2. Click the Acknowledge Rejection Of Reclassification task, and then click the **Perform** button.
   The Acknowledge Rejection Of Reclassification card index is displayed.
3. Click the **Workload Dashboard** tab, select **My Unit** or **My View**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.

4. Click the **Perform** button for the Acknowledge Rejection Of Reclassification task.
   The Acknowledge Rejection Of Reclassification card index is displayed.
5. Click the Acknowledge Rejection Of Reclassification card.
6. Review the reason for the rejection.
   The reason should also indicate the required remedial action, if any.
7. Under **Acknowledged**, select Yes.
8. Click **Confirm**.
9. Click **Submit & Continue** or **Submit & Exit**.

Section 9: Assessing and reviewing an Investigation

Once an Investigation has been created and submitted, NEC Connect automatically raises two tasks, both tasks will be displayed in the relevant unit's **Workload** tabs:

- **Assess Investigation**:
  This task is assigned to the force's IMU (Investigation Management Unit) or the force's equivalent unit. During the assessment process, the IMU will ensure details such as that the correct classification has been applied to the Investigation (for HO counting rules). They will also determine whether or not the investigation should be allocated (either to an OIC or to an Allocation unit) or Finalised.
- **Perform Investigation Review**:
  This task is assigned to the user who initially submitted the investigation's supervisory unit. The supervisor will determine whether the investigation has been created correctly - if it hasn't it can be sent back to the OIC. If the Investigation is of a suitable standard, the supervisor can determine if the Investigation should be allocated (either to an OIC or to an Allocation unit) or Finalised.

NEC Connect has validation rules built in to ensure the integrity of both tasks:

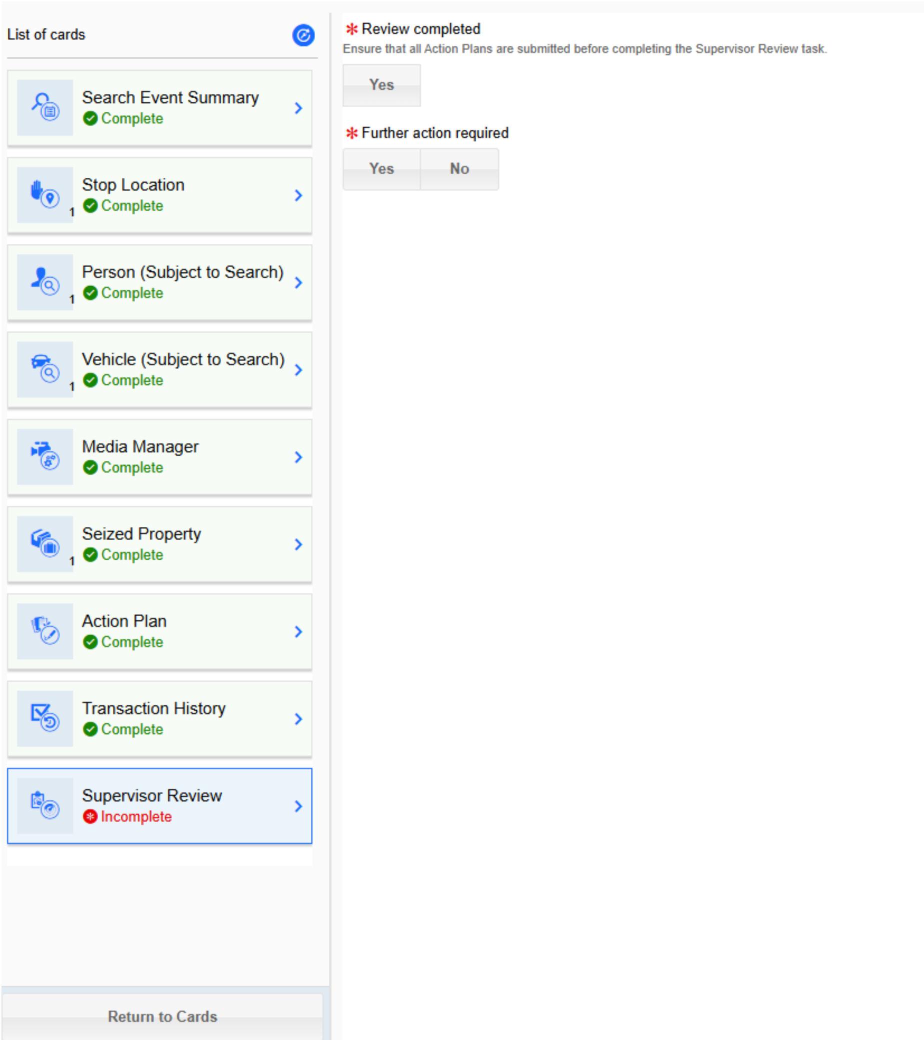
- If the Assess Investigation task is performed first and a decision is made by the IMU to File the Investigation, then the Perform Investigation Review task is removed from the supervisor's workload tray.
- If the review of the investigation is completed and a decision to File was taken but the IMU believe that the investigation should be allocated to an OIC, then the IMU's decision overrules the supervisor's decision.
- If the review of the investigation is completed an a decision was made to allocate to an OIC but the IMU determine that the investigation should be filed, then the IMU's decision overrules the supervisor's decision.

9.1 Review investigation using cards

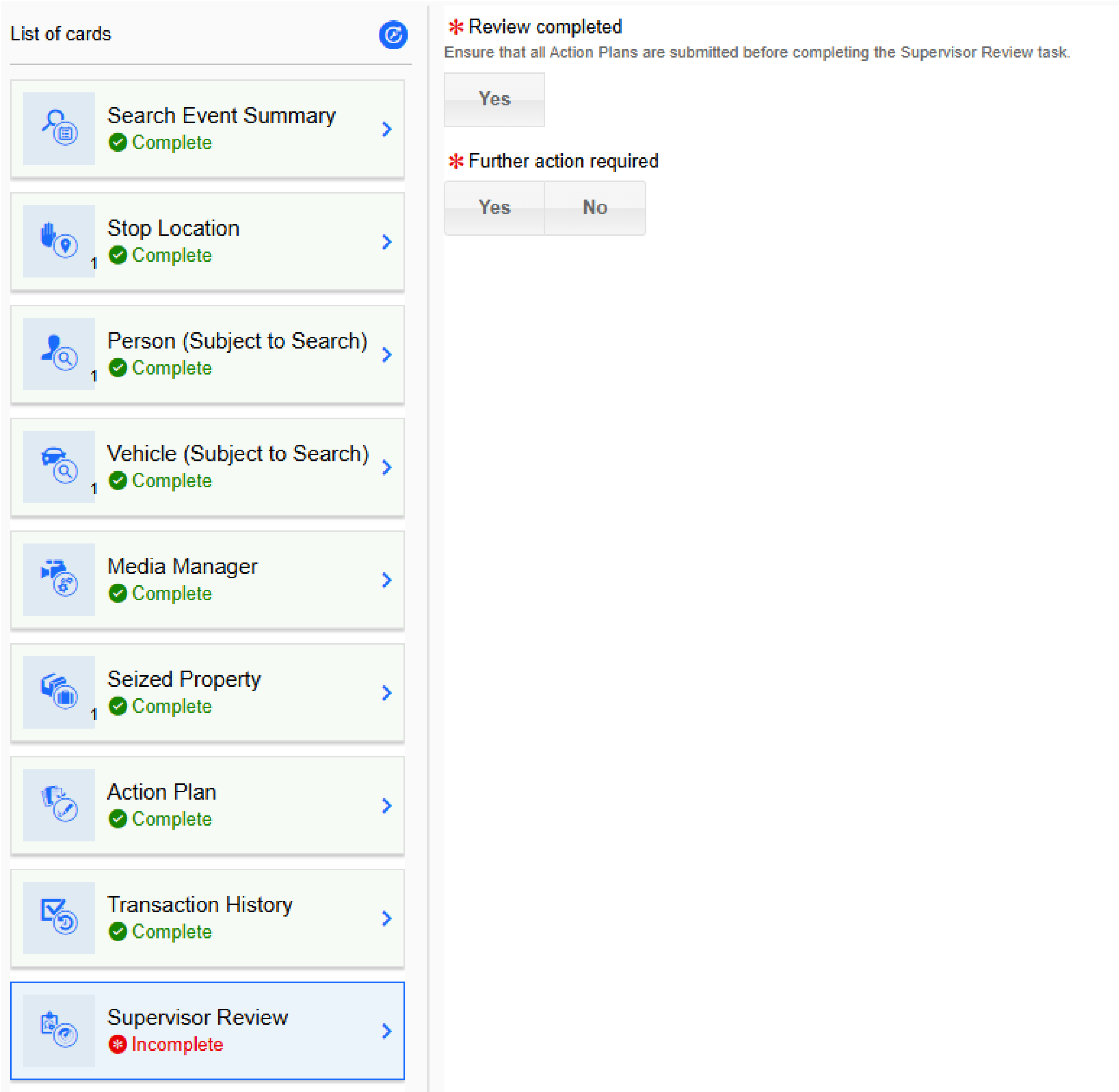
After an investigation has been created, a Perform Investigation Review task is raised for the submitter’s supervisory unit.

Perform the following steps to perform the Perform Investigation Review task:

1. From the **Workload** tab, select the required Investigation.
2. From the tasks list, select Perform Investigation Review.
3. Click **Perform**.
   The **Review Investigation** card index is displayed.



4. Click **Supervisor Review**.
   The card page is displayed.



5. Click **Yes** for Review completed.
6. Click **Yes** or **No** for Further action required.
6. Click **Return to Cards**.
   The **Card Index** is displayed.
7. Click **Submit & Continue** or **Submit & Exit**.

If Allocated to OIC was selected:

- The Investigation status is set to UNDER INVESTIGATION.
- NEC Connect raises an Investigate holding task for the OIC, this task appears in their **Workload** tab.

If Return to Submitter was selected:

- The Investigation status is set to REQUIRES FURTHER INFORMATION
- NEC Connect raises a Provide Further Information task for the original submitter, this task appears in their **Workload** tab.

If Sent for Allocation was selected:

- The Investigation status is set to REQUIRES ALLOCATION.
- NEC Connect raises an Allocate Investigation task for the allocation unit, this task appears in the units **Workload** tab.

If Finalised was selected:

- The Investigation status is set to FILED.
- If the Investigation is a CRIME the Assess Investigation task remains and should be completed by the assigned unit.

For further Information

Please refer to later in this module for details on completing the Provide Further Information and Allocate Investigation tasks.

Provide further information

If during the Perform Investigative Review task, the reviewer determines that further information is required the Investigation will be rejected and sent back to the original submitter. A Provide Further Information task is raised automatically for the user who originally submitted the Investigation.

The following steps describe how to complete the Provide Further Information task:

1. Select the required Investigation from the **Workload tray**.
2. Select Provide Further Information and click **Perform**.

   The **Provide Further Information** card index is displayed.
3. Review the reason that the reviewer has determined further information is required and provide the information.
4. Submit the Investigation for review.
5. Click **Return to Cards**.
6. Click **Submit & Continue** or **Submit & Exit**.

9.2 Adding Additional investigation review using cards

After an investigation has been created, an Investigation task is raised for the submitter's supervisory unit.

The following steps describe how to add an additional review task:

1. Select the required Investigation from the **Workload tray**.
2. Click Linked Actions button.
3. Click **Update Investigation** from the **Linked Actions**.

   The List of cards page is displayed.
4. Click **Add / Remove Cards** button.
5. Type Review in the Type keywords field.

   Reviews as an option is displayed.
6. Select Review and click Add button.
7. Click Close to close the window.

   The Reviews card is displayed as one of the cards of the investigation.

8. Click Reviews and List of Review(s) is displayed.
9. To add review, click + Reviews button

   The Actions window is displayed.
10. Select + New Review and List of Review form(s) is displayed.
11. Select a review name by clicking on the drop-down icon.

    In this example, DI Review is selected.
12. To select a reviewing unit, click Lookup button.

    The Unit Lookup window is displayed.
13. Unit function field is pre-populated.
14. Type the reviewing unit in Reviewing unit field and select the reviewing unit.
15. Click Apply to save the changes.

    The Review card is marked Complete.
16. Click Yes for Confirm review complete in case, the user himself will review or click No for someone else to perform the review task.

Note

Please note that an investigation only post submitting and reopening, a user would see fields from point number 17 to 25.

17. Select Review name by clicking on the drop down.

    In this example, DS Review is selected.
18. In Review description field, type the required information.
19. Select the due date and time by selecting the required date and time.
20. Select the Reviewing unit by clicking Lookup button.
21. Performed date and time is pre-populated.
22. Review performed field by is pre-populated.
23. Review comments is filled to add any comments that needs to be actioned by the reviewing unit.
24. Requested next review due date / time can be is set by the user to create a follow-up review.
25. Click Return to List to return to review card.

9.3 Assessing and reviewing an Investigation

Once an Investigation has been created and submitted, NEC Connect automatically raises two tasks, both tasks will be displayed in the relevant unit's **Workload** tabs:

- **Assess Investigation**:
  This task is assigned to the force's IMU (Investigation Management Unit) or the force's equivalent unit. During the assessment process, the IMU will ensure details such as that the correct classification has been applied to the Investigation (for HO counting rules). They will also determine whether or not the investigation should be allocated (either to an OIC or to an Allocation unit) or Finalised.
- **Perform Investigation Review**:

This task is assigned to the user who initially submitted the investigation's supervisory unit. The supervisor will determine whether the investigation has been created correctly - if it hasn't it can be sent back to the OIC. If the Investigation is of a suitable standard, the supervisor can determine if the Investigation should be allocated (either to an OIC or to an Allocation unit) or Finalised.

NEC Connect has validation rules built in to ensure the integrity of both tasks:

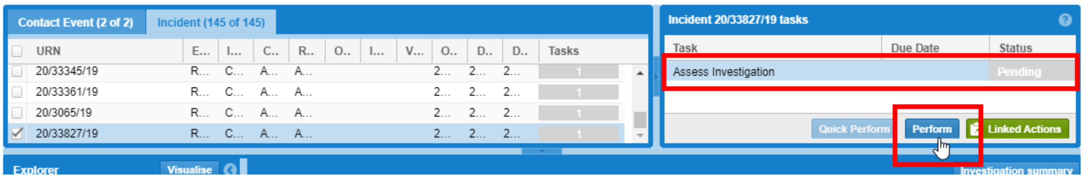
- If the Assess Investigation task is performed first and a decision is made by the IMU to File the Investigation, then the Perform Investigation Review task is removed from the supervisor's workload tray.
- If the review of the investigation is completed and a decision to File was taken but the IMU believe that the investigation should be allocated to an OIC, then the IMU's decision overrules the supervisor's decision.
- If the review of the investigation is completed an a decision was made to allocate to an OIC but the IMU determine that the investigation should be filed, then the IMU's decision overrules the supervisor's decision.

Assess investigation using cards

After an investigation has been created, it must be assessed to ascertain whether it can be finalised, allocated to an OIC, marked as complete or sent to a unit for allocation.

The following steps describe how to perform the Assess Investigation review task.

1. In the **Workload** tab, click **My Unit**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.



2. From the tasks list, click the Access Investigation task, and then click the **Perform** button.
   The **Assess Investigation** card index is displayed.
3. Click the **Task Dashboard** tab, select **My Unit**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.
4. Click the **Perform** button for the Assess Investigation task.
   The Assess Investigation card index is displayed.
5. Click **Assess Investigation**.
   The **Assess Investigation** card is displayed.
6. Select the action taken from the drop-down field.
   - If Completed Assessment is selected, the investigation can be reviewed as part of the review process.
     After submission, assessment task is marked as complete and removed for the Workload Task Dashboard tab of the assessment unit. The Perform Investigative Review task will remain active and status of the investigation will not change.
   - If Allocated to OIC is selected, specify the officer in the **Allocated to OIC** field.

> **Note**
> After selecting the officer, click **View Calendar** to view their availability.

After submission, an Investigate task is raised for the allocated OIC and the status of the investigation is changed to **Under Investigation**.

- If Sent to Unit for Allocation is selected, specify the unit in the **Sent to unit for allocation** field and enter the relevant comments.

  After submission, an Allocate Investigation task is raised for the allocated unit and the status of the investigation is changed to **Requires Allocation**.
- If Finalised is selected, enter the outcome type and finalisation type for crime investigation. For non-crime investigation, enter the finalisation type.

  After submission, the status of the investigation is changed to **Filed**.

7. Click **Return to Cards**.

> **Note**
> If there are one or more pending voluntary interview records present in the investigation, an error message is displayed and the Assess Investigation task is not performed.
> If an Assess Investigation task has been raised and the user allocates the investigation or sends it for allocation, it will not be possible to allocate or send the investigation for allocation.

The card index is displayed and the **Assess Investigation** card is updated to Complete.

8. Click **Submit & Continue** or **Submit & Exit**.

> **Note**
> If the user performs Perform Investigative Review task first and then performs the Assess Investigation task and sends the investigation for allocation, then the Assess Investigation task will overrides the Perform Investigative Review task.

9.4 Allocating an Investigation

An authorised member of a unit to which an investigation has been sent for allocation can either allocate the investigation to an OIC, or send the investigation to another unit for allocation.

Investigations are allocated by performing the Allocate Investigation task, available from the **Workload tray**.

9.4.1 Allocate an investigation

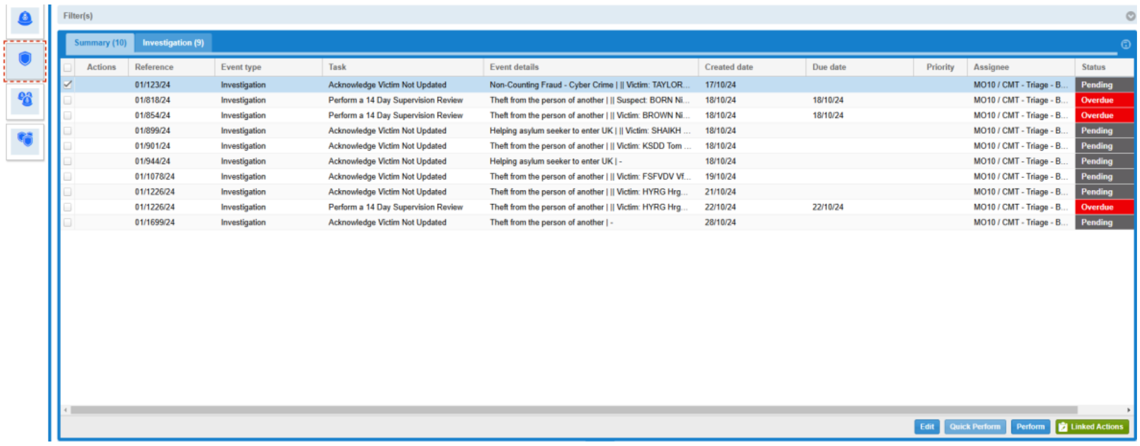
An authorised member of a unit to which an investigation has been sent for allocation can either allocate the investigation to an OIC, or send the investigation to another unit for allocation.

Investigations are allocated by performing the Allocate Investigation task, available from the **Workload** tab.

The following steps describe how to perform the Allocate Investigation task:

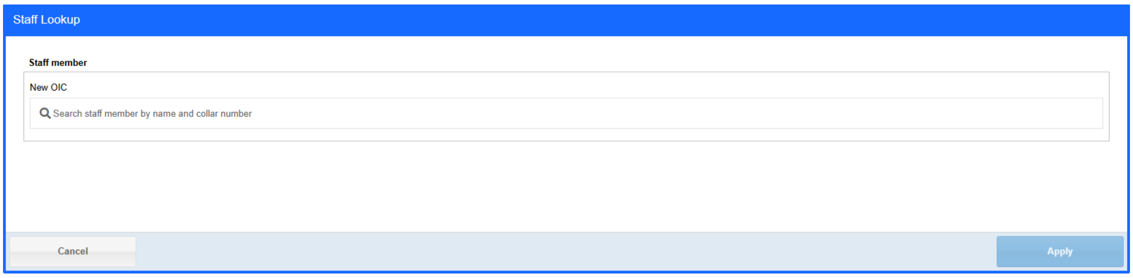
1. In the **Workload** tab, click **My Unit**, and then under the **Investigation** tab, select the required investigation.

   The investigation is displayed.



2. Click **Linked Actions**.
3. Select **Transfer to New OIC**.
4. Click **Transfer To New OIC** card.

5. Select the New OIC by clicking **Lookup**.
   The Staff Lookup window is displayed.



6. Enter the staff member details in **New OIC**.
7. Click **Apply**.
7. Click **Submit & Continue** or **Submit & Exit.**
   The **Card index** is displayed and the **Transfer to New OIC** card is updated to Complete.

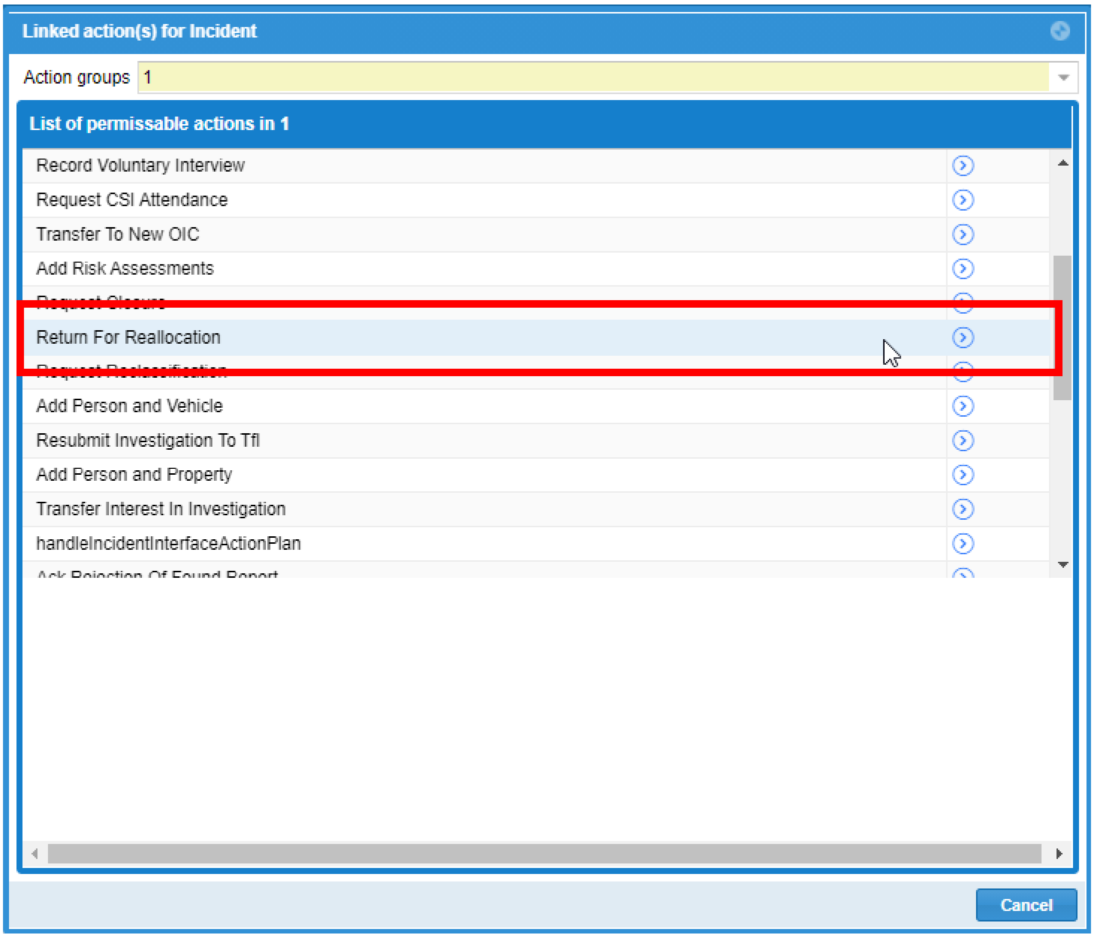
If the investigation is allocated to an OIC, its status becomes UNDER INVESTIGATION. An Investigate holding task is raised for the OIC.

9.4.2. Return for reallocation

An OIC who has been assigned an investigation can, if required, return the investigation to their supervisor for reallocation. The OIC is required to provide a reason for reallocation, Connect changes the status of the investigation from Under Investigation to Requires Allocation.

The following steps describe how to perform the Return for reallocation action:

1. In the **Workload** tab, select **My Unit** or **My View** and then under the **Investigation** tab, select the required investigation.
2. Click the **Linked Actions** button.
   The **Linked Actions** dialog box is displayed.



3. Click the **Workload tray**, select **My Unit** or **My View**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.
4. Click the **Actions** button.
5. Select the **Select action** arrow for **Return For Reallocation**.
   The **Return for Reallocation** card index is displayed.
6. Click the **Return for Reallocation** card.
7. In the **Reason returned for reallocation** field, enter a reason for reallocation.
8. Click **Return to Cards**.
   The **Return For Reallocation** card is marked as Complete.
9. Click **Submit & Continue** or **Submit & Exit**.

If the investigation is allocated to an OIC, its status becomes UNDER INVESTIGATION. An Investigate holding task is raised for the OIC and an Acknowledge Allocation Of Investigation To OIC task is raised for the OIC's supervisor.

If the investigation is sent to another unit for allocation, its status becomes REQUIRES ALLOCATION and an Allocate Investigation task is raised for the specified unit.

Section 10: Update investigation

The **Update Investigation** linked action allows a user with the appropriate permissions to update the investigation (including linking new objects to the report or adding flags). The task is available from the **Linked Actions** window on the **Workload** tab.

10.1 Update an investigation

The **Update Investigation** linked action allows a user with the appropriate permissions to update the investigation (including linking new objects to the report or adding flags). The task is available from the **Linked Actions** window on the **Workload** tab.

Perform the following steps to **Update Investigation** from **Linked Action**:

1. Select the required Investigation report from the **Workload** tab.
2. Click **Linked Actions** and select **Update Investigation**.
   The **Update Investigation** card is displayed.
3. Make the required updates to the Investigation.
4. Click **Submit & Continue** or **Submit & Exit**.

Note

If for whatever reason the submission fails, the user creating the investigation is sent an immediate notification of the failed submission, which notifies the user that it has failed and displays the time frame by which the record can be recovered. The Failed Submission task is displayed in the user's **Workload** tray. If the user does not attempt to re-submit the failed task within a stipulated time period then a designated unit will be informed by a notification.

Section 11: Move and merge object records

11.1 Move an object to another object card

Connect allows users to move an *object* record (such as person) from one object card to another using the **Move** *object* **to different card** action.

Assuming that the *object* record is open for editing, carry out the following steps to move it to another *object* card:

1. Click **Actions**.
2. Select **Move** *object* **to different card**.

   Note

   Unresearched *objects* can also be moved. Once the moving is complete, the *object* editor screen is displayed and the *object* is marked as researched.

   A **Select Card** window is displayed asking you to select a card where you want to move the *object*.
3. Select a card to move the *object* to and click **Select**.

   An alert window asking whether or not you want to proceed is displayed .
4. Click **Yes, Proceed**.

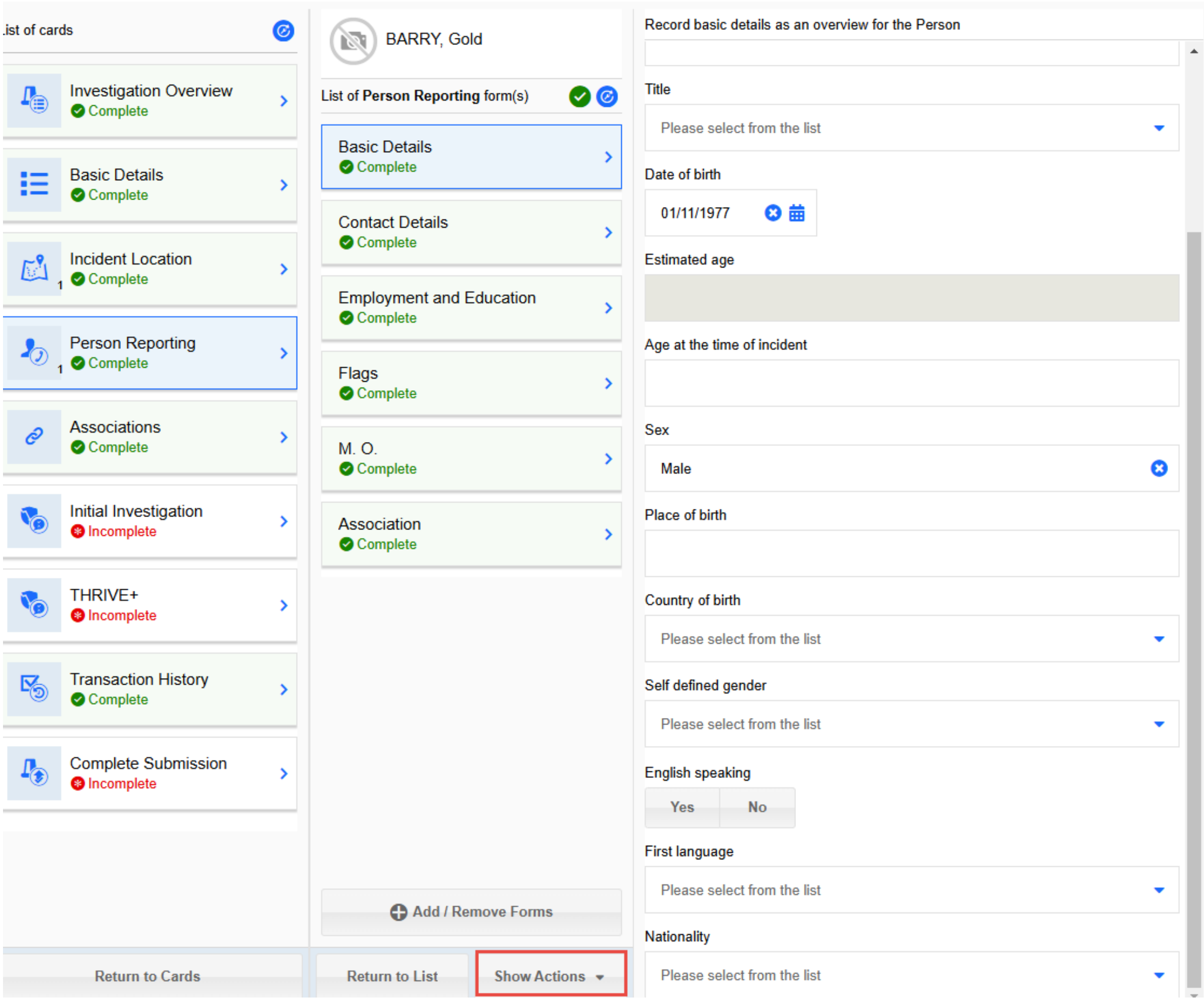
   The *object* is moved to the selected *object* card.

11.2 Merge a object record with an existing record

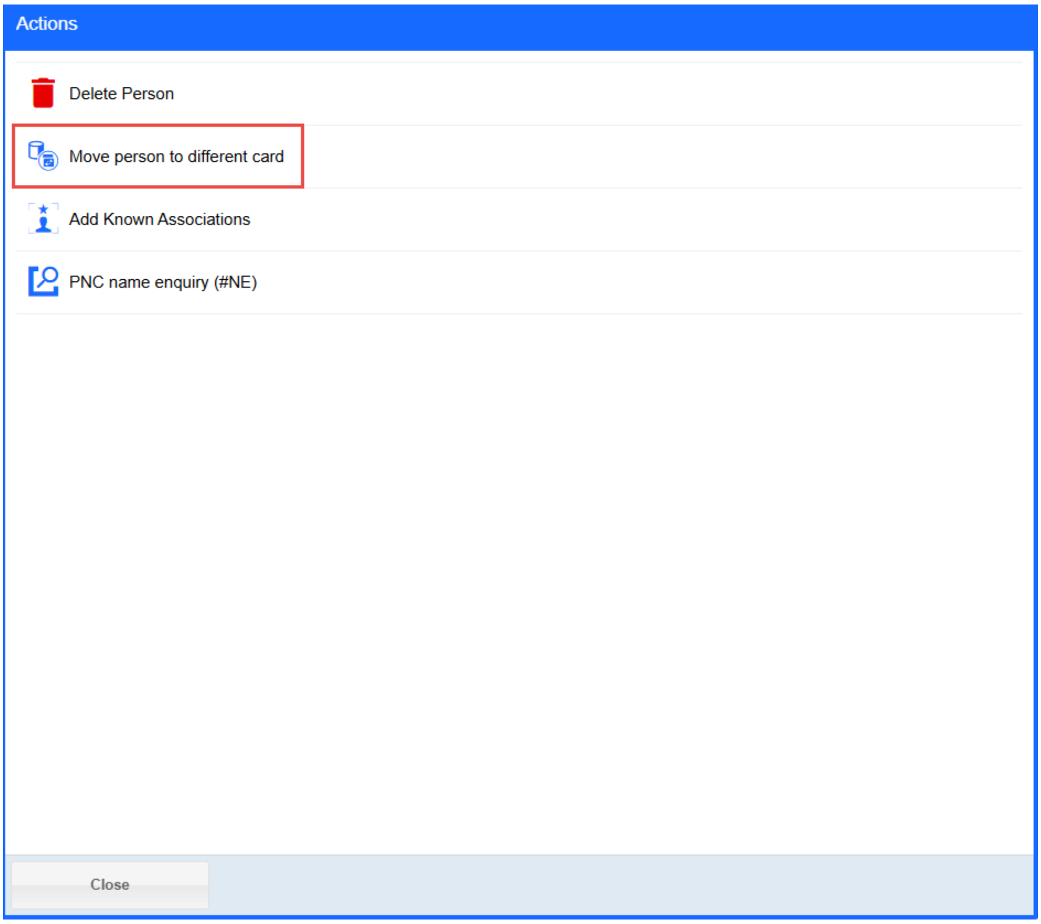
Connect allows users to merge a new *object* record (such as person, vehicle, organisation, and so on) to an existing record. For example, if the user has created a new person record instead of linking it to an existing one, they or their supervisor (during review) can choose to merge them to the relevant existing person record using the **Move/merge (***object***)** action.

Assuming that a *object* record is open for editing, carry out the following steps to merge it to an existing record:

1. Click **Show Actions**.



2. Select **Move person to different card (*object*).**

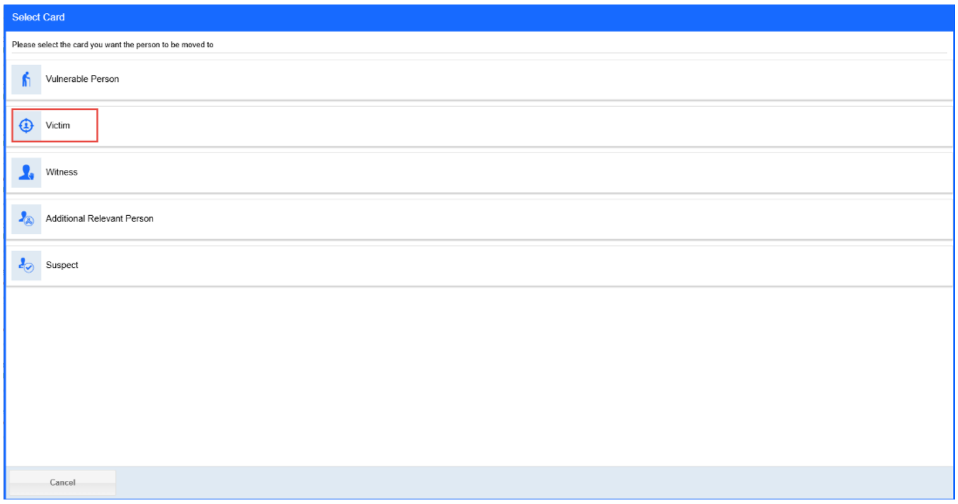


Note

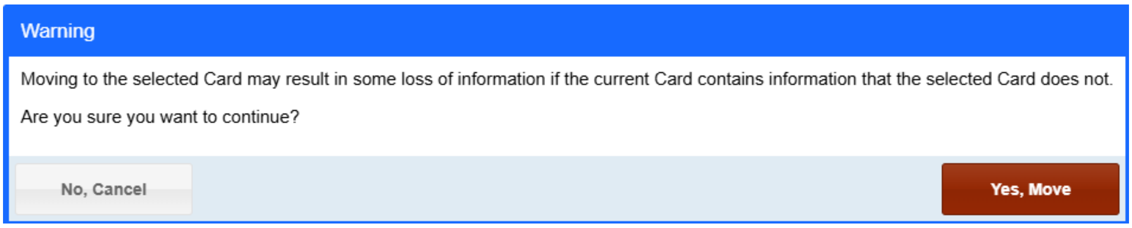
Unresearched *objects* can also be merged. Once the merging is complete, the *object* editor screen is displayed and the *object* is marked as researched.

An alert window asking if you want to proceed is displayed.

3. Select a card to move the *object* to and click **Select**.



An alert window asking whether or not you want to proceed is displayed.



4. Click **Yes, Move** to proceed.
   The relevant *object* search window is displayed.
5. Click on the card that was added. In this example, victim card is selected.
   The Victim card is displayed. The relevant *object* search window is displayed.
6. Update the relevant details and click **Next**.
   The matching *object* records are displayed as a result of the search.
7. Select the relevant *object* record.

   Note
   If no matching records are displayed, click **None of these is the matching (***object***)**. You can then update the search criteria and perform a search again till you find the relevant matching record.

   The selected *object* record is displayed, listing their details.
8. Once you have confirmed that the *object* record is correct, click **This is the (***object***)**.

   Note
   If you realise that the selected *object* record is not the one you are looking for, click **This is not the (***object***)**. This will take you back to the **Search Result** screen.

   An alert asking if you want to merge the two records is displayed.
9. Click **Yes, Proceed**.
   An alert asking association with the merged *object* is displayed.
10. Click **OK**.
    The *object*, along with its linked objects, is merged with the selected existing *object* record as an iteration.

Section 12: Perform PNC searches

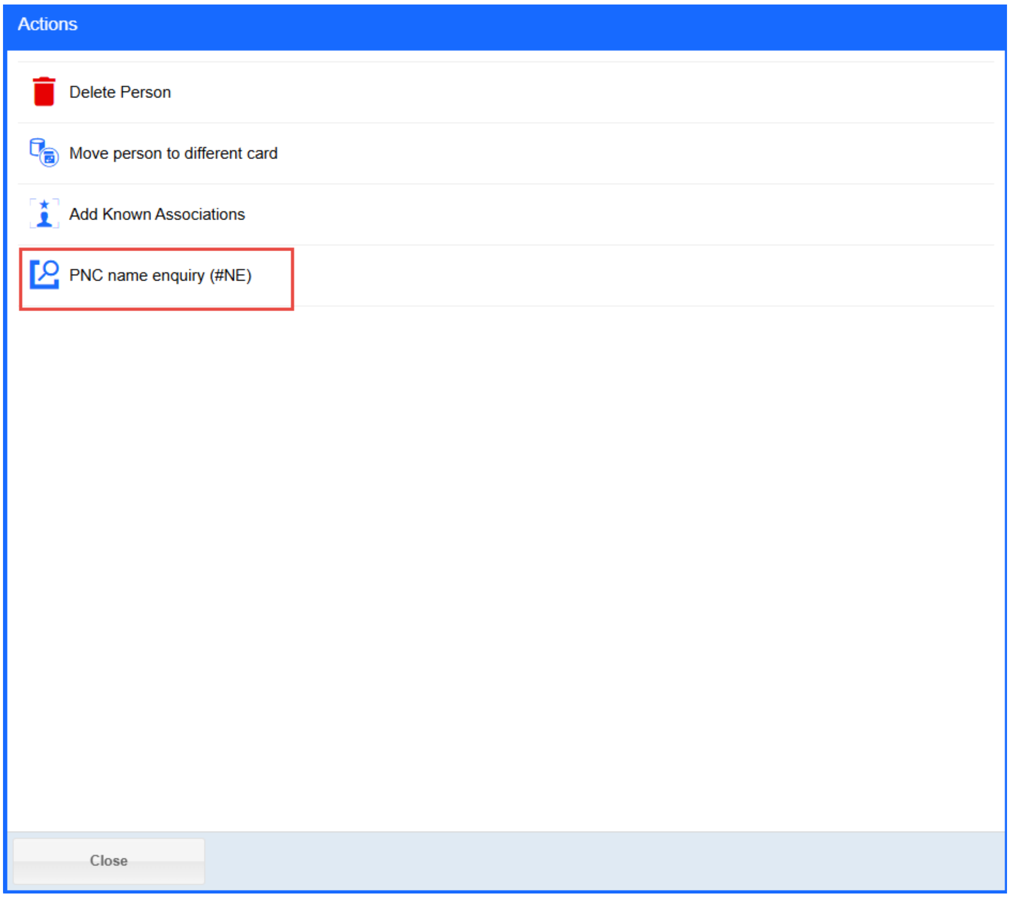
12.1 Perform PNC search on person

If required, the user can perform a #NE PNC check directly from within the Investigation module for all the following Persons:

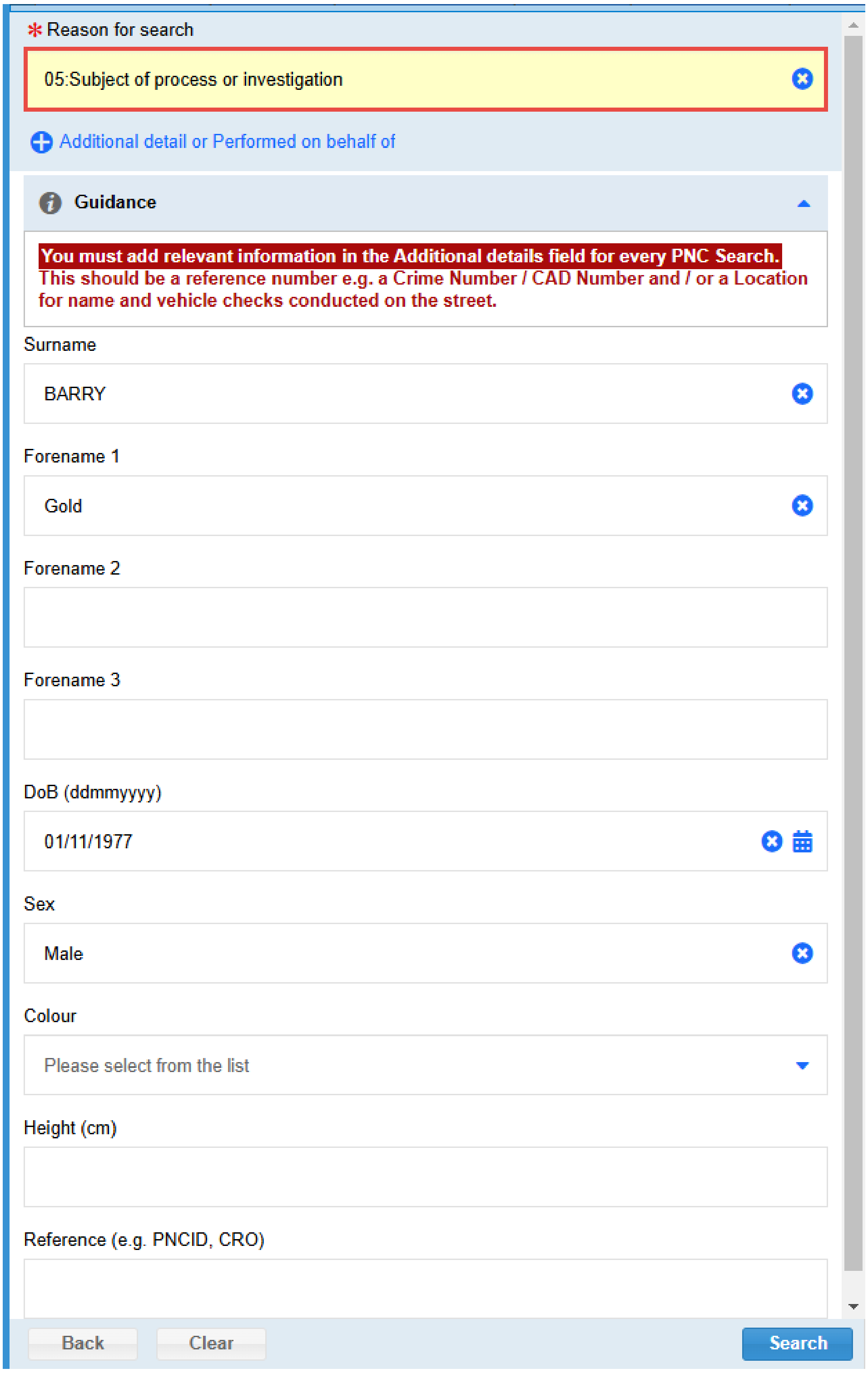
- Driver
- Rider
- Passenger
- Pedestrian
- Suspect (Identified)
- Victim
- Witness
- Missing person

Perform the following steps to perform a PNC check:

1. Click **Show Actions** and select **PNC name enquiry (#NE)**



2. Provide a reason for the search and if required enter who the search is being performed on behalf of.



3. Click **Search**.
   All the records which match the search criteria are displayed.
4. If a matching record is found click to select it otherwise click **No Trace PNC**.

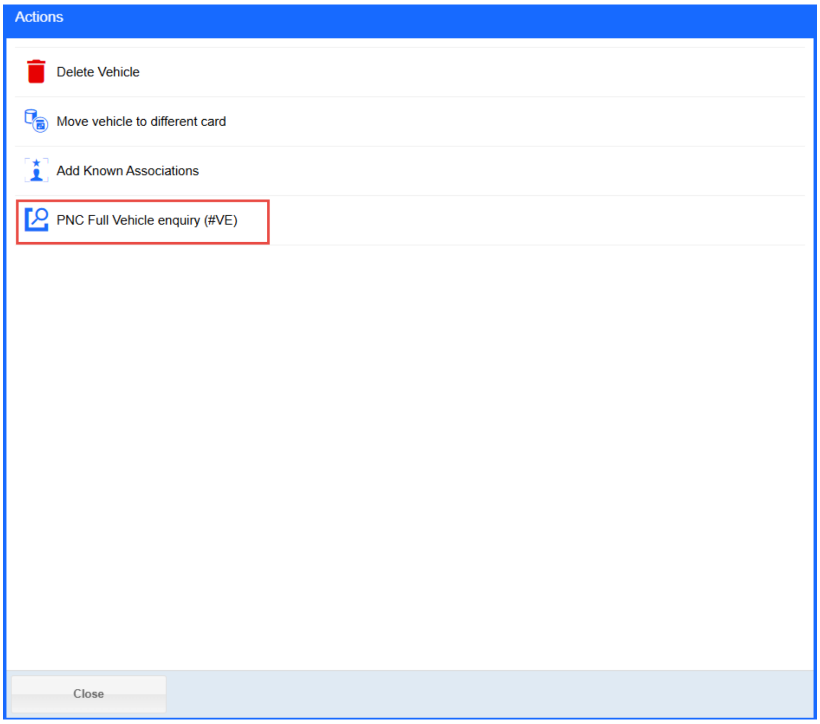
12.2 Perform PNC search on vehicle

If required, the user can perform a #VE PNC check directly from within the Investigation module for all the following vehicle objects:

- Stolen vehicle
- Recovered vehicle
- Attacked vehicle
- Vehicle involved / Subject of
- Vehicle suspect
- Vehicle found
- Vehicle destroyed
- Vehicle removed
- Vehicle damaged

Perform the following steps to perform a PNC check:

1. Click **Linked Actions**.
2. Select **PNC Full Vehicle enquiry (#VE)**.



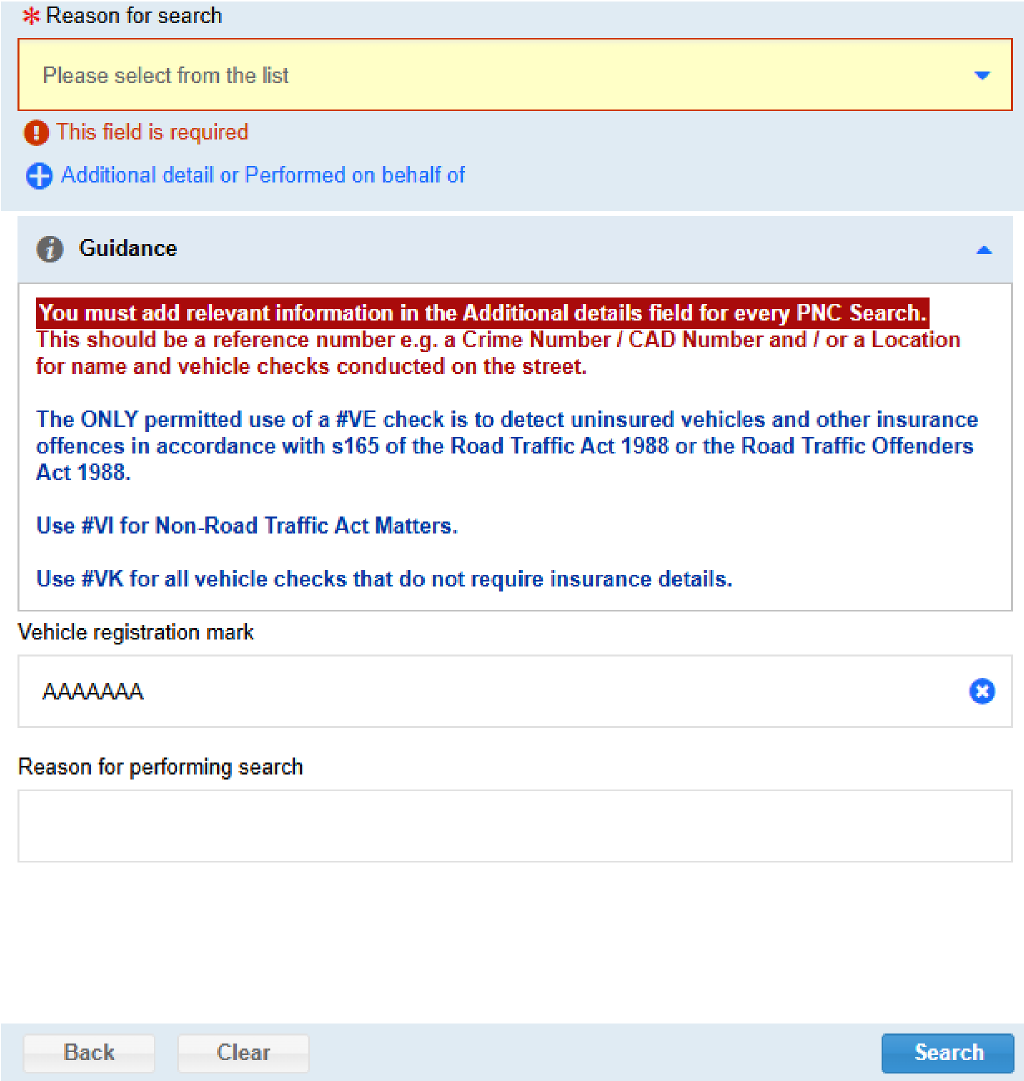
Note

Click **Delete vehicle** to delete the vehicle record.

Click **Move the vehicle to different card** to move the vehicle to another vehicle object card - for example, from **Stolen Vehicle** to **Attacked Vehicle** card.

The **PNC Search** screen is displayed.

3. Provide a reason for the search and if required enter who the search is being performed on behalf of.



4. Fill **Vehicle registration mark** and **Reason for performing search.**
   All the records which match the search criteria are displayed.
5. If a matching record is found click to select it otherwise click **No Trace PNC**.

Section 13: Missing Persons actions

13.1 Add a Sighting Report

A user with the appropriate permissions can add sighting reports to a missing person investigation.

The following steps will describe how to add a sighting report in an investigation.

1. From the **Workload** tab, select the required Investigation and click **Linked Actions**.
   The **Linked action(s) for Incident** window is displayed.
2. Click **Add Sighting Report**.
   The **Add Sighting Report** card index is displayed.
3. Click **Sightings**.
   The **Sightings** card is displayed.
4. Specify the following details:
   a. If this is the initial sighting
   b. The date and time of the sighting and the date and time it was reported
   c. Any additional remarks.
5. Click **Return to Cards**.
   The **Sightings** card is marked as Complete.
6. Click **Submit & Continue** or **Submit & Exit**.

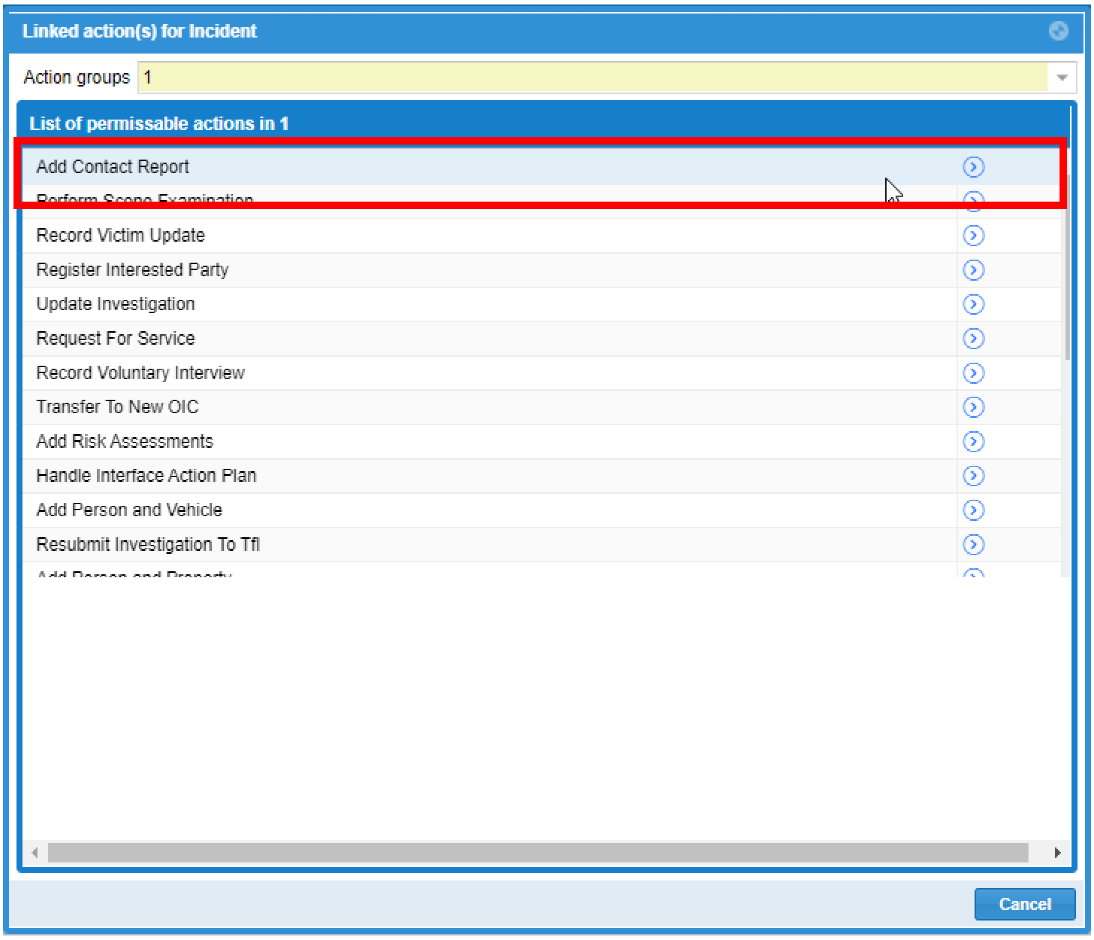
The missing person investigation is submitted successfully.

13.2 Add a Contact Report

A user with the appropriate permissions can add contact reports to a missing person investigation.

The following steps will describe how to add a contact report in an investigation.

1. From the **Workload** tab, select the required Investigation and click **Linked Actions**.
   The **Linked action(s) for Incident** window is displayed.



2. Click **Add Contact Report**.
   The **Add Contact Report** card index is displayed.
3. Click **Contacts**.
   The **Contacts** card is displayed.
4. Specify the following information:
   a. If this is the initial contact
   b. The date and time of the contact and the date and time that it was recorded
   c. Any additional remarks.
5. Click **Return to Cards**.
   The **Contacts** card is marked as Complete.
6. Click **Submit & Continue** or **Submit & Exit**.

The missing person investigation is submitted successfully.

13.3 Create a wanted or missing report on PNC

A user can choose to create a wanted or missing report on PNC for a missing person in the Missing Person Investigation, using the Create WM on PNC task.

Important

If there is only one marker on the persons record and the marker is end dated, then the red warning triangle will no longer be present.

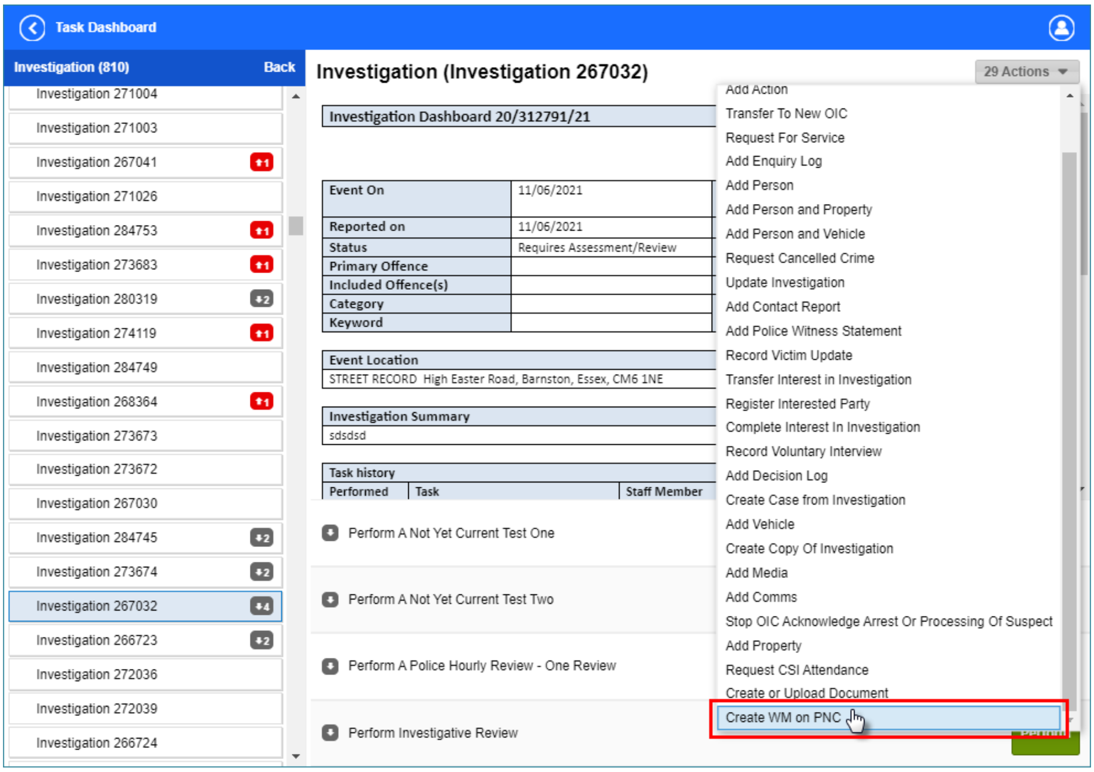
If a missing person investigation is open for editing, the user can click **Actions** at the bottom left of the screen and select **Create WM on PNC** to initiate the Create WM on PNC task.

Carry out the following steps to create a wanted or missing report on PNC for a suspect, victim or witness:

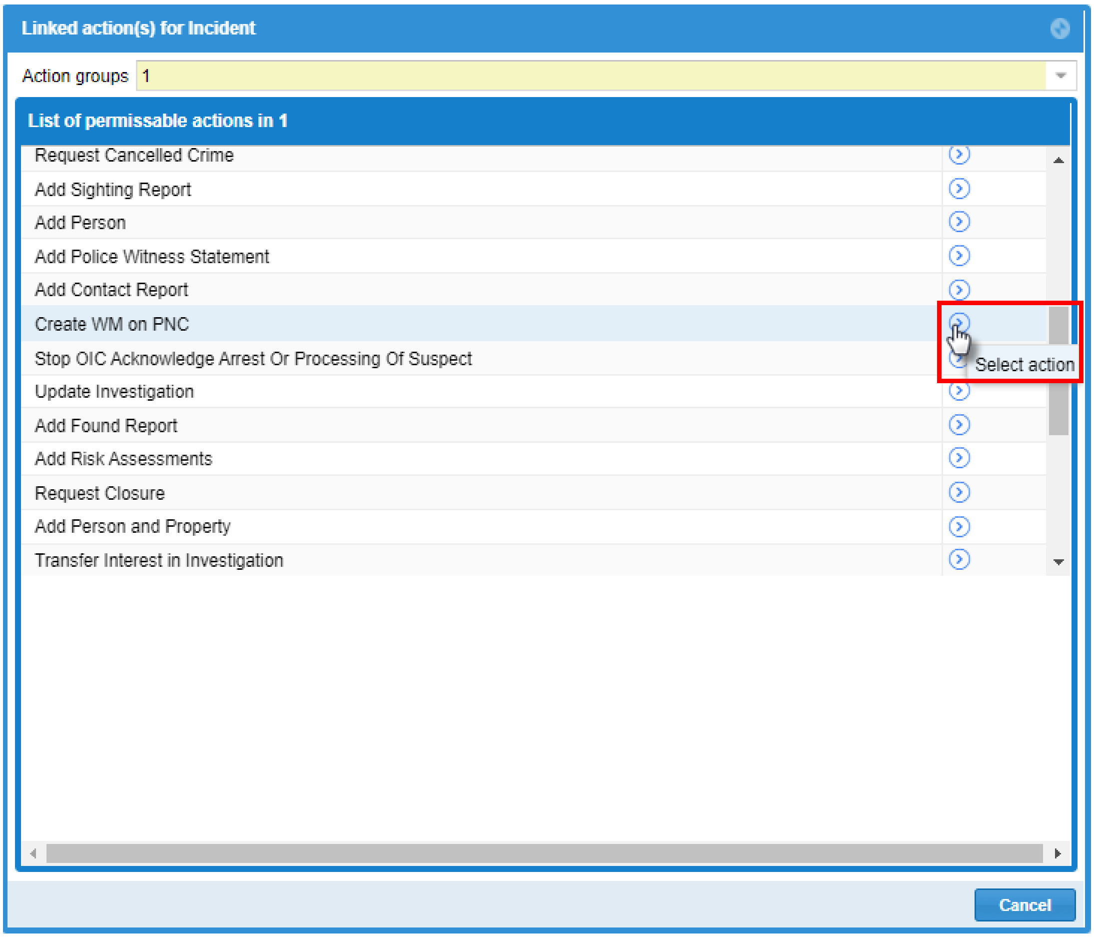
1. Click **My View**.
2. Click **Case**.

   The list of cases are displayed.
3. Select the relevant case and click **Actions** drop-down field.

   The relevant actions are displayed.
4. Click on the Create WM on PNC task.



   The **Create WM on PNC** card index is displayed.
5. On the **Workload** tab, select the case file and click **Linked Actions**.



The **Link Actions** screen is displayed.

6. Click **Create WM on PNC**.
   The **Create WM on PNC** card index is displayed.
7. Click **Missing Person**.
8. The **Missing Person** card is displayed.
9. Select **Create WM on PNC** from the **Actions** selector button.
   The **Create WM on PNC** screen is displayed.
10. Select the missing person record and click **Create WM on PNC**.
    (missing or bad snippet)
    The **Create WM on PNC** screen is displayed.
11. Enter the required information.
12. Click **Create WM on PNC**.
13. Click **Return to Cards**.
    The **Missing Person** card is marked as Complete and the **Create WM on PNC** card index is displayed.
14. Click **Submit & Continue** or **Submit & Exit**.
    The request to create a wanted or missing report on PNC for the missing person is submitted.

Note

If the update fails to PNC, an Error Message Receipt task is raised on the user's **Workload**, to notify them of the PNC error.

13.4 Process a wanted or missing report on PNC

The Process WM task is raised for the PNCB Unit, to approve the PNC update performed on a person object in the Create WM on PNC task.

Note

If the person object does not have a PNC ID, when Process WM action is performed and call is made to PNC Interface, a PNC ID will also be returned.

Carry out the following steps to process a wanted or missing report on PNC for a suspect, victim or witness:

1. On the **Workload** tab, select the Process WM task.
   The **Process WM** card index is displayed.

   Note

   All the details supplied as a part of the Create WM task are pre-populated and editable.
2. Click **Process WM**.
   The **Process WM** card is displayed.
3. Accept or reject the PNC update performed on a person object.
4. Select the offence for which the WM marker is being circulated.
5. Enter the required information.
6. Click **Return to Cards**.
   The **Perform WM** card is marked as Complete.
7. Click **Submit & Continue** or **Submit & Exit**.
   When the Process WM action has been performed successfully, with action taken set as accepted, a LIVE warning marker with current start date is set for the person iteration.

13.4 Delete a wanted or missing report on PNC

A user can choose to delete a wanted or missing report from a suspect's, victim's or witness's PNC record, using the Delete WM on PNC task.

Important

If there is only one marker on the persons record and the marker is end dated, then the red warning triangle will no longer be present.

If a case is open for editing, you can click **Actions**, at the bottom left of the screen, and select **Delete WM on PNC** to initiate the Delete WM on PNC task.

1. On the **Workload** tab, select the investigation and click **Linked Actions**.
   The **Link Actions** screen is displayed.
2. Click **Delete WM on PNC**.
   The **Delete WM on PNC** card index is displayed.
3. Click on the relevant person object card.
4. Select **Delete WM** from **Actions** selector button.
5. Select the person who the Wanted / Missing marker is to be deleted for.
   Only one person can be selected at a time.
6. Click **Delete WM on PNC**.
   The **Delete WM on PNC** screen is displayed.
7. Confirm the details and click **Delete WM on PNC**.
8. Click **Return to Cards**.

The relevant person object card is marked as Complete and the **Delete WM on PNC** card index is displayed.

9. Click **Submit & Continue** or **Submit & Exit**.

   The request to delete a wanted or missing report from a defendant's, victim's or witness's PNC record is submitted.

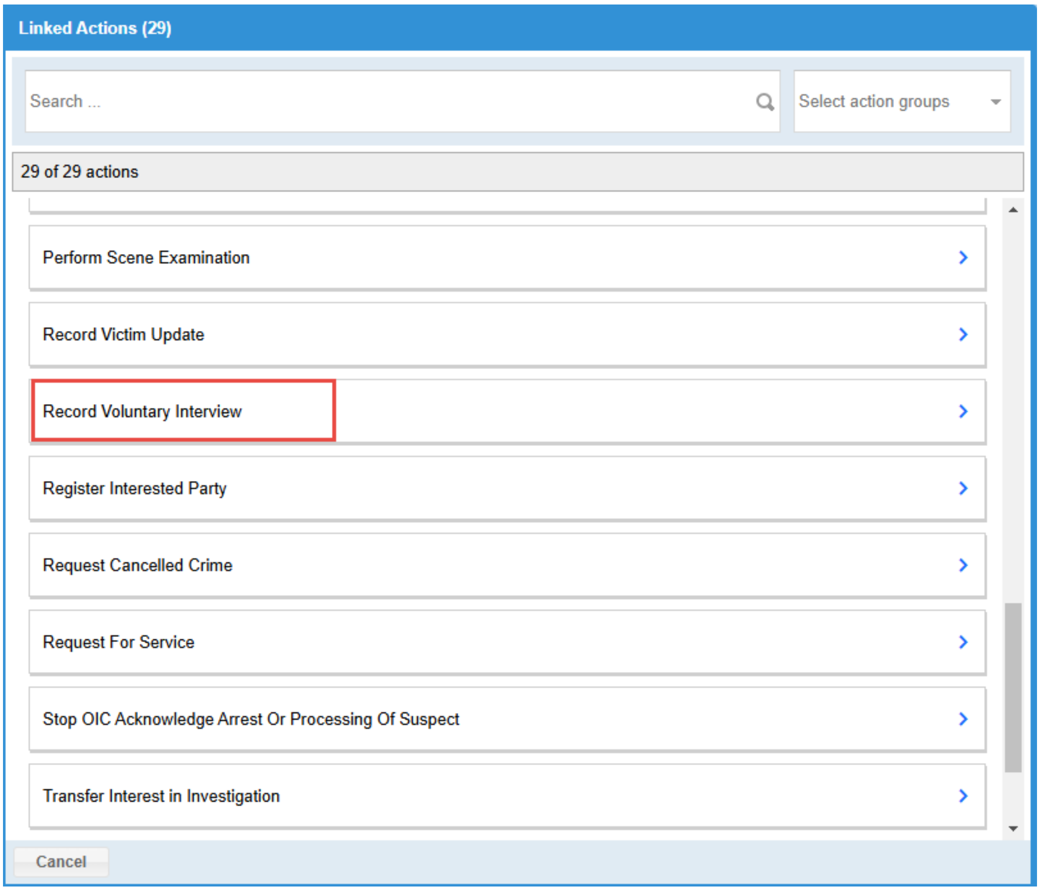
Section 14: Voluntary interview

NEC Connect provides the user with the functionality to record a voluntary interview of a suspect linked to an Investigation. During the voluntary interview process, the user is prompted to answer multiple questions depending on the responses NEC Connect may trigger additional risk assessments which the user is required to answer.

14.1 Record a voluntary interview

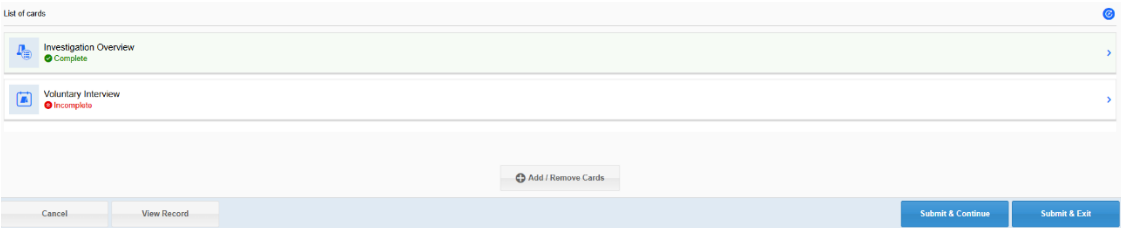
Perform the following steps to record a voluntary interview of a suspect:

1. In the **Workload** tab, select **My Unit** or **My View** and then under the **Investigation** tab, select the required investigation.
2. Click the **Linked Actions** button.
   The **Linked Actions** dialog box is displayed.



Note
It Alternatively, voluntary interview can also be added from the Card Index by adding the **Voluntary Interview** card.

The **Record Voluntary Interview** card index is displayed.

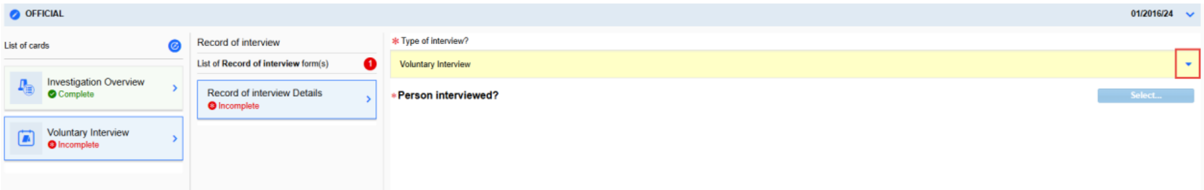


3. Click **Voluntary Interview**.
   The **Voluntary Interview** card is displayed.

   Note
   It is mandatory to perform and complete the pre and post interview risk assessments for a person before and after conducting their voluntary interview.

4. Click **+Add MG15**.

5. Select Type of interview from the drop-down menu.



6. Access the **Pre Interview Risk Assessment** tab, click **Add Question Set**, set to confirm whether or not the risks involved in conducting the interview have been assessed.
   - In the Risk Assessment questionnaire, enter all the relevant fields by answering all the relevant information and clicking **Next**, and then click **Complete**.

     The risk assessment record is added to the **Pre Interview Risk Assessment** tab.

8. To record a voluntary interview (audio or visual) details of a suspect with vulnerable or intimidated witnesses:

   a. Access the **Voluntary Interview** tab.
   b. Click **Add MG15**.
   c. Select the person being interviewed.
   d. Enter the required information.

      Note
      You must add the details of at least one interviewing police officer and interview entry.
      If the interview is being conducted at Police premises, select the Police station from the drop-down list or manually enter the location details, if not.

   e. Click **Save**.

9. Access the **Post Interview Risk Assessment** tab and click **Add Question Set** to confirm whether or not the risks involved after conducting the interview have been assessed.
   - In the Risk Assessment questionnaire, enter all the relevant fields by answering all the relevant information and clicking **Next**, and then click **Complete**.

     The risk assessment record is added to the **Post Interview Risk Assessment** tab.

   The **Voluntary Interview** card is updated to Complete
10. Click **Return to Cards**.

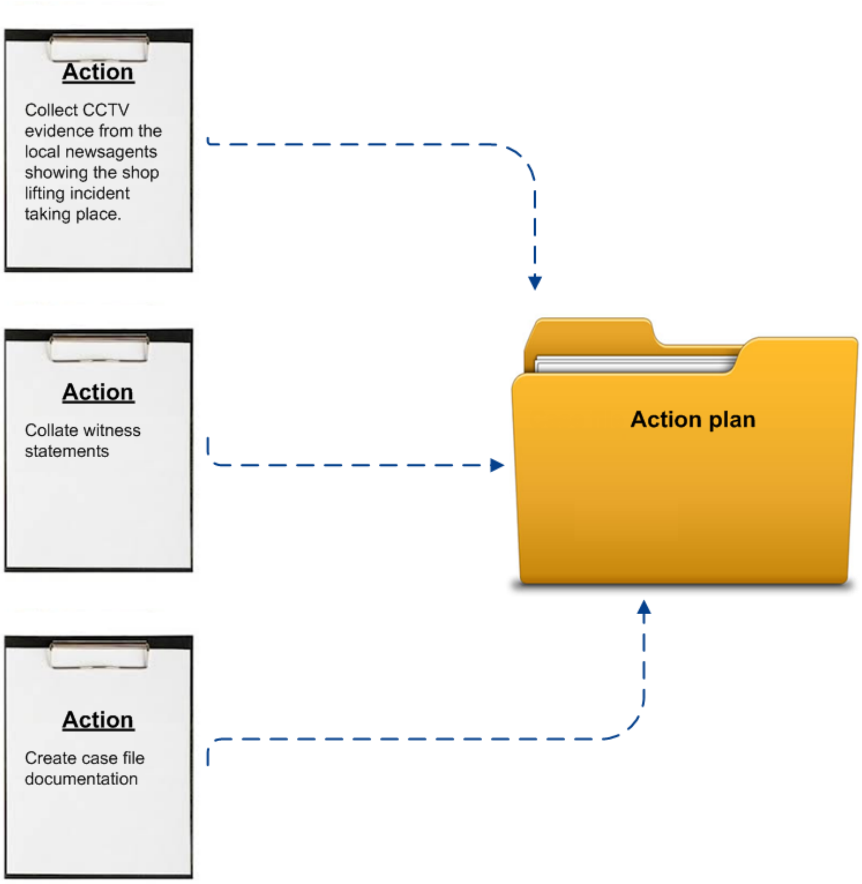
    The **Record Voluntary Interview** card index is displayed.
11. Click **Submit & Continue** or **Submit & Exit**.

    The voluntary interview record of the suspect is submitted.

Section 15: Actions and Logs

15.1 Action plan

In NEC Connect, an action is a formal request or reminder to perform some activity. An action plan is a set of related actions.



The **Action Plan** card allows the user to add an action in an investigation report which provides the basis for raising a task to another user or unit to make them aware of the action allocation.

If the **Action Plan** card is not available, it can be added by clicking **Add / Remove Cards**.

Alternatively, users can also add an action to an existing investigation report using the **Add Action** linked action available from the **Linked Actions** button on the user's **Task Dashboard Workload** tab.

Actions can be created automatically based on the following elements:

- Status
- Primary Classification (Single)
- Included Classification (Single)
- Keyword (Single)
- Risk Assessment & Risk Rating (Single Combination)
- Risk Assessment / Question Set Question & Response (Multiple Combinations)

Only users with the right permissions, such as the OIC, can add actions on this tab. Other users may be able to change an existing action's status or add and view updates to an action (for example: progress reports, diary entries, and so on).

15.1.1 Attributes of an action

Every action is characterised by a number of attributes. These include:

- A priority level (high, medium or low).
- The action category, and possibly a sub-category, to which the action belongs.
- Whether or not the action is to be deferred.
- The details of the action (that is, a textual description of what needs to be done).
- The staff member the action has been allocated to and whether or not they are allowed to reject it.
- The date the action was set on the event, and the date it is due to be completed.
- A current status (for example, "Outstanding" or "Complete").
- The date it was completed, and the staff member who actioned it.

15.1.2 Action status

The following table describes the action statuses that are predefined in NEC Connect.

Note

The action status is updated automatically based on the current status of the associated workflow task.

Action statuses

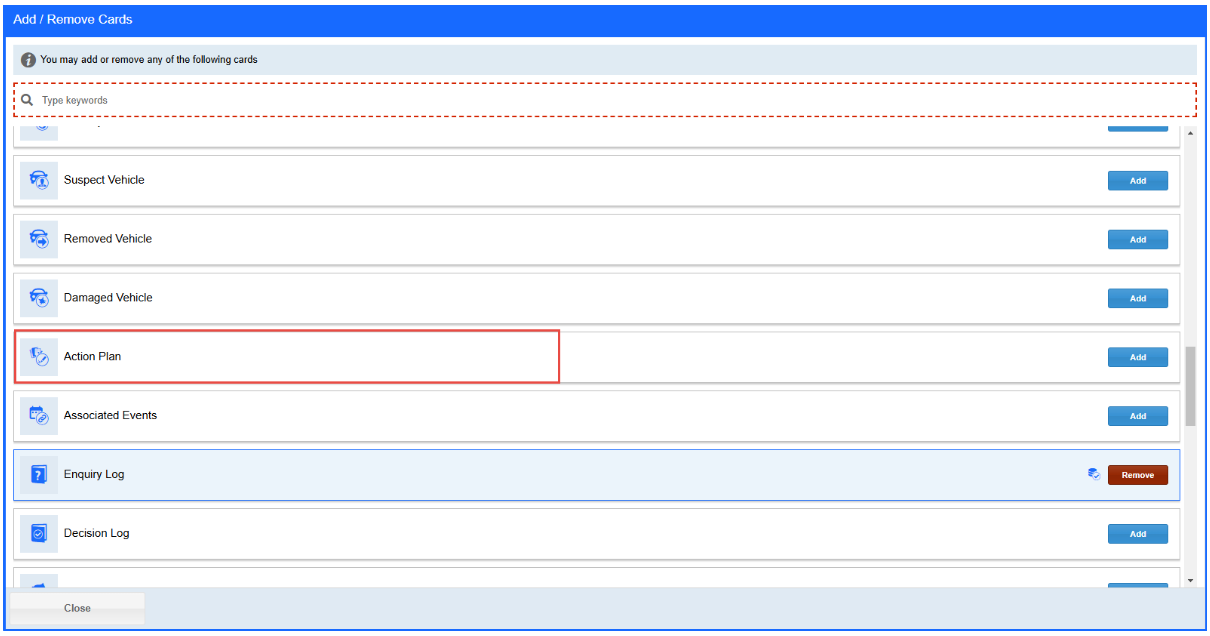
Status	Description
Outstanding	This is the usual initial status of an action that has been created and triggered but has not been completed.
Deferred	This status can be manually applied to an action, provided that no workflow task has been raised.
Completed	This status can be manually applied to an outstanding action, provided that no workflow task has been raised. Otherwise, this status is automatically applied by NEC Connect when the associated task is completed. Once applied, it cannot be changed.

15.1.3 Add an action to investigation

A user can add an action to an investigation either when it is created or at any later time.

The following steps describe how to add an action to an Investigation, they assume that the Investigation is currently open for editing.

1. Click **Action Plan**.



The **Action Plan** card is displayed with all the existing actions.

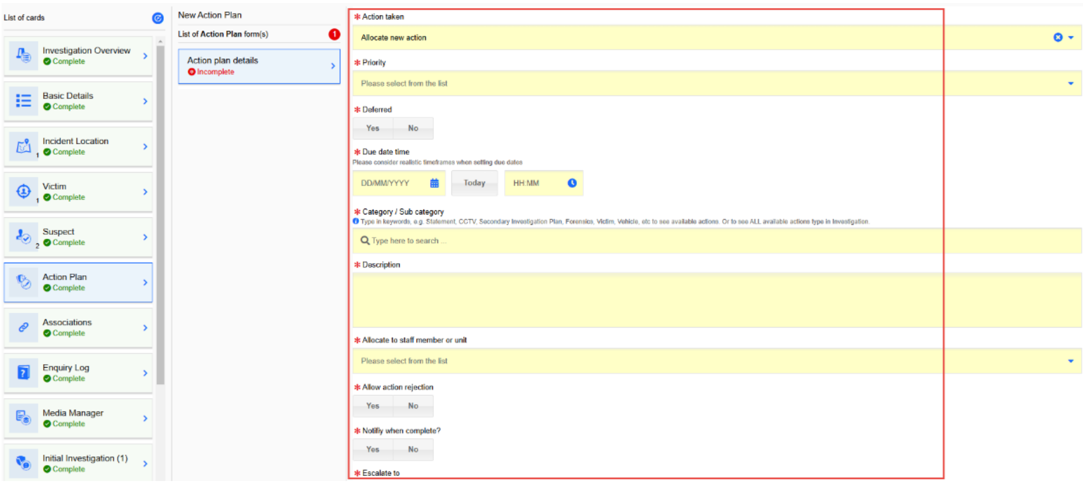
The **Action** search box allows searching of existing records in the list.

2. Click **Action Plans** and select **New Action**.

Note

You can also click on **Suggested Actions** to select one or more relevant actions from a list of recommended actions.

The **Add Action** window is displayed.



3. In the **Action taken** field, select relevant option.
4. In the **Priority** field, select the priority of the action.

Tip

The list of actions can be sorted based on a priority order. Therefore, it is recommended to set a priority for every action, so that other users can quickly see the most important actions.

5. In the **Deferred** field, specify whether the action is to be deferred.
   - If **Yes** is selected, then the action is put on hold.

- If **No** is selected, then set the due date and time when the action must be completed. If the action is not performed by the due date and time, an Acknowledge Outstanding Action task is raised to the allocated staff member or unit.

5. In the **Due date time** field, specify when the action is due to be completed (this must be sometime in the future).

   Note

   The **Status** field displays the status of the action plan and is predefined in NEC Connect.

6. In the **Category / Sub category** field, specify the action's category and sub-category.
7. In the **Description** field, type a concise but explicit description of the required action.
8. In the **Allocate to staff member or unit** field, specify the task recipient.

   If Staff Member was selected:

   - Enter the staff members details.

     Note

     After selecting the officer, click **View Calendar** to view their availability.

   If Unit was selected:

   - Click **Lookup** and select the unit that the action is to be assigned to.

9. In the **Allow action rejection** field, specify whether the action can be rejected by the allocated staff member or unit.
   - If **Yes** is selected, then an Acknowledge rejection of action task is raised to the allocated staff member or unit.
   - If **No** is selected, then no task is raised.
10. In the **Notify when complete** field, specify whether confirmation is required on completion.

    If confirmation is required, in the **Notification recipient** specify the recipient.

    An Acknowledge Completion Of Task is raised for the recipient at the appropriate time.

11. In the **Escalate to** field, specify the member or unit to which an escalation task will be sent if the task is not performed.
12. Enter the required details.

    Note

    The user can choose to defer the action by setting the **Deferred** field to No.

    The user can choose to be notified about the action being received and completed by the allocated unit or staff member and also set a recipient for escalations.

    The user can allow the allocated staff member or unit to reject the action by setting the **Allow action rejection** field to No.

    If you choose to allocate the action to a staff member, select an officer and click **View Calendar** to view their availability.

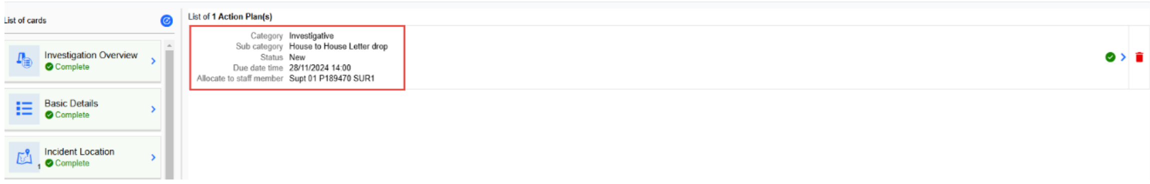
    The user can add details of actions already performed to an event.

    Note

    If the investigation open for editing is directly linked to one or more investigation records, an additional option asking whether you want to copy the new action details to the linked investigation(s) is displayed.

13. Click **Return to list**.

    The newly added action is displayed.



Note

To delete an action, click on the delete icon next to the action and select **Delete**.

To add another action, click **Add** and select **New Action** to add another action and repeat the steps.

14. Click **Return to Cards**.

Depending on the options selected, tasks are raised for the specified staff member or unit, and displayed on their **Workload tray**.

Note

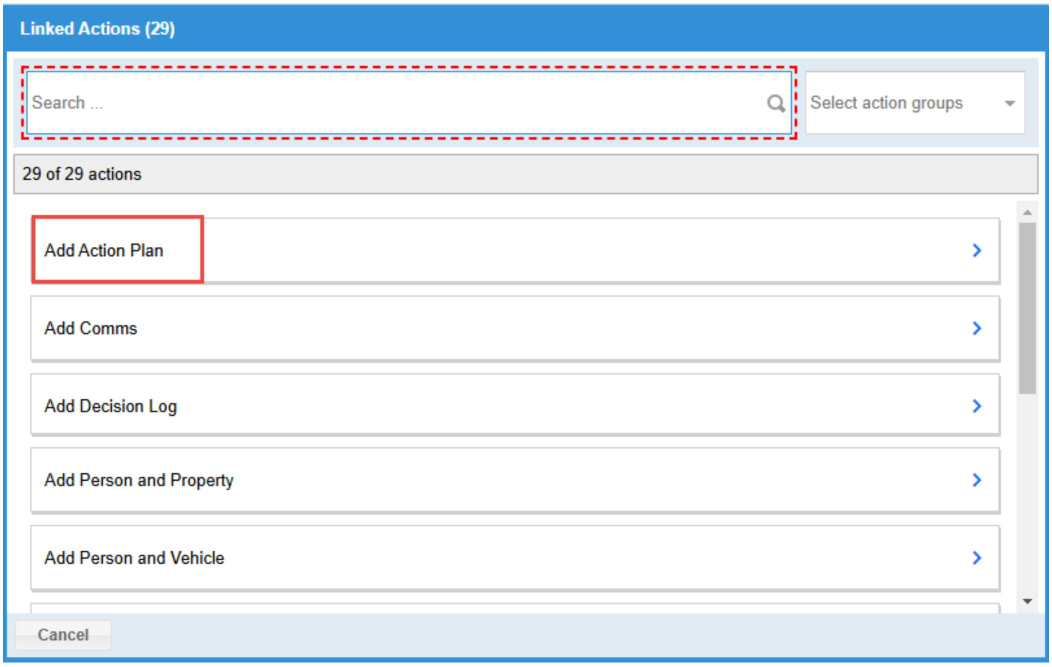
When an action is created for a unit or staff member and is outstanding, users with the required permissions can update its due date to a later date.

When an action is not completed within the proposed time, a chaser or escalation task is raised for the user.

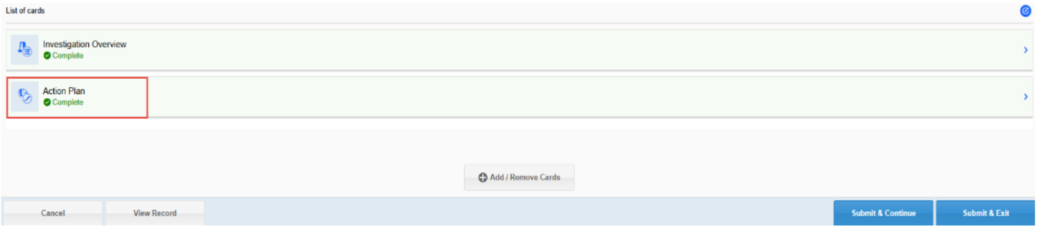
15.1.4 Add suggested actions to an investigation

A user can review a list of suggested actions that may be appropriate for this investigation (based on, for example, the investigation's primary CCCJS offence code). The user is free to choose which of these actions (if any) to add to the investigation.

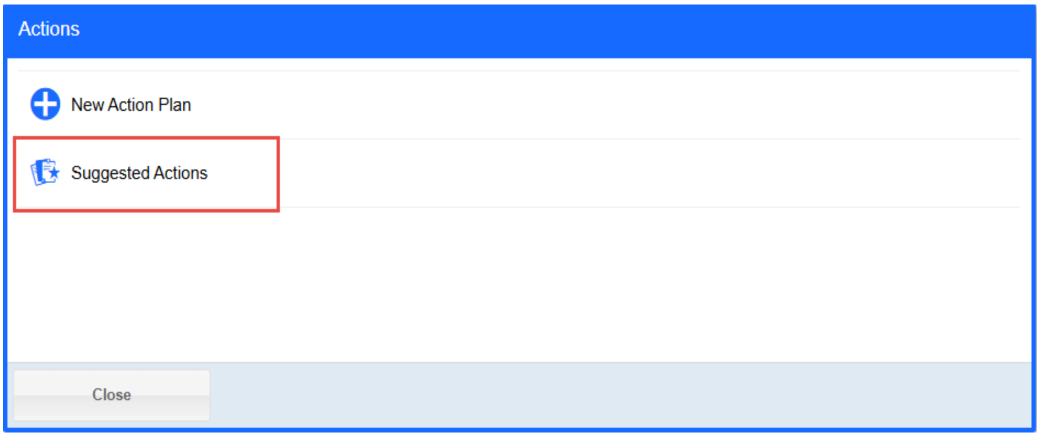
1. From the **Workload** tab or **Search** screen select the required investigation.
2. Click **Linked Actions**.
3. Click **Add Action**.



The **Action Plan** card index is displayed.



4. Click **+Action Plans**.
   The **Actions** window is displayed.
5. Click **Suggested Actions**.



   A list of suggested actions is displayed.
6. Click on the required action(s).
7. Click **Return to Cards**.
8. Click **Submit & Continue** or **Submit & Exit**.

15.1.5 Perform an action

The following steps describe how to perform an action.

1. From the **Workload** tab, select the required investigation, and then select the relevant action and click **Perform**.
   The **Complete Action** card index is displayed.
2. Select the required investigation, and then click **Perform** for the relevant action.
   The **Complete Action** card index is displayed.
3. Select **Action Plan**.
   The **Action Plan** card is displayed, all actions on the investigation are displayed.
4. Select the required action.
   The **Add Action** window is displayed.
5. In the **Action taken** field, select the relevant outcome.
   If Completed is selected:
   - Enter the outcome details

   If Update added is selected:
   - Enter the relevant update into the **Update detail** field.

   If Rejected is selected:
   - Enter the reason for rejection.

   If Transferred is selected:
   - Enter the reason for transfer and specify the staff member or unit who the action is being transferred to.

The action will then appear in the transferred to user or unit's **Workload** tab.

6. Click **Confirm**.
   The card index is displayed.
7. Click **Return to Cards**.
8. Click **Submit & Continue** or **Submit & Exit**.

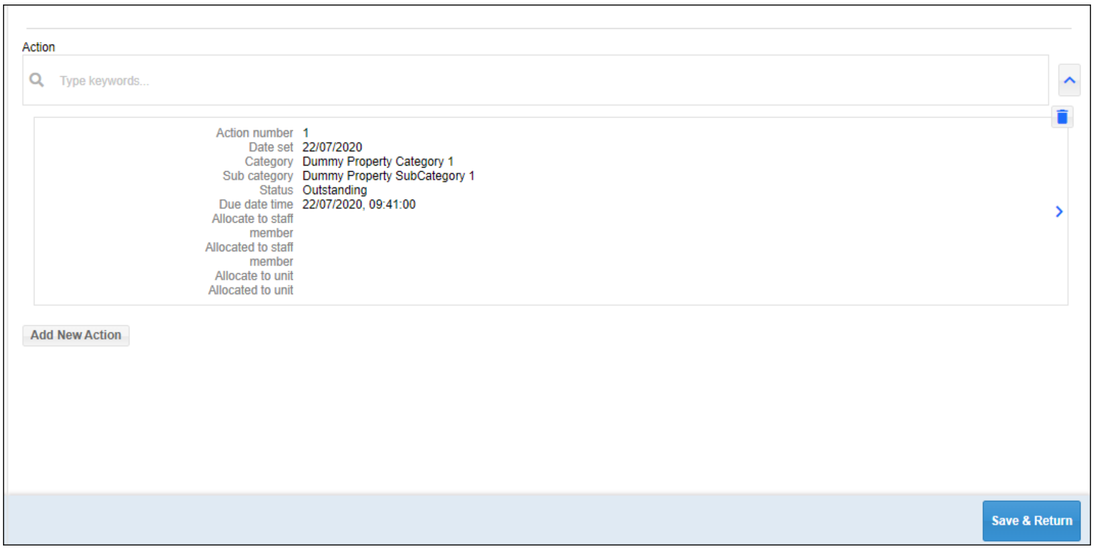
The action is saved and removed from the **Workload** tab of the user or the unit. If notification of completion was requested when the task was originally raised, the relevant unit or user will receive an Acknowledge Completion Of Task at the appropriate time in their **Workload** tab.

15.1.6 Acknowledge outstanding action

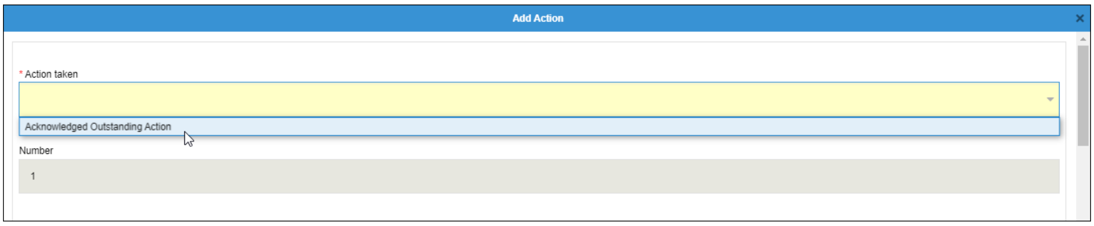
All the actions that have been created are expected to be completed by the defined due date set by the user or by the system. If the user fails to process the action by the due date, then NEC Connect raises an Acknowledge Outstanding Action task to the recipient of that action. The recipient is then required to acknowledge the task and complete the action.

The following steps describe how to perform the Acknowledge Outstanding Action task.

1. From the **Workload** tab, select the required Investigation.
2. Select Acknowledge Outstanding Action and click **Perform**.
   The **Acknowledge Outstanding Action** card index is displayed.
3. Select the required investigation
4. Select Perform for Acknowledge Outstanding Task.
   The **Acknowledge Outstanding Action** card index is displayed.
5. Click **Action Plan**.
   The **Action Plan** card is displayed, all the actions on the investigation are displayed.



6. Select the required action.
   The **Add Action** window is displayed.
7. In the **Action taken** field, select Acknowledged Outstanding Action.



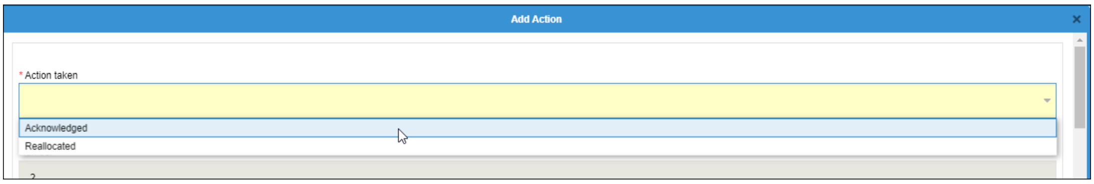
8. Click **Save**.
   The card index is displayed.
9. Click **Return to Cards**.
10. Click **Submit & Continue** or **Submit & Exit**.

15.1.6 Acknowledge completion of action

If the user who originally raised the action has requested to be notified when it has been completed, an acknowledgement task is displayed in the user's **Workload** tab.

The following steps describe how to complete the notification task:

1. From the **Workload** tab, select the relevant investigation, select the relevant action and click **Perform**.
   The **Acknowledge Completion Of Task** card index is displayed.
2. Select the relevant investigation, and then click **Perform** for the relevant action.
   The **Acknowledge Completion Of Task** card index is displayed.
3. Select **Action Plan**.
   The **Action Plan** card is displayed, all the actions on the investigation are displayed.
4. Select the required action.
   The **Add Action** window is displayed.



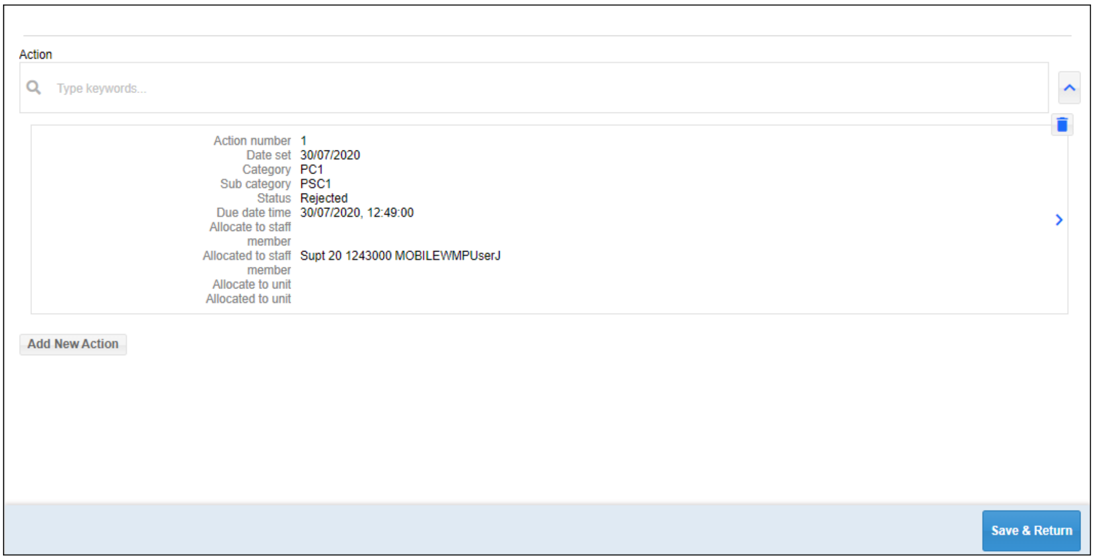
5. In the **Action taken** field, select one of the following:
   - Acknowledged - to acknowledge that the action has been completed.
   - Reallocated - to reallocate the action to another staff member or unit. Specify the reason for reallocation and select a user or unit to send the task to.
     A task is raised for the staff member or the unit to complete the action.
6. Click **Confirm**.
   The card index is displayed.
7. Click **Return to Cards**.
8. Click **Submit & Continue** or **Submit & Exit**.

15.1.7 Acknowledge rejection of action

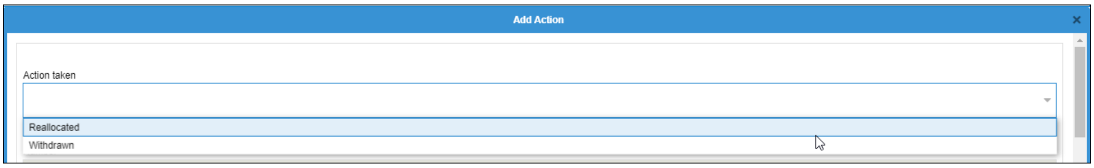
If an action item is rejected, then NEC Connect raises an Acknowledge Rejection Of Action task informing the user that their action has been rejected. The user can then reallocate it to a different staff member or unit.

The following steps describe how to perform the Acknowledge Rejection Of Action task.

1. From the **Workload** tab, select the required investigation
2. Select Acknowledge Rejection Of Action and click **Perform**.
   The **Acknowledge Rejection Of Action** card index is displayed.
3. Select the required investigation.
4. Click Perform for Acknowledge Rejection Of Action.
   The **Acknowledge Rejection Of Action** card index is displayed.
5. Click **Action Plan**.
   The **Action Plan** card is displayed, all the actions on the investigation are displayed.



6. Select the required action.
   The **Add Action** window is displayed.



7. In the **Action taken** field, select one of the following:
   - Reallocated - to reallocate the action to another staff member or unit. Specify the reason for reallocation and select a user or unit to send the task to.
     A task is raised for the staff member or the unit to complete the action.
   - Withdrawn - to withdraw the action. Specify the reason for withdrawal.
8. Click **Save**.
   The card index is displayed
9. Click **Return to Cards**.
10. Click **Submit & Continue** or **Submit & Exit**.

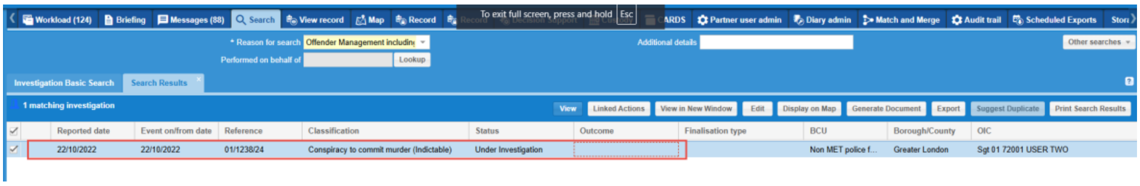
15.2 Add log entries

If the Investigation is locked for editing by another user log entries such as Contact logs or Decision logs, it can be added to the Investigation from the **View record** tab by clicking **Add logs**.

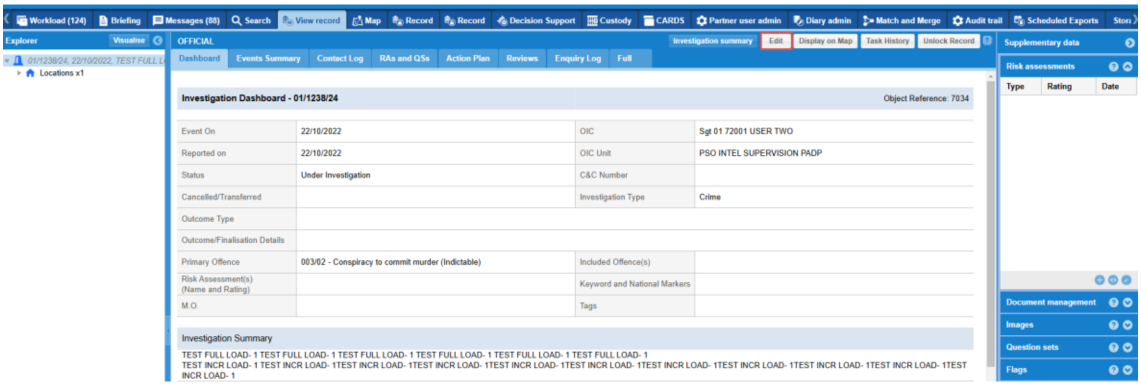
15.2.1. Add Enquiry Log Entry

Perform the following steps to add a log entry from the **View** tab:

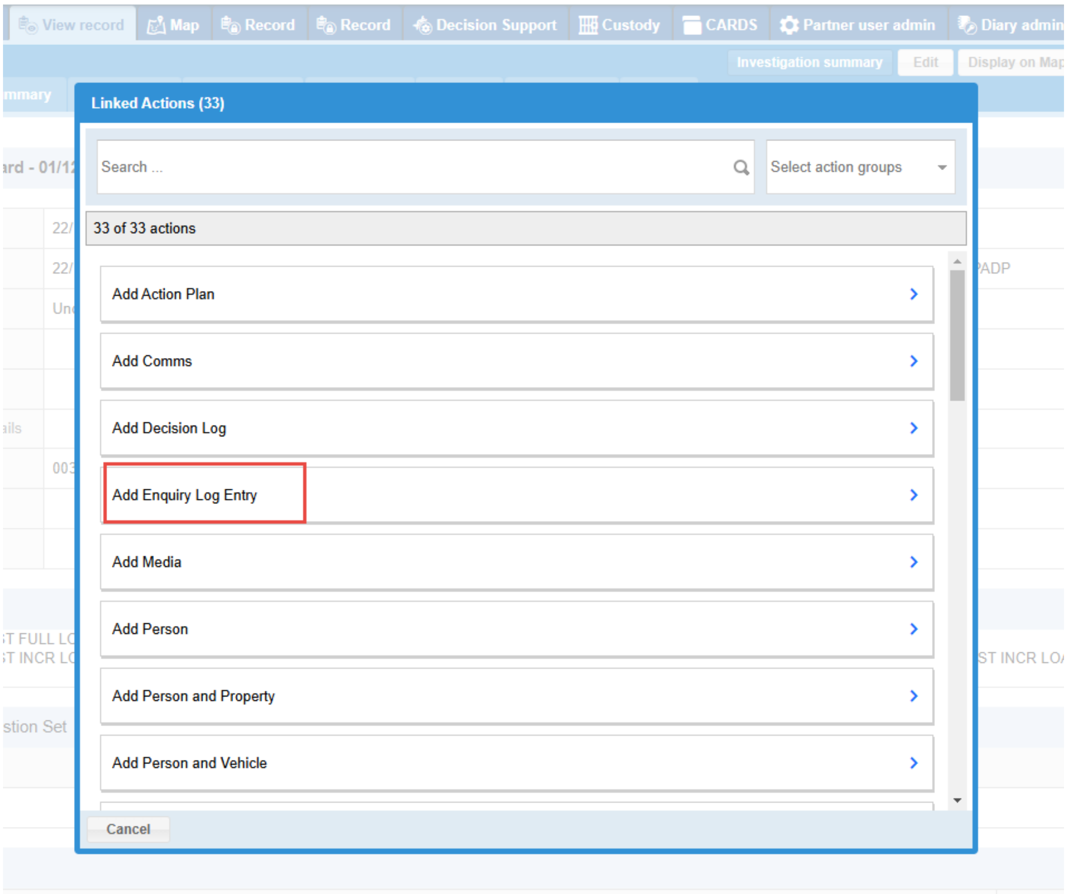
1. Search the report from Search tab and select the report.



2. Double-click the report tab or click **View** to open the report.
   The **Investigation Dashboard** page is displayed.

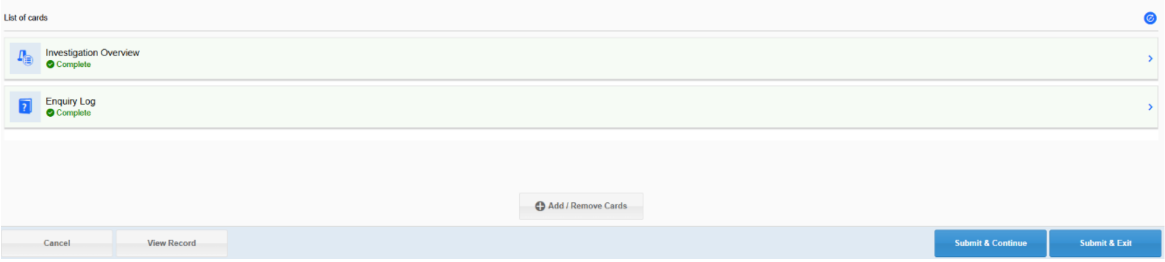


3. Click **Edit**.
   The **Linked Actions** window is displayed.

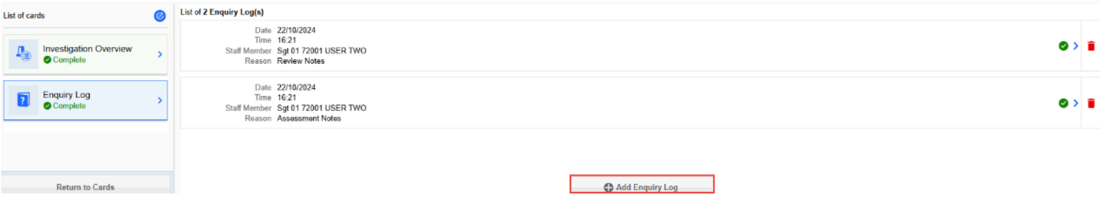


4. Select **Add Enquiry Log Entry** option.

The **Enquiry Log** card is displayed.



5. Click on the **Enquiry Log** card and click **+Add Enquiry Log**.



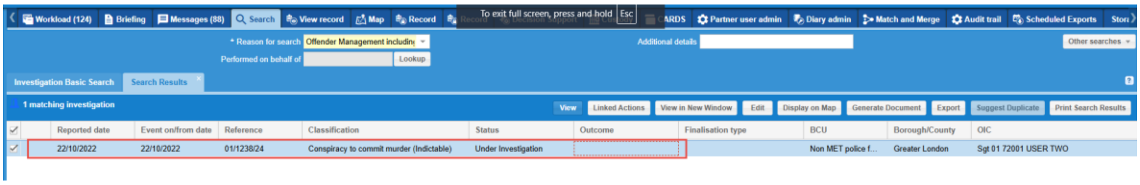
The Enquiry Log card index is displayed.

6. Select the **Reason** from the drop-down menu.
7. Enter the **Log entry**.
8. **Enquiry Log Details** card is marked Complete.
   Click Return to List to add more enquiry logs.
9. Click **Return to Cards** to **Submit & Continue** or **Submit & Exit**.

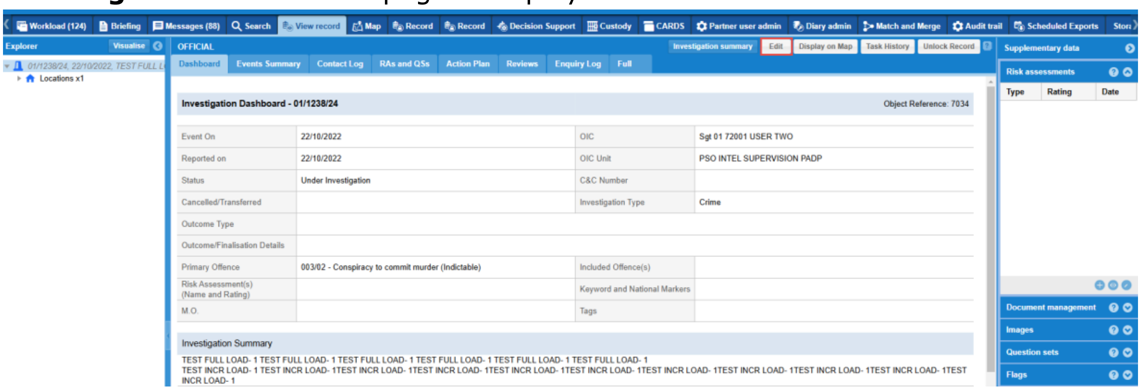
15.2.2. Add Decision Log Entry

Perform the following steps to add a log entry from the **View** tab:

1. Search the report from Search tab and select the report.

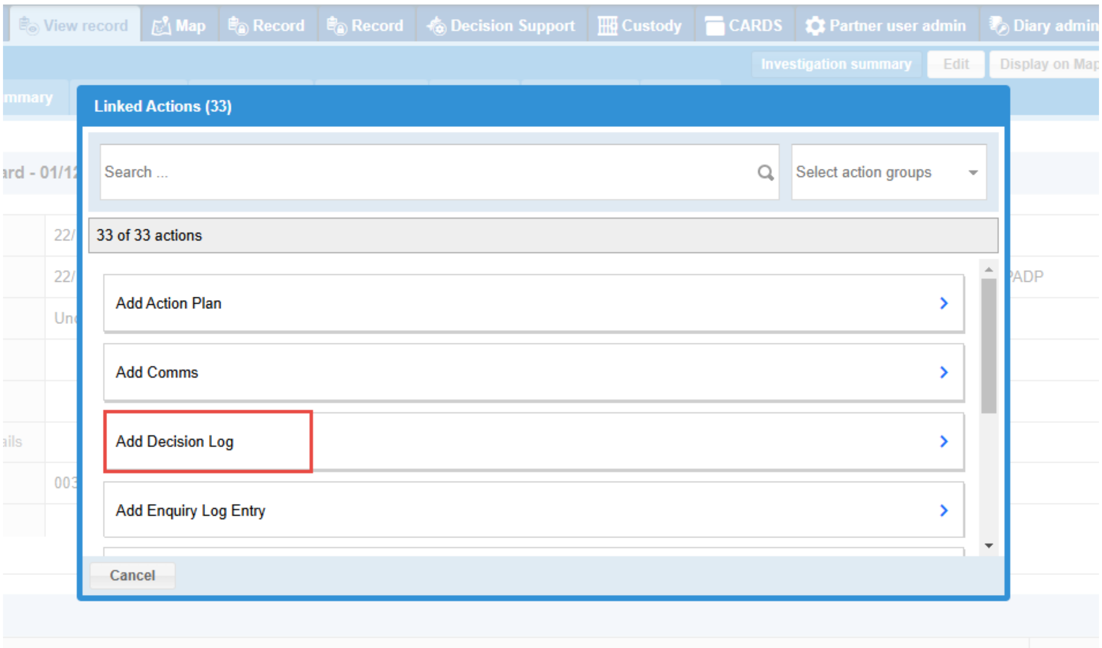


2. Double-click the report tab or click **View** to open the report.
   The **Investigation Dashboard** page is displayed.

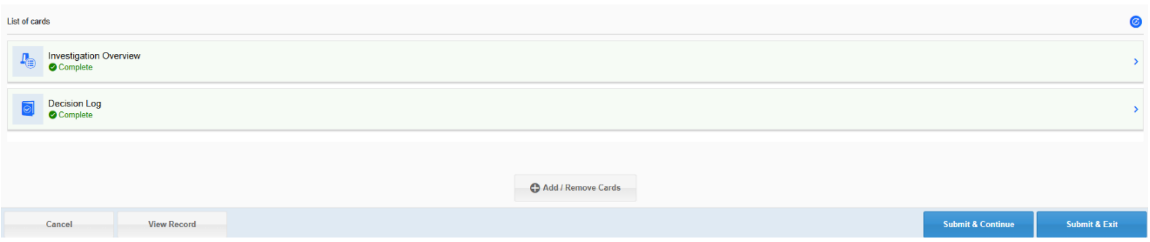


3. Click **Edit**.
   The **Linked Actions** window is displayed.

4. Select **Add Decision Log** option.

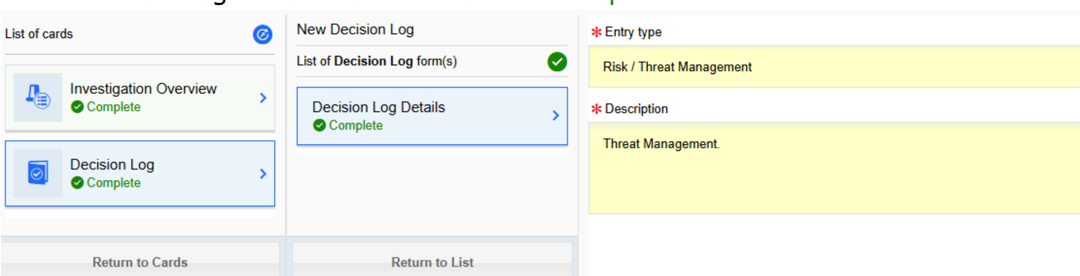


The **Decision Log** card is displayed.



5. Click **Decision Log** card.
6. Click **+Add Decision Log**.

7. Select **Entry type** from the drop-down menu.
8. Enter the **Description**.
   The Decision Log Details card is marked Complete.

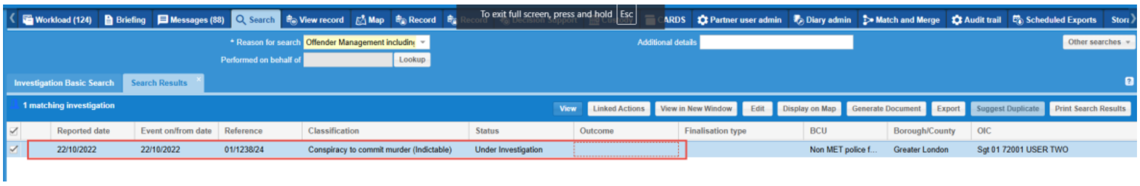


9. Click **Return to List** to add additional decision log.
10. Click **Return to Cards** to **Submit & Continue** or **Submit & Exit**.

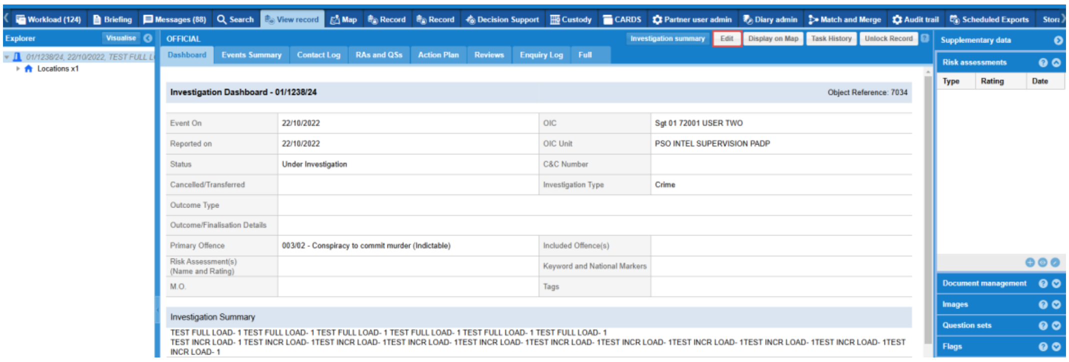
15.2.3. Add Contact Log

Perform the following steps to add a contact from the View tab:

1. Search the report from Search tab and select the report.



2. Double-click the report tab or click View to open the report.
   The Investigation Dashboard page is displayed.



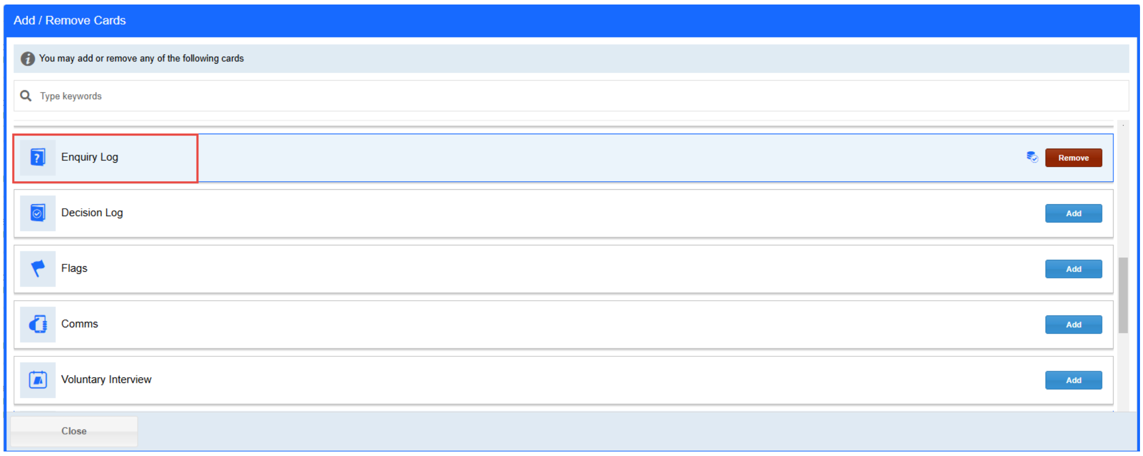
3. Click Edit.
   The Linked Actions window is displayed
4. Select **Record Victim update** option.
   The card is displayed.

15.3 Add an entry to an investigation's enquiry log

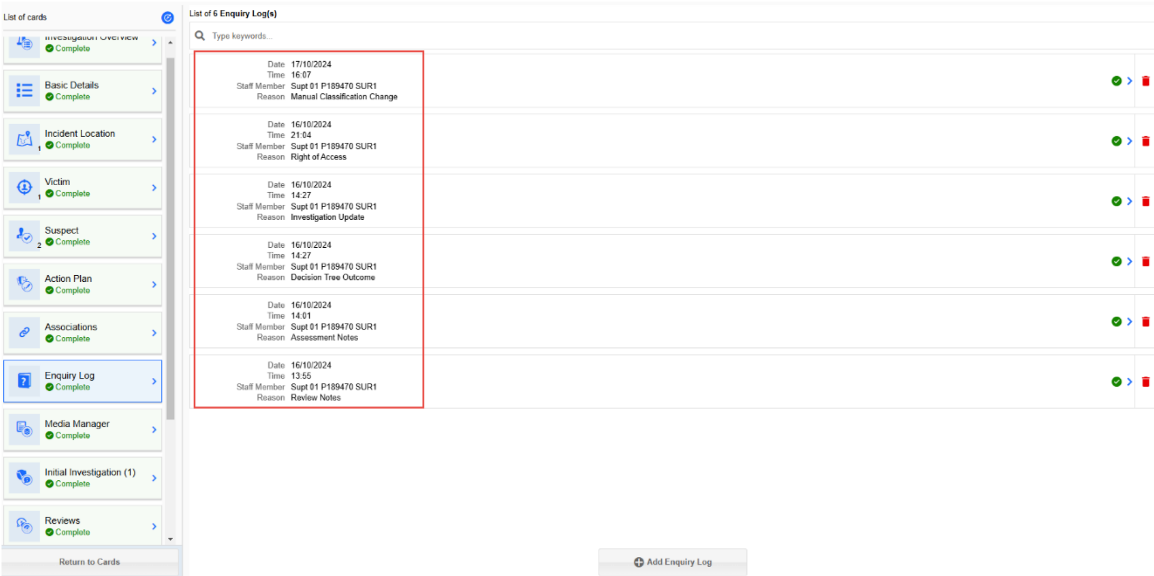
When an investigation is under way, enquiries will be performed as part of the investigation process. These are recoded on the **Enquiry log** card.

Perform the following steps to add an enquiry log:

1. Click the **Enquiry log** card from the **Add/ Remove Cards** button.



The Enquiry Log card is displayed.



2. Click **Add Enquiry Log**.

   A new enquiry log entry is created in the **Enquiry log**.
3. Select the reason for the entry from the **Reason** field.
4. Enter the content of the log in the **Log Entry** field.
5. Click Return to list to go back to enquiry log page.

   The enquiry log count is incremented to show the number of logs that exist on the investigation. Entries are listed in reverse chronological order (that is, most recent first).

   After the investigation has been saved, the log entry can be removed by clicking on the **Remove** button. The removal of an enquiry log will be recorded on the audit log.

15.4 Introduction to Decision logs

The **Decision log** tab within Investigation management is used by the investigating officer to record the justification of certain lines of enquiry.

Consider an Action as a log of what the police did during the investigation and the Policy files explain the reasons why those actions were necessary.

The **Decision log** tab is generally only used for serious or complicated crimes.

In summary, the **Decision log** is used to explain why the police carried out a particular action.

A user can add decision log/policy file entries when the investigation is created, or later when the investigation is in progress.

15.4.1. Add a decision log entry

The following steps describe how to add a decision log using cards.

1. In the **Workload** tab, select **My Unit** or **My View** and then under the **Investigation** tab, select the required investigation.
2. Click the **Linked Actions** button.

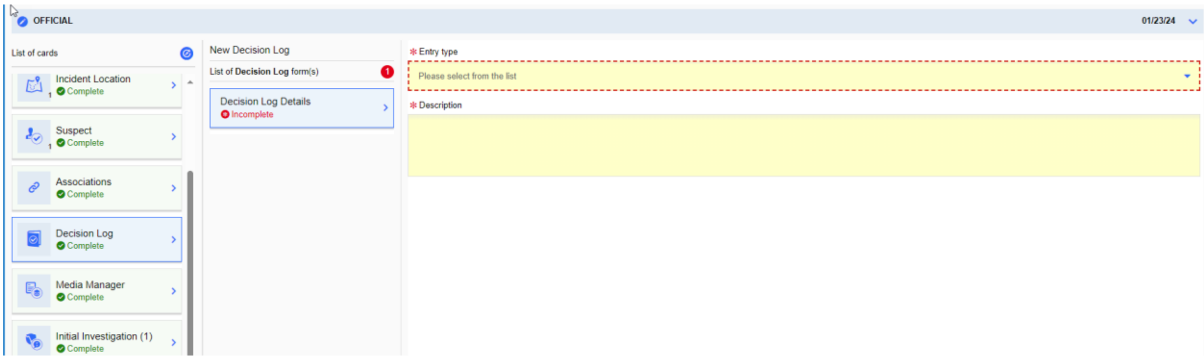
   The **Linked Actions** dialog box is displayed.
3. Select **My Unit** or **My View**, and then under the **Investigation** tab, select the required investigation.

The investigation is displayed.

4. Click the **Actions** button.
5. Select the arrow next to **Add Decision Log**.
   The **Add Decision Log** card index is displayed.

> ***Note***
> If the **Add Decision Log** card type is not available on the **Card Index**, it can be added by clicking **Add / Remove Cards**.

6. Click **Decision Log**.
   The **Decision Log** card is displayed.



7. Click the **Add New Decision Log** button.
   The **Add Decision Log** screen is displayed.
8. Enter the required information.

> ***Note***
> If the investigation open for editing is directly linked to one or more investigation records, an additional option asking whether you want to copy the new decision log update to the linked investigation(s) is displayed.

9. Click **Save**.
   The decision log is added to the **Decision Log** card.
   The **Decision Log** card is marked as Complete.
10. Repeat steps 5 to 7 to add another decision log entry.
11. Click **Confirm**.
    The **Add Decision Log** card index is displayed.
12. Click **Submit & Continue** or **Submit & Exit**.

15.5 Updating victims on the progress of the Investigation

During an investigation, victims and victim organisations, will need to be kept informed about the progress of the investigation. A record of the contact made should be recorded in NEC Connect.

Keeping victims and victim organisations updated is essential. Obligations with regard to contacting victims during an investigation are outlined in *The Code of Practice for Victims of Crime and the Witness Charter*.

Before providing an update to a victim in NEC Connect, the investigation should have at least one victim or victim organisation. The updates provided to the victim and victim organisations are added in the **Contact Log** tab for the victim.

NEC Connect automatically triggers an Update Victim task (if there is a victim on the Investigation) for the OIC under the following circumstances:

- When an OIC is allocated or changed
- When a suspect is arrested or charged
- When a suspect is bailed or their bail is changed

If the OIC does not perform the Update Victim task within X days, the OIC is notified by means of a chaser task. If the Update Victim task is not completed within Y days, NEC Connect raises an escalation task to the OIC's Supervisor.

The Update Victim task will only be raised when the investigation has the following statuses:

- Requires Assessment/Review
- Under Investigation
- Requires Allocation
- Requires Further Information

Ad-hoc updates can also be added by performing the Record Victim Update action available from the Linked Actions button.

15.5.1. Victim contract

A victim contract can be defined in NEC Connect for any victim involved in an investigation. This is recorded on the **Victim Code and Information** tab of the person who has been added to the investigation as a victim or the **Victim Code** tab for a victim organisation.

The contract shows in what circumstances, and how, the victim should be contacted. For example, the contract may specify that a victim must be contacted by telephone when an OIC is allocated to the investigation or when a suspect is arrested or charged. The maximum number of days between regular victim updates must also be specified; the OIC Update Involved Parties task is automatically raised at the specified intervals. The number of days between regular victim updates depends on the type of service chosen by the victim. The following types of services are available for the victim:

- **Opt in Full Service - Standard Victim - Update within 5 working days**
- **Opt in Full Service - Priority Victim - Update within 1 working days**
- **Unknown - Victim contract not yet agreed must be updated within 5 days**

The following types of services are available for a victim organisation:

- **Opt in - Business Victim**
- **Unknown - Victim contract not yet agreed must be updated within 5 days**

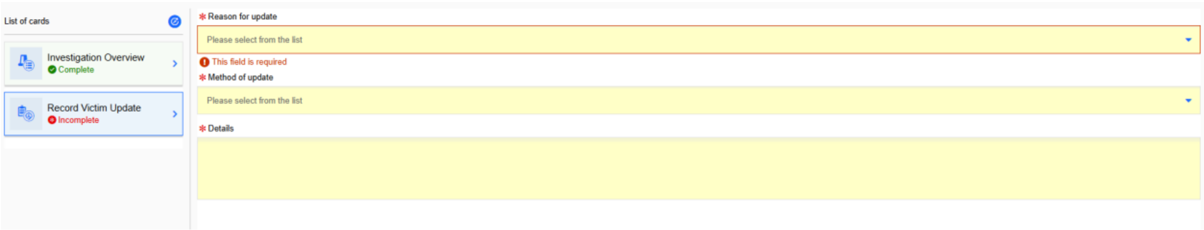
Victims can also choose to opt out of regular updates, if required.

15.5.2. Record victim updates

The following steps describe how to record an update given to a victim, they assume that a person or organisation has already been added as a victim.

1. In the **Workload** tab, click **My Unit**, and then under the **Investigation** panel, select the required investigation.
   The investigation is displayed.
2. Click **Linked Actions**.
   The **Linked Actions** dialog box is displayed.
3. Click **Record Victim Update**.
   The Record Victim Update card is displayed.

4. Select the **Reason for update** from the drop-down menu.



5. Select the **Method of update**.

   If SMS is selected:

   - Select the relevant mobile number to send the SMS to.

> ***Note***
>
> The forces system administrator is required to enable the SMS functionality via a System Parameter before NEC Connect will send an SMS. The content of the SMS is made up of a system defined prefix followed by the contents of the **Details** field.

9. Enter the details of the update in **Details.**
10. Click **Return to Cards**.

    The **Record Victim Update** card is marked as Complete. The recorded victim update is saved.

15.5.3 124H Risk Assessment Form

This form is available when an investigation has a victim card. All the actions that have victim and hate crime, ASB offences, this form can be added through linked actions through the risk assessment card.

Perform the following steps to add 124H form to an investigation:

1. Click Create generic investigation from the workload tray.

   The List of cards page is displayed.

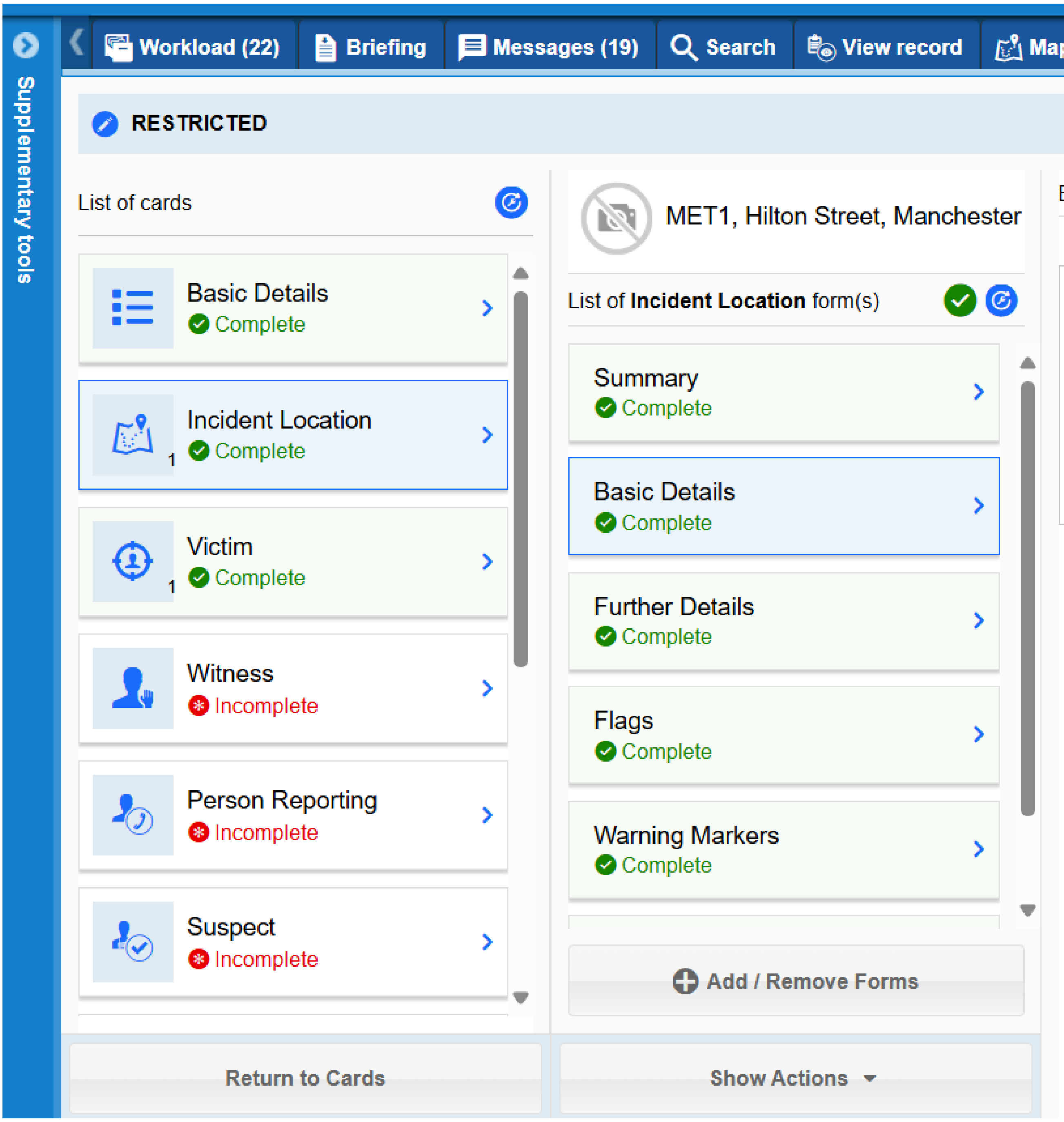
2. Click Basic Details and fill all the cards as shown below:

   - Basic Details

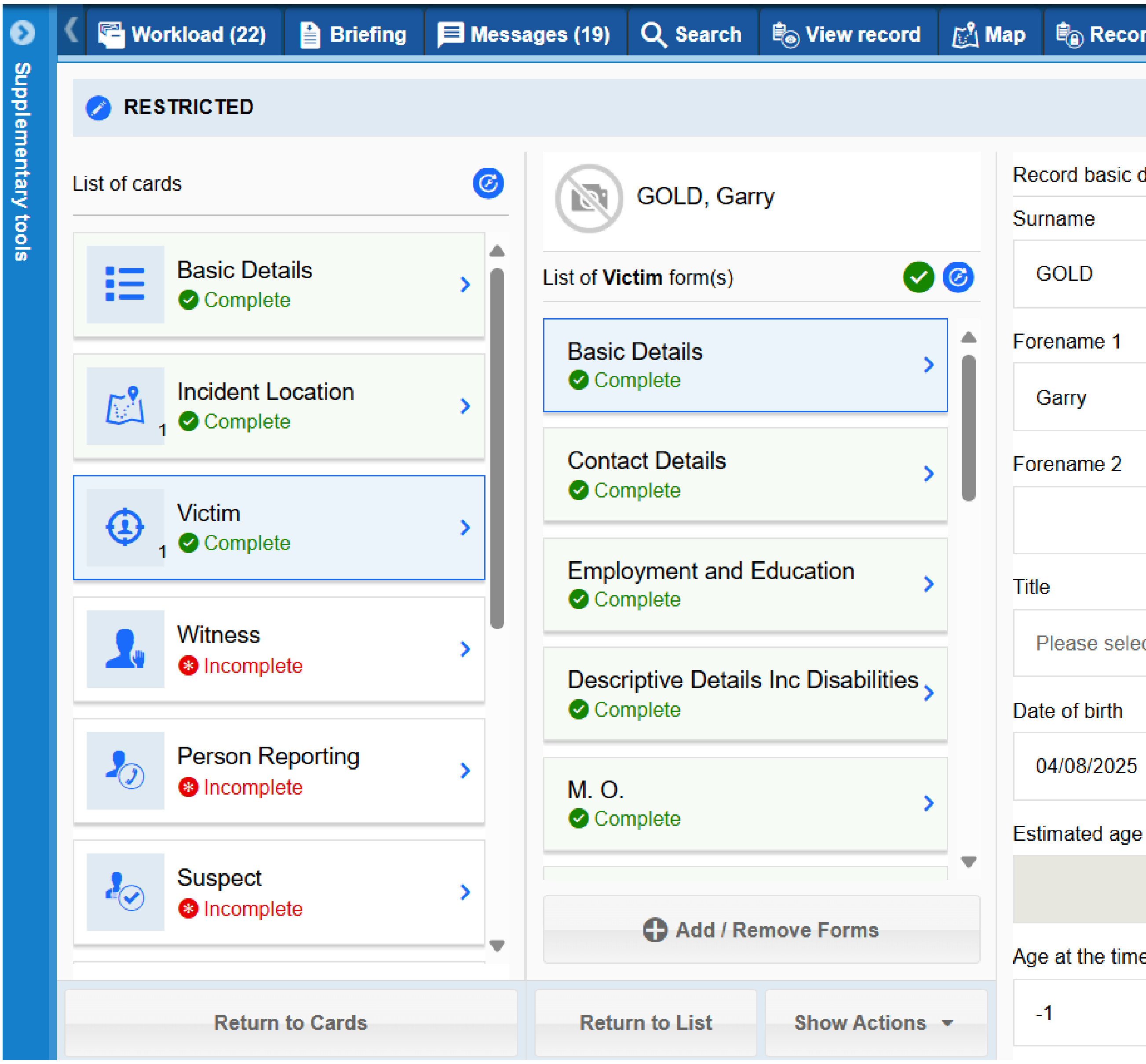
> ***Note***
>
> The Classification is required to be a hate crime or any ASB type only.

   - Involved partners
   - Involved Unit / Officers

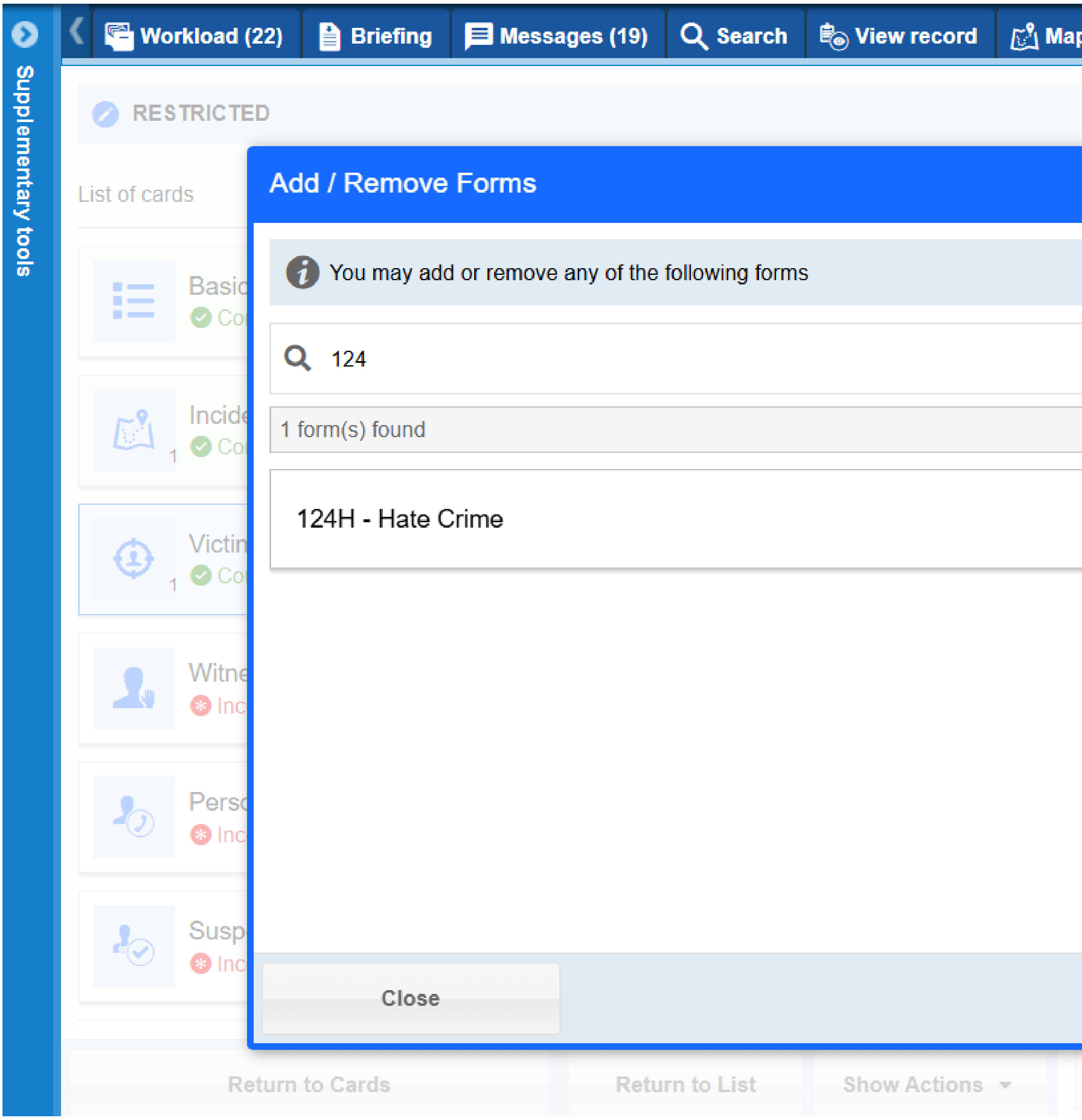
3. Click Incident Location and fill the cards as shown below:



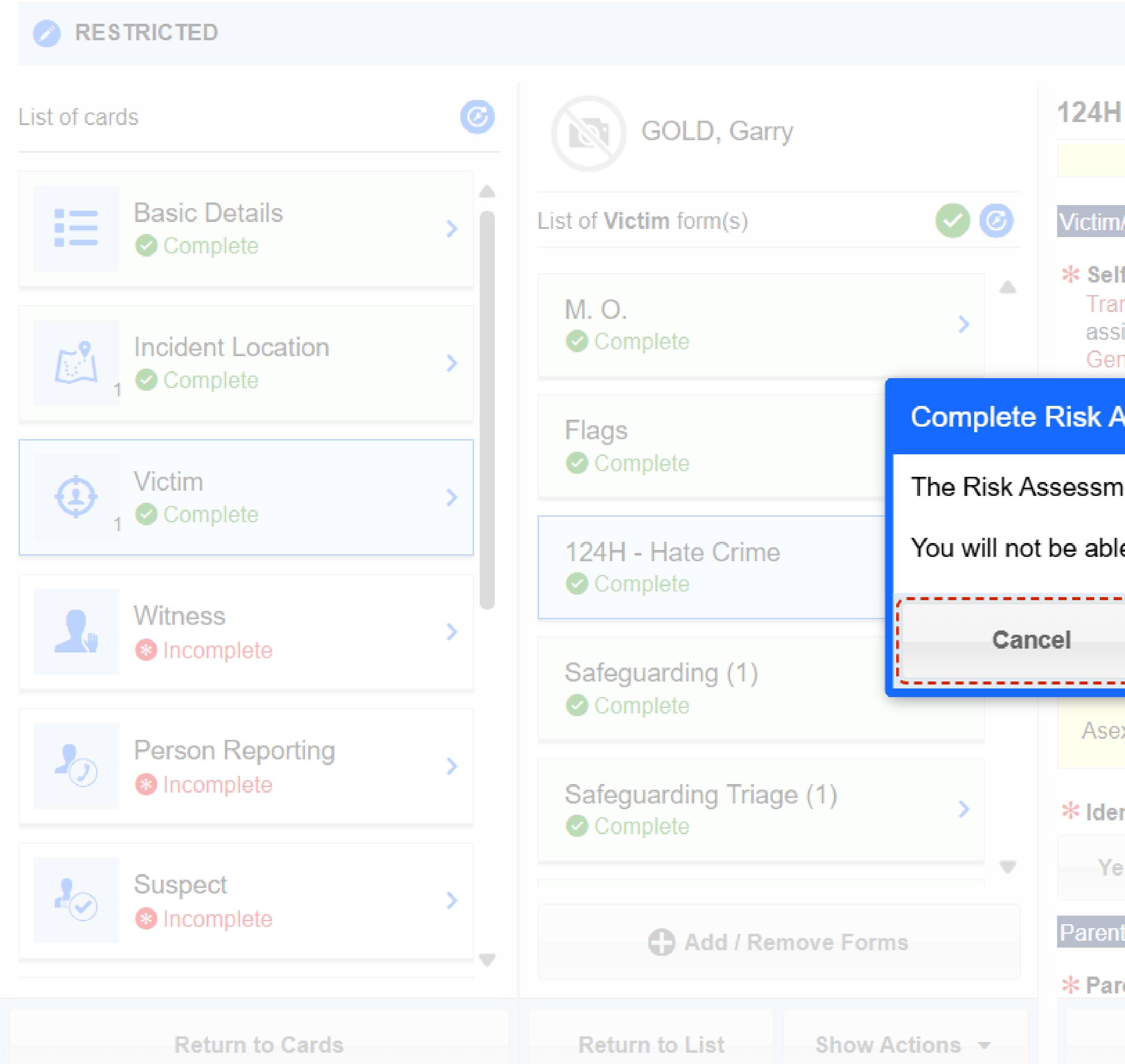
4. Click Victim card and fill all the cards as shown below:



5. Click +Add/Remove Forms to add 124H – Hate crime from the search field as shown in the screenshot:



6. Click Add and close the Add / Remove Forms.
7. Click + Add Risk Assessment button to add the following details:
    - What's happened – Add relevant description of the hate crime scene.
    - Click Next.
    - Why do you think this is a hate crime - Add relevant description of the hate crime scene as much detailed as possible.
    - Self defined gender – Select the gender of the victim
    - Post selection of the gender, the list of questions is displayed and needs to be filled accordingly.
8. Click **Complete**.
   A **Complete Risk Assessment** window is displayed.



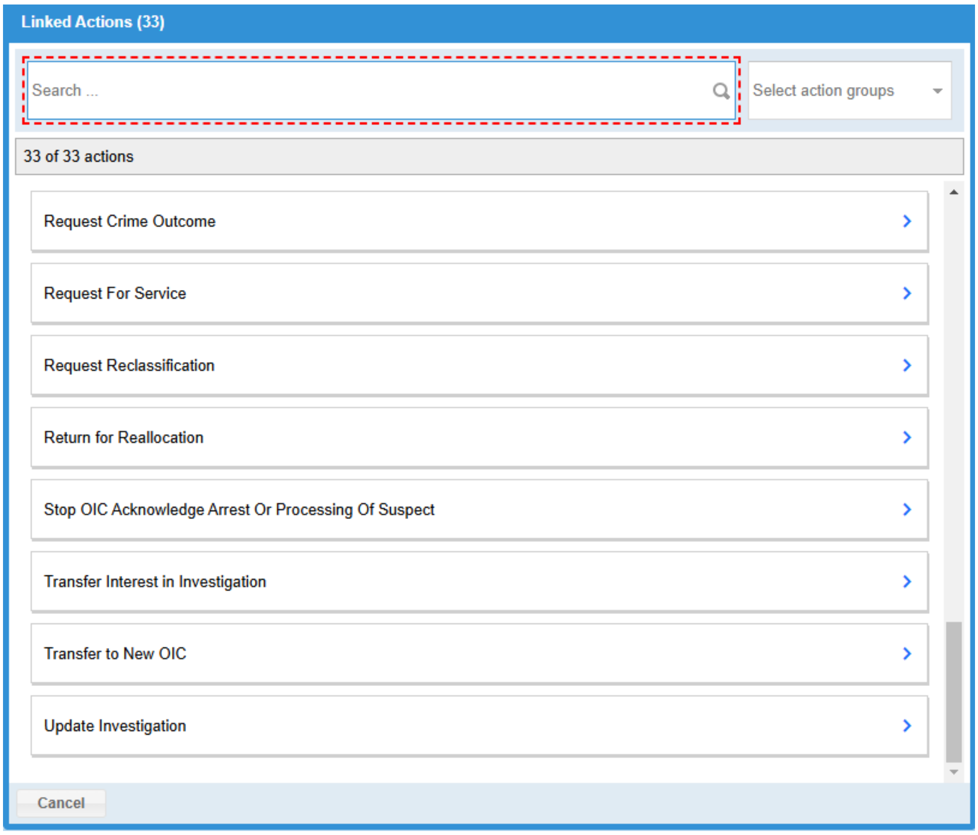
9. Click **Complete** to confirm.
10. Additional risk assessment can be added by clicking on + **Add Risk Assessment button**.
11. Click **Return to List** to add more victims or **Return to Cards** to return to the investigation.

Section 16: Transfer investigation to a new OIC

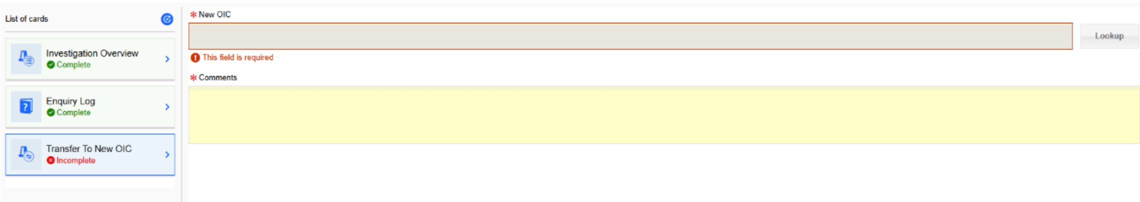
After an investigation has been sent to an OIC for investigation, the OIC can choose to transfer the investigation to another OIC.

Perform the following steps to transfer an investigation to a new OIC:

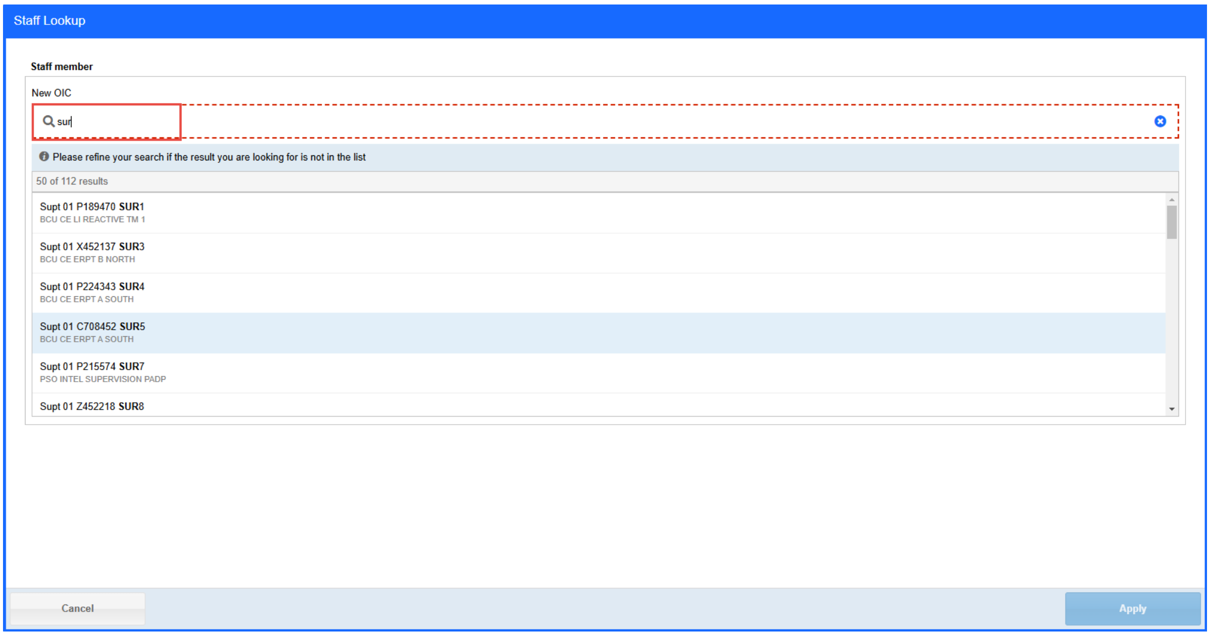
1. From the **Workload** tab, select the required Investigation.
2. Click **Linked Actions**.
   The **Linked Actions** dialog box is displayed.



3. Click **Transfer to New OIC**.
   The transfer to new OIC card is displayed.



4. Select the new OIC by clicking **Lookup**.



Note

If the primary classification allows the OIC to be unit, the user can select either a staff member or unit as the OIC.

Note

After selecting the officer, click **View Calendar** to view their availability.

5. Type the name of the new OIC
6. Click **Apply**.
7. Add any comments in the **Comments** box.
8. Click **Return to Cards**.

   The **Card Index** is displayed and the **Transfer to New OIC** card is updated to Complete.

   The investigation will appear in the Workload tab of the newly-assigned OIC.

Section 17: Request for service

A user can send a request for service to an intelligence unit in order for that unit to carry out some work or supply information to the originating user by selecting the **Request For Service** action from the **Linked Actions** button on the **Workload** tab. This action is available for all Investigation statues expect NEW and FILED.

When a user requests for service to a unit, NEC Connect raises a Review Request For Service task to that unit. The receiving unit has the ability to accept, reject, transfer or amend the due date of the request.

Amend due date

If the due date is amended, then the originating user receives a notification that the date has been amended. Similarly, the originating user receives notifications when a request is accepted or rejected.

If the due date is amended, NEC Connect raises an Acknowledgement Of Amended Due Date Of Request For Service task to the user who raised the request.

Request performed

If the request is performed, NEC Connect raises an Acknowledgement Of Completion Of Request For Service task to the user who raised the request and an Acknowledgement Of Supervision Of Request For Service task to the supervisor of the user.

Reject request

If the request is rejected, NEC Connect raises an Acknowledge Rejection Of Request For Service task to the user who raised the request.

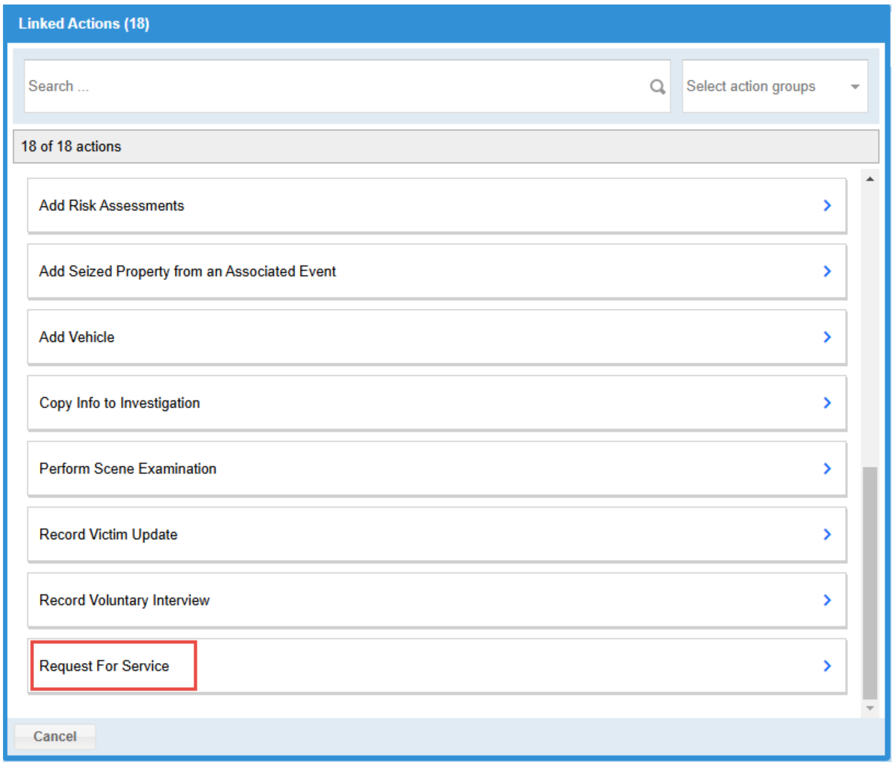
Transfer request

If the request is transferred, NEC Connect transfers the Review Request For Service task to **Workload** tab of the specified staff member / unit.

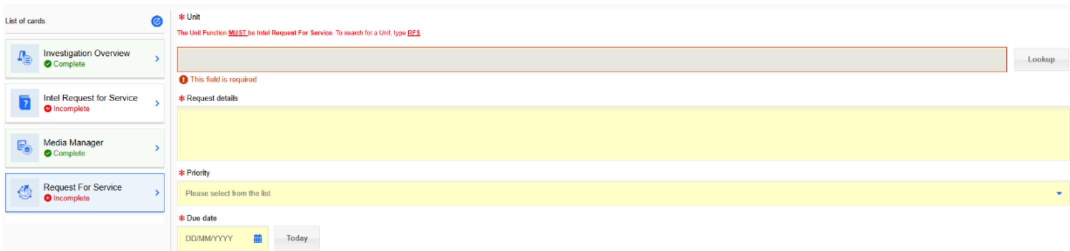
17.1 Perform request for service

The following steps will describe how to request for service from an Investigation.

1. From the **Workload** tab, select the required Investigation and click **Linked Actions**.
   The **Linked Actions** window is displayed.



2. Click **Request For Service**.
   The **Request For Service** card index is displayed.



3. In the **Unit** field, specify the unit that the request is to be sent to.
4. In the **Request details** field, enter the relevant details.
5. In the **Priority** field, select the priority of the request.
6. In the **Due date** field, set the date by when the request needs to be addressed.
7. Click **Return to Cards**.
   The **Request For Service** card is marked as Complete.

After the **Request For Service** action has been performed, NEC Connect raises a Review Request For Service task for the unit to review and action the request.

17.2 Review request for service

When a user requests for service to a unit, NEC Connect raises a Review Request For Service task to that unit. A member of that unit can perform, reject, transfer or amend the due date of the request.

The following steps describe how to perform the Review Request For Service task.

1. From the **Workload** tab, select the required Investigation.

2. Select Review Request For Service and click **Perform**.

   The **Review Request For Service** card index is displayed.
3. Click **Review Request For Service**.

   The **Review Request For Service** card is displayed.
4. Review the request details.
5. In the **Action** field, select one of the following:

   If Perform is selected:

   - Enter the relevant details in the **Comments** field.

   If Reject is selected:

   - Enter the relevant details in the **Comments** field.

   If Amend due date is selected:

   - Specify the new due date and enter the relevant details in the **Comments** field.

   If Transfer is selected:

   - Specify the staff member or unit who the action is being transferred to and enter the relevant details in the **Comments** field.

     The review task will then appear in the transferred to user or unit's **Workload** tab.
6. Click **Return to Cards**.

   The **Review Request For Service** card is marked as Complete.

Depending on the action taken, NEC Connect raises different acknowledgment tasks to the user who has raised the request.

- If the request is performed, NEC Connect raises an Acknowledgment Of Completion Of Request For Service task to the user who raised the request and Acknowledgment Of Supervision Of Request For Service task to the supervisor of the user.
- If the request is rejected, NEC Connect raises an Acknowledge Rejection Of Request For Service task to the user who raised the request.
- If the request is transferred, NEC Connect transfers the Review Request For Service task to **Workload** tab of the specified staff member / unit.
- If the due date is amended, NEC Connect raises an Acknowledgment Of Amended Due Date Of Request For Service task to the user who raised the request.

17.2.1. Acknowledgement of completion of request for service

When a task has been performed, an acknowledgement task is raised and displayed in the user's **Workload** tab. NEC Connect also raises an acknowledgement task to the Supervisor of the user performing the task to acknowledge that the task has been performed.

The following steps describe how to perform the Acknowledgement Of Completion Of Request For Service task.

1. From the **Workload** tab, select the required Investigation.
2. Select Acknowledgement Of Completion Of Request For Service and click **Perform**.

   The **Acknowledgement Of Completion Of Request For Service** card index is displayed.
3. Click **Acknowledgement Of Completion Of Request For Service**.

   The **Acknowledgement Of Completion Of Request For Service** card is displayed.

4. On the **Acknowledge completion** field, click Yes.
5. Click **Return to Cards**.

   The **Acknowledgement Of Completion Of Request For Service** card is marked as Complete.
6. Click **Submit & Continue** or **Submit & Exit**.

17.2.2. Acknowledgment of supervision of request for service

After the user has performed the task, NEC Connect raises an Acknowledgment Of Supervision Of Request For Service task to the Supervisor of the user performing the task to acknowledge that the task has been performed.

The following steps describe how to perform the Acknowledgment Of Supervision Of Request For Service task.

1. From the **Workload** tab, select the required Investigation.
2. Select Acknowledgment Of Supervision Of Request For Service and click **Perform**.

   The **Acknowledgment Of Supervision Of Request For Service** card index is displayed.
3. Click **Acknowledgment Of Supervision Of Request For Service**.

   The **Acknowledgment Of Supervision Of Request For Service** card is displayed.
4. On the **Acknowledge supervision** field, click Yes.
5. Click **Return to Cards**.

   The **Acknowledgment Of Supervision Of Request For Service** card is marked as Complete.
6. Click **Submit & Continue** or **Submit & Exit**.

17.2.3. Acknowledge rejection of request for service

If the user rejects to review a request for service, then NEC Connect raises an Acknowledge Rejection Of Request For Service task back to the user who requested informing them that their request has been rejected.

The following steps describe how to perform the Acknowledge Rejection Of Request For Service task.

1. From the **Workload** tab, select the required Investigation.
2. Select Acknowledge Rejection Of Request For Service and click **Perform**.

   The **Acknowledge Rejection Of Request For Service** card index is displayed.
3. Click **Acknowledge Rejection Of Request For Service**.

   The **Acknowledge Rejection Of Request For Service** card is displayed.
4. Review the comments for rejection.
5. On the **Acknowledge rejection** field, click Yes.
6. Click **Return to Cards**.

   The **Acknowledge Rejection Of Request For Service** card is marked as Complete.
7. Click **Submit & Continue** or **Submit & Exit**.

17.2.4. Acknowledgment of amended due date of request for service

If the user amends the due date while reviewing the request for service, then NEC Connect raises an Acknowledgment Of Amended Due Date Of Request For Service task back to the user who requested informing them that the due date has been amended.

The following steps describe how to perform the Acknowledgment Of Amended Due Date Of Request For Service task.

1. From the **Workload** tab, select the required Investigation.
2. Select Acknowledgment Of Amended Due Date Of Request For Service and click **Perform**.

   The **Acknowledgment Of Amended Due Date Of Request For Service** card index is displayed.
3. Click **Acknowledgment Of Amended Due Date Of Request For Service**.

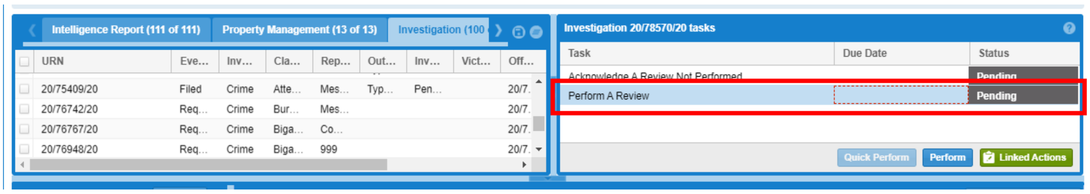
   The **Acknowledgment Of Amended Due Date Of Request For Service** card is displayed.
4. Review the amended due date and comments for amendment.
5. On the **Acknowledge amended due date** field, click Yes.
6. Click **Return to Cards**.

   The **Acknowledgment Of Amended Due Date Of Request For Service** card is marked as Complete.
7. Click **Submit & Continue** or **Submit & Exit**.

17.3 Periodic reviews in cards

The following steps describe how to perform a review.

1. From the **Workload** tab select the relevant Investigation.
2. Select the Perform A Review task and click **Perform**.



   The **Perform A Review** card index is displayed.
3. Click the **Workload** tab, select **My Unit**, and then under the **Investigation** tab, select the required investigation.

   The investigation is displayed.
4. Click the **Perform** button for the Perform A Review task.

   The **Perform A Review** card index is displayed.
5. Select **Perform Review**.

   The **Perform Review** card is displayed.
6. On the **Confirm review complete** field, click Yes.
7. Specify the date and time the review task is performed in the **Date / time performed** field.
8. Specify the officer performing the review in the **Review performed by** field.
9. Optionally, provide additional information in the **Remarks** field.
10. Optionally, change the default date shown in the **Next review due date / time** field.

    The new date can be earlier, but not later, than the default date.

> **Note**
> Depending on the type of investigation and linked event objects, the user might have to complete a question set or risk assessment.

11. Click **Return to Cards**.
    The **Perform Review** card is marked as Complete.
12. Click **Submit & Continue** or **Submit & Exit**.

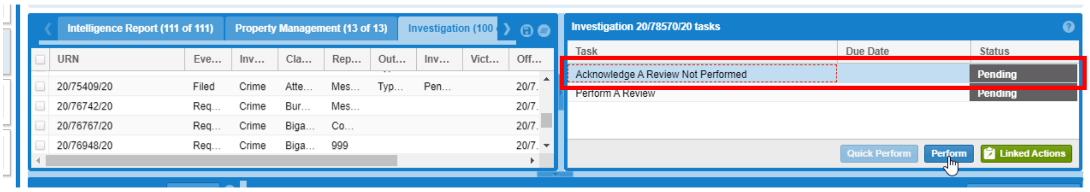
The review is performed.

17.3.1. Acknowledge a review not performed

If a periodic review is not completed within a predefined number of days after its due date, an Acknowledge A Review Not Performed chaser task is raised for the unit that should have performed the review.

The following steps describe how to perform the task:

1. From the **Workload** tab, select the required Investigation.
2. Select Acknowledge A Review Not Performed and click **Perform**.



   The **Acknowledge A Review Not Performed** card index is displayed.
3. Select **My Unit**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.
4. Click the **Perform** button for the Acknowledge A Review Not Performed task.
   The **Acknowledge A Review Not Performed** card index is displayed.
5. Click **Acknowledge A Review Not Performed**.
   The **Acknowledge A Review Not Performed** card is displayed.
6. Review the details.
7. On the **Acknowledge review outstanding** field, click Yes.
8. Click **Return to Cards**.
   The **Acknowledge A Review Not Performed** card is marked as Complete.
9. Click **Submit & Continue** or **Submit & Exit**.

17.2.2. End an outstanding review

A user can end one or more outstanding review being performed to an investigation.

> **Note**
> You can also add the **Reviews** card to an investigation while performing another task, by clicking **Add / Remove Cards** from the card index and then clicking on **Add** next to **Reviews**.

1. Click the **Reviews** card.

   All the existing reviews are displayed.
   The search box allows searching for existing records in the list.
2. Click **Add**.

The options to either add a new review or end an existing review.

3. Click **End Reviews**.

   The list of outstanding reviews is displayed.

   Note

   If there are no outstanding reviews, a warning stating that there are no outstanding reviews to end, is displayed.

4. Select one or more outstanding reviews to end.
5. Click **Save**.

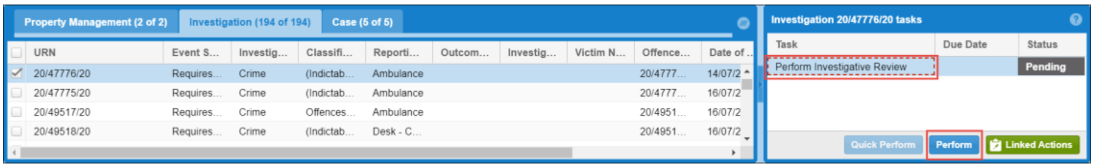
   The status selected outstanding reviews are updated to Marked For Ending and the **Reviews** card is displayed.

Section 18: Perform an investigative review

The Perform Investigative Review task is raised to review the content of the primary or the initial investigation. After the review the user has to decide whether the investigation should be Finalised, Allocated to an OIC or Allocated to a unit for further allocation.

Carry out the following steps to perform the investigative review task.

1. In the **Workload** tab, click **My Unit**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.



2. Click the Perform Investigative Review task, and then click the **Perform** button.
   The **Perform Investigative Review** card index is displayed.
3. Select **My Unit**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.
4. Click the **Perform** button for the Perform Investigative Review task.
   The **Perform Investigative Review** card index is displayed.
5. Review the initial/primary investigation by clicking the required cards and reviewing the content of the cards.
6. Click **Perform Investigative Review**.
   The **Perform Investigative Review** card is displayed.
7. Perform any one of the following set of steps:

   a. In the **Action Taken** field, select **Allocated to OIC**.
      The **Allocated to OIC** field is displayed.
   b. Select the OIC to whom the investigation should be allocated in the **Allocated to OIC** field.
      Select the **Use <<User>>** check box to allocate the investigation to the current user.
      After submission, an Investigate task is raised for the allocated OIC and the status of the investigation is changed to **Under Investigation**.
      OR

   a. In the **Action Taken** field, select **Sent to unit for allocation**.
      The **Sent to unit for allocation** and the **Allocation comment** fields are displayed.
   b. Specify the unit name in the **Sent to Unit for allocation** field.
   c. Specify comments in the **Allocation comments** field.
      After submission, an Allocate Investigation task is raised for the allocated unit and the status of the investigation is changed to **Requires Allocation**.
      OR

   a. In the **Action Taken** field, select **Finalised.**
      The **Outcome type**, **Finalisation type** and the **Remarks** fields are displayed.
   b. Specify the Outcome type in the **Outcome type** field.

c. Enter any other relevant details, if required.
After submission, the status of the investigation is changed to **Filed**.

8. Click **Return to cards**.

> ***Note***
> If there are one or more pending voluntary interview records present in the investigation, an error message is displayed and the Perform Investigative Review task is not performed.

The status of the Perform Investigative Review card is marked as Complete.

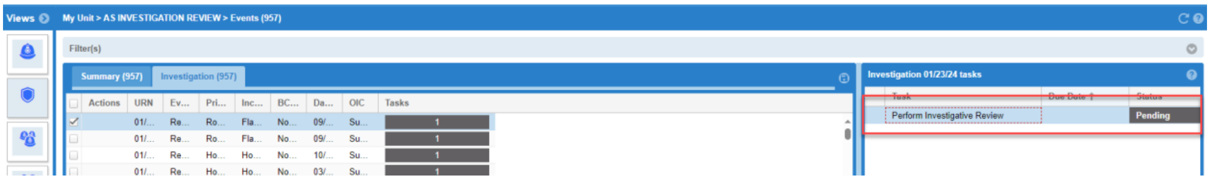
9. Click **Submit Continue** & **Submit & Exit**.

18.1 Review investigation using cards

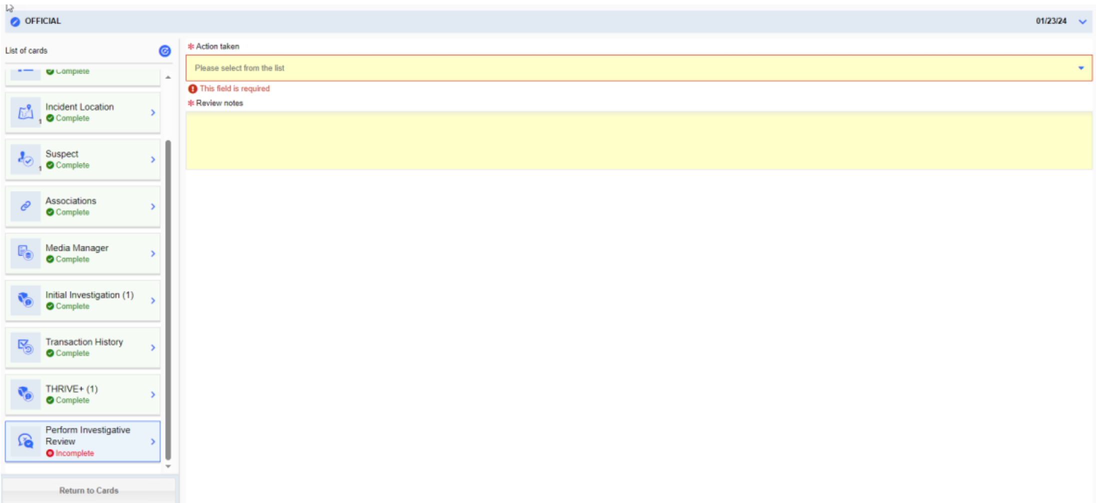
After an investigation has been created, a Perform Investigation Review task is raised for the submitter's supervisory unit.

The following steps describe how to perform the Perform Investigation Review task.

1. From the **Workload** tab, select the required Investigation.



2. From the tasks list, select Perform Investigation Review.
3. Click **Perform**.
The **Review Investigation** card index is displayed.
4. Click **Perform Investigative Review**.
The **Perform Investigative Review** card is displayed.



5. Select the action taken from the drop-down field.
   - If Allocated to OIC is selected, enter the officer in the **Allocated to OIC** field. Click the checkbox to self-allocate.

     > ***Note***
     > After selecting the officer, click **View Calendar** to view their availability.

   - If Return to Submitter is selected, enter the reason why the investigation is being returned.

- If Sent for Allocation is selected, specify the unit in the **Sent to unit for allocation** field.
- If Finalised is selected, enter the outcome code and details.

6. Click **Return to Cards**.
   The **Card Index** is displayed, and the **Review Investigation** card is updated to Complete.
7. Click **Submit & Continue** or **Submit & Exit**.

If Allocated to OIC was selected:

- The Investigation status is set to UNDER INVESTIGATION.
- NEC Connect raises an Investigate holding task for the OIC, this task appears in their **Workload** tab.

If Return to Submitter was selected:

- The Investigation status is set to REQUIRES FURTHER INFORMATION
- NEC Connect raises a Provide Further Information task for the original submitter, this task appears in their **Workload** tab.

If Sent for Allocation was selected:

- The Investigation status is set to REQUIRES ALLOCATION.
- NEC Connect raises an Allocate Investigation task for the allocation unit, this task appears in the units **Workload** tab.

If Finalised was selected:

- The Investigation status is set to FILED.
- If the Investigation is a CRIME the Assess Investigation task remains and should be completed by the assigned unit.

For further Information

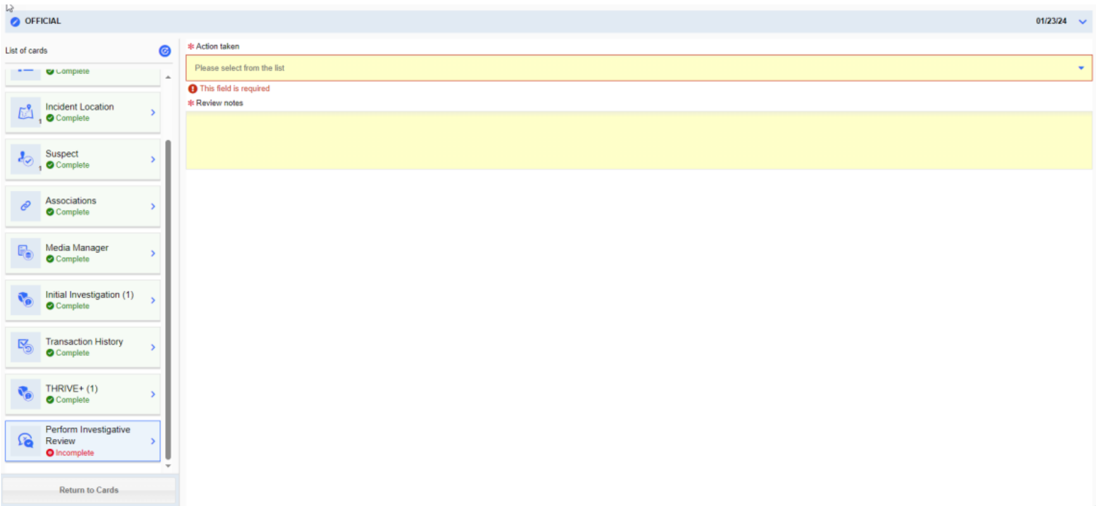
Please refer to later in this module for details on completing the Provide Further Information and Allocate Investigation tasks.

18.2 Review investigation using cards

After an investigation has been created, an Investigation task is raised for the submitter's supervisory unit.

The following steps describe how to perform the Investigation Review task.

1. From the Workload tab, select the required investigation.
2. From the tasks list, select Investigation.
3. Click **Perform**.
   The **Review Investigation** card index is displayed.
4. Click **Perform Investigative Review**.
   The **Perform Investigative Review** card is displayed.



5. Select the action taken from the drop-down field.
   - If Allocated to OIC is selected, enter the officer in the **Allocated to OIC** field. Click the checkbox to self-allocate.

     Note

     After selecting the officer, click **View Calendar** to view their availability.
   - If Return to Submitter is selected, enter the reason why the investigation is being returned.
   - If Sent for Allocation is selected, specify the unit in the **Sent to unit for allocation** field.
   - If Finalised is selected, enter the outcome code and details.

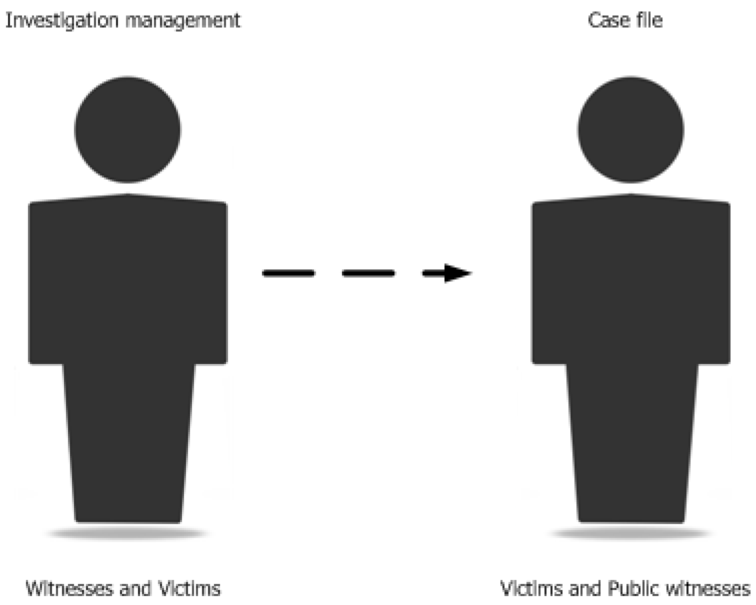
1. Click **Return to Cards**.
   The **Card Index** is displayed, and the **Review Investigation** card is updated to Complete.
2. Click **Submit & Continue** or **Submit & Exit**.

Section 19: Creating case files from investigations using cards

It is possible to create a new case file from a criminal investigation using the Create Case From Investigation linked action.

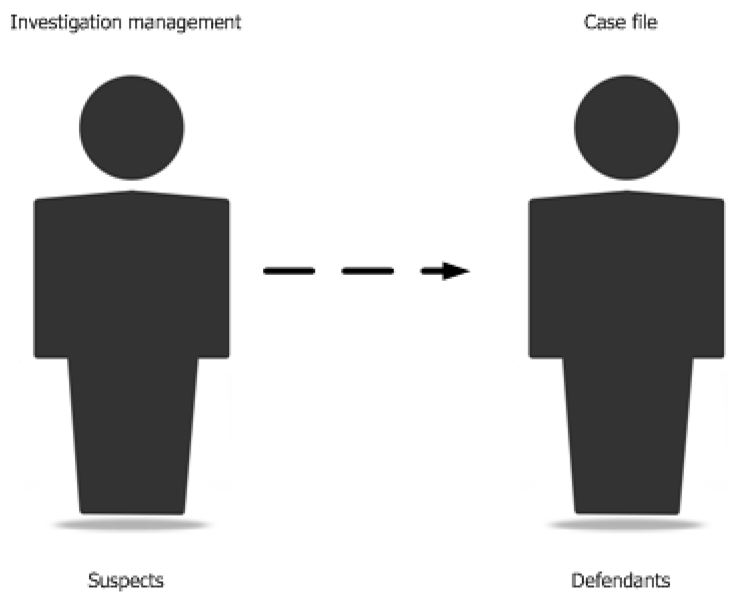
The user can choose which of the researched victims, witnesses, suspects and vehicles that are associated with the investigation should also feature in the case file. The user can also choose which of the investigation's primary and included offence classifications apply to the case.

The selected victims and witnesses in the investigation become victims and public witnesses in the case.

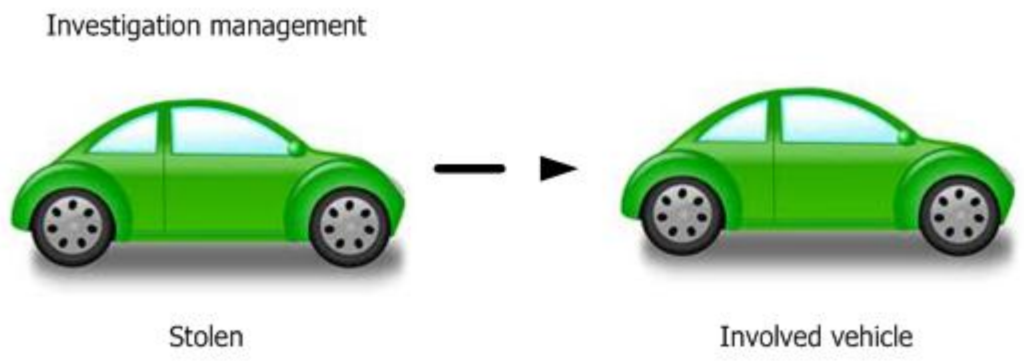


Each person's involved party update contract in the investigation translates to that person's preferred contact details in the case. Similarly, any involved party updates already recorded in the investigation become contact log entries in the case.

The selected suspects in the investigation become defendants in the case. The offences against each defendant are the primary and included offences that are selected from the investigation.



The selected vehicles in the investigation become involved vehicles in the case (irrespective of their original link reasons).



A new case file automatically inherits the same GPMS classification, OIC and owning force as the investigation. The status of the new case file is LIVE.

Note

The Case object is linked to the Investigation object with a link reason of ASSOCIATED. The Case object links to the same Person iterations as the Investigation object; no new iterations are created.

19.1 Create case from investigation

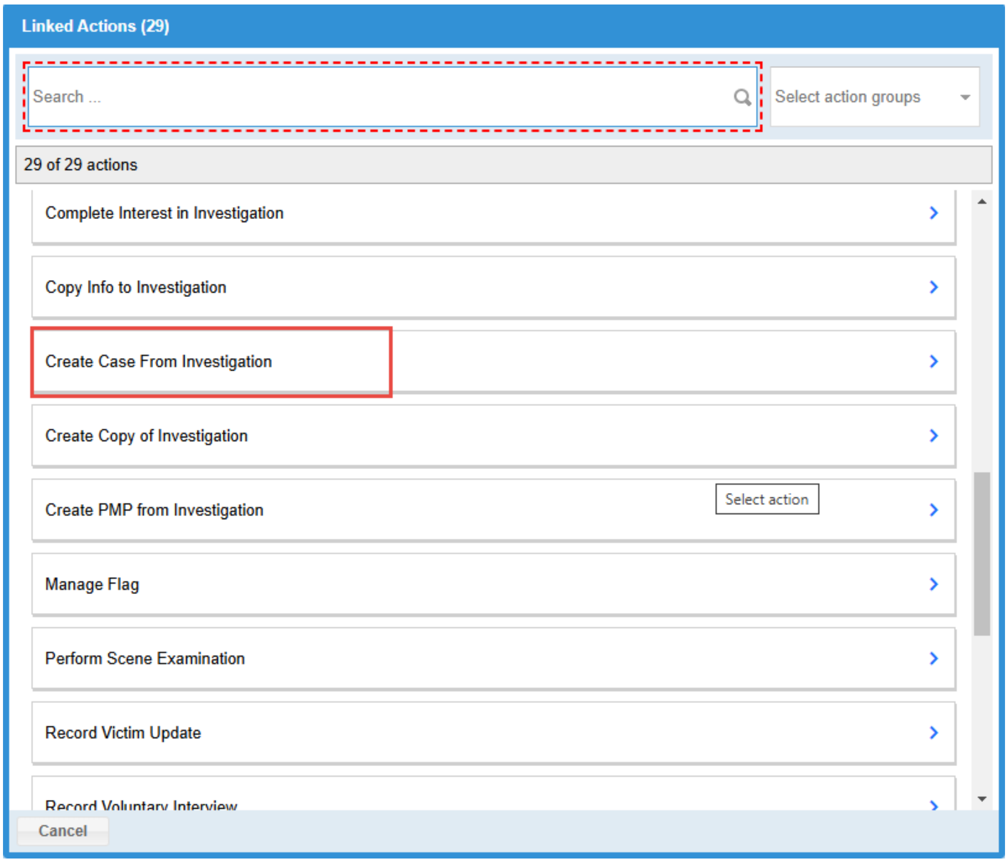
A new case file, based on the current state of the investigation, can be created using the Create Case From Investigation task.

Perform the following steps to create a case from investigation:

1. From the **Workload** tab, select the required Investigation record.
2. Click **Linked Actions**.

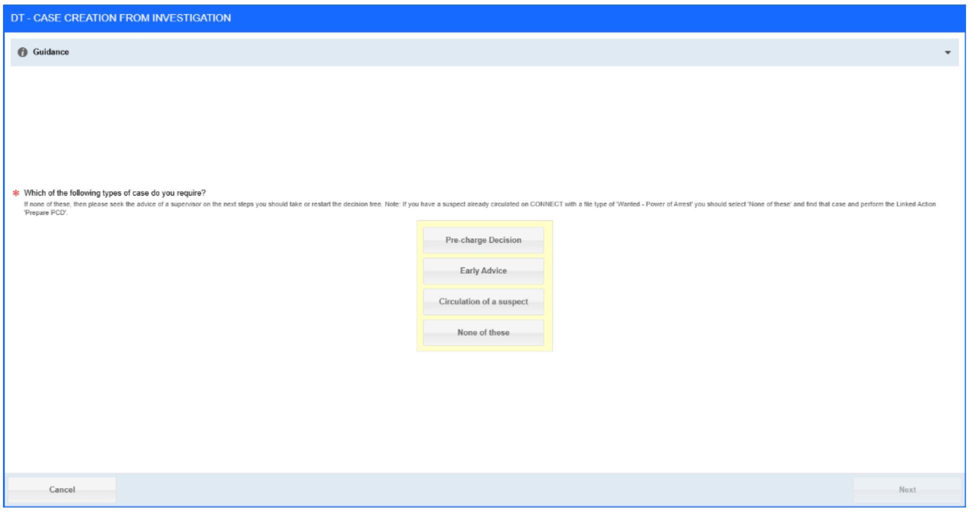
The **Linked Actions** window is displayed.

3. Click **Create Case from Investigation**.



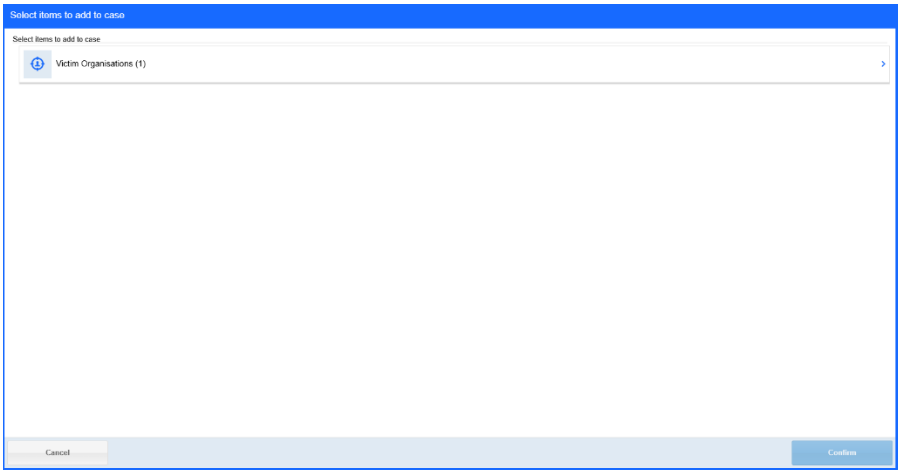
The **Create Case From Investigation** card index is displayed.

4. Type **PNC M.O.**
5. Click **Case creation Decision Tree** and **DT – CASE CREATION FROM INVESTOGATION** window is displayed.



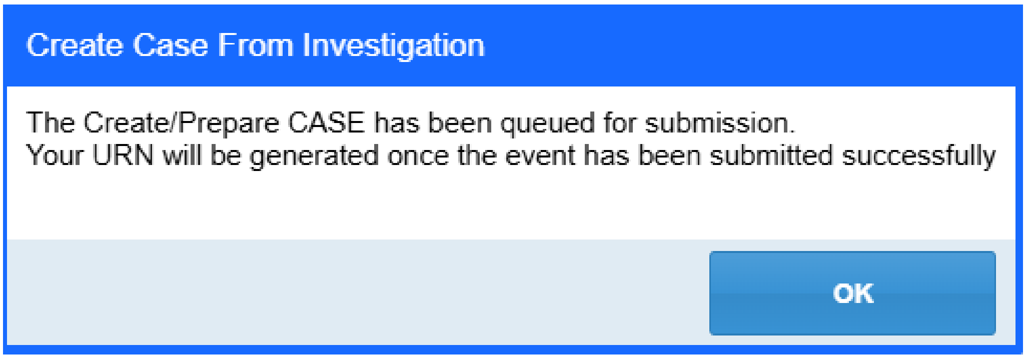
Fill all the required questions.

6. Click **Next**.
7. **File type** and **Sub file type**, **Force**, **Owning unit**, **OIC**, **CPS branch** are prepopulated.
8. Click **Select items to add to case**, to choose which items, that are linked to the investigation to add to the case file. For example, Victim Organisation.



The Select items to add to case window is displayed.

9. Select the item by checking the box and click back.
10. Click **Confirm**.
11. Click **Return to Cards**.
    The **Create Case From Investigation** card is marked as Complete
12. Click **Submit & Continue** or **Submit & Exit**.
    A pop-up message is displayed.



A new case file is created and automatically linked to the investigation and to the selected items.

The status of the case file is set to LIVE.

Note

When a case is created from investigation, the victims, witnesses and their contact logs, that are added in the investigation are synced and added to the case as well. Similarly, when a contact log entry is made to any of the victims or witnesses in case, they are synced and updated in the linked investigation record.

Section 20: Registering an interest in an investigation using cards

Various staff members and agencies may be involved in an investigation. For example, these may include Protecting Vulnerable People (PVP) case workers or an Anti-Social Behaviour (ASB) unit.

Typically, the IMU will make a decision as to which involved parties should have an interest in the investigation, and therefore be kept informed of developments. Other users with the right permissions can also register an interest, either as the interested staff member or unit or on behalf of another staff member or unit.

Users register an interest in an investigation by initiating a Register Interested Party linked action and an interest can be removed by initiating a Complete Interest In Investigation linked action.

In certain circumstances, NEC Connect may automatically register a person's or unit's interest in an investigation.

Two things happen automatically when a staff member or unit registers an interest in an application:

- A new interest is recorded for the officer.
  The interest identifies the staff member or unit, the reason for the interest (if given) and the start date.
- An Interest In Investigation holding task appears on the staff member's or unit's **Workload** tab.
  The presence of this holding task merely acts as a reminder to check the progress of the investigation from time to time.

A staff member or unit can have at most one current registered interest in a particular investigation. An investigation can have any number of registered interests.

A current registered interest can be transferred to another staff member or unit by means of the Transfer Interest In Investigation linked action. For example, a unit with an registered interest may want to transfer the interest to a particular staff member. In effect, the current interest is ended and a new interest is started.

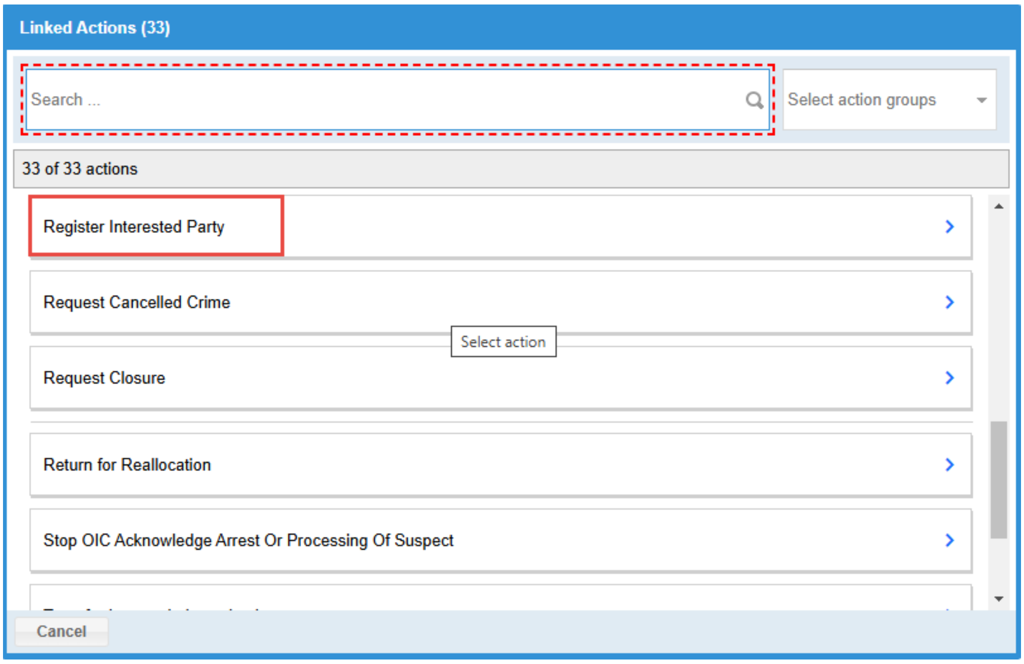
Registered interests may remain in place after the investigation status has been set to FILED. This is because although the crime has been filed there may be ongoing activities around the investigation.

20.1 Register interested party

A user with the right permissions can register an interest in investigation on behalf of a staff member (which may be themself) or a unit. In certain circumstances, NEC Connect can automatically register a person's or unit's interest in an investigation.

Perform the following to register an interested party in an investigation:

1. From the **Workload** tab, select the required Investigation and click **Linked Actions**.
   The **Linked Actions** window is displayed.
2. Click **Register Interested Party**.



The **Register Interested Party** card index is displayed.

3. Click **Register Interested Party** card.
4. In the **Register staff member or unit** field, select either Staff Member or Unit.
   a) If Staff Member is selected, specify the name of the staff member.
   b) If Unit is selected, specify the unit.
5. Optionally, provide an explanation in the **Reason for interest** field.
6. Click **Return to Cards**.
   The **Register Interested Party** card is marked as Complete.
7. Click **Submit & Continue** or **Submit & Exit**.

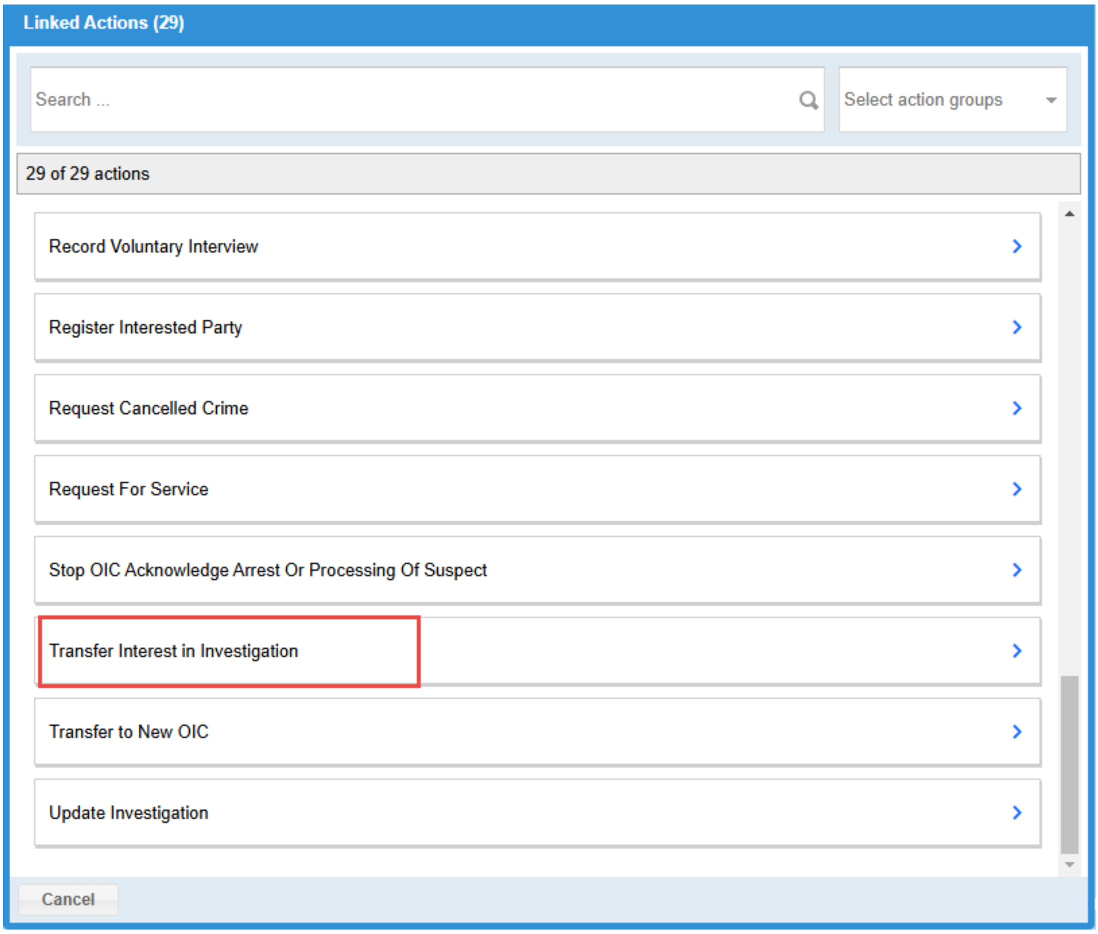
NEC Connect checks that the specified staff member or unit does not already have a current interest in the investigation and an Interest In Investigation holding task appears on the staff member's or unit's **Workload** tab.

20.2 Transfer an interest in an investigation

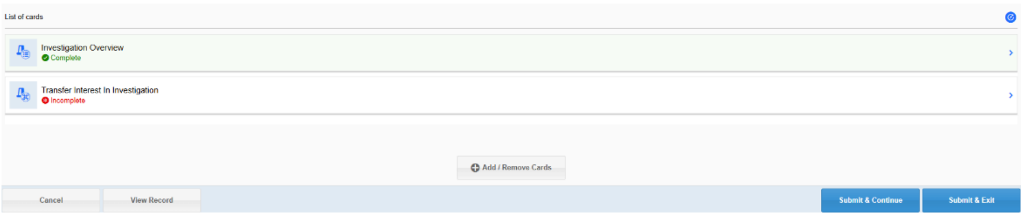
A user with the right permissions can transfer an interest in investigation from one staff member or a unit to another. This means the current interest is ended and a new interest is started. In certain circumstances, NEC Connect can automatically transfer an interest in an investigation.

The following steps will describe how to transfer an interest in an investigation.

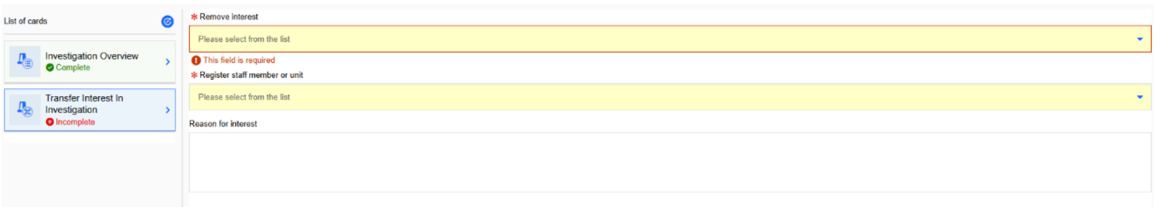
1. From the **Workload** tab, select the required Investigation and click **Linked Actions**.
   The **Linked Actions** window is displayed.



2. Click **Transfer Interest In Investigation**.



The **Transfer Interest In Investigation** card index is displayed.



3. In the **Remove interest** field, select from where the interest needs to be transferred from the list of all the active registered interests in the Interested Party history.
4. In the **Register staff member or unit** field, select either Staff Member or Unit to whom it should be transferred.
    - If Staff Member is selected, specify the name of the staff member by clicking **Lookup** and then click **Apply**.

- If Unit is selected, specify the Unit function and Unit by clicking **Lookup** and then click **Apply**.

5. Optionally, provide an explanation in the **Reason for interest** field.
6. Click **Return to Cards**.
   The **Transfer Interest In Investigation** card is marked as Complete.
7. Click **Submit & Continue** or **Submit & Exit**.

NEC Connect checks that the interest to be transferred exists, and is current, and that the recipient staff member or unit does not already have a current interest in the investigation.

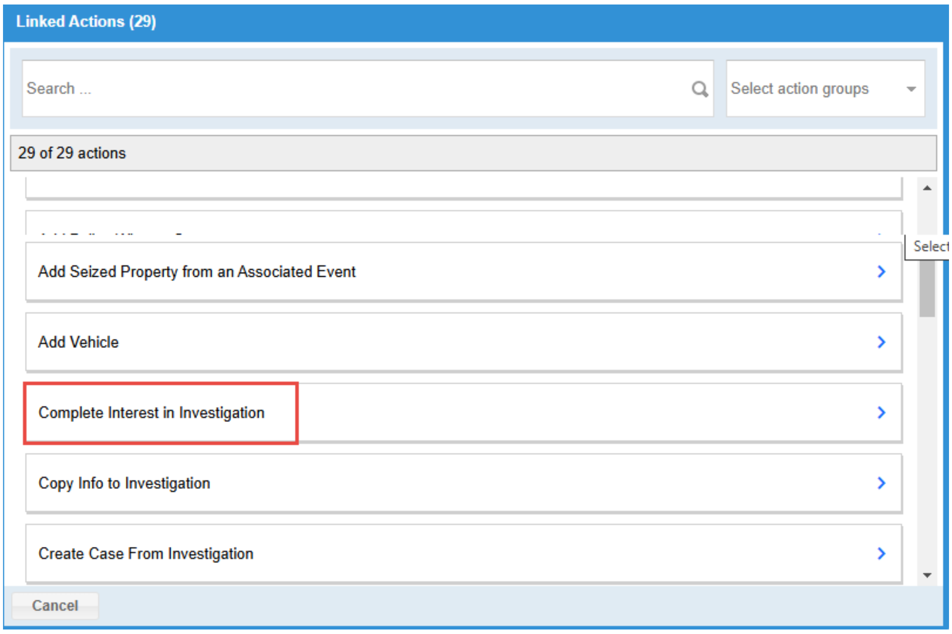
The Interest In Investigation holding task moves to the recipient staff member's or unit's **Workload** tab

20.3 Complete an interest in an investigation

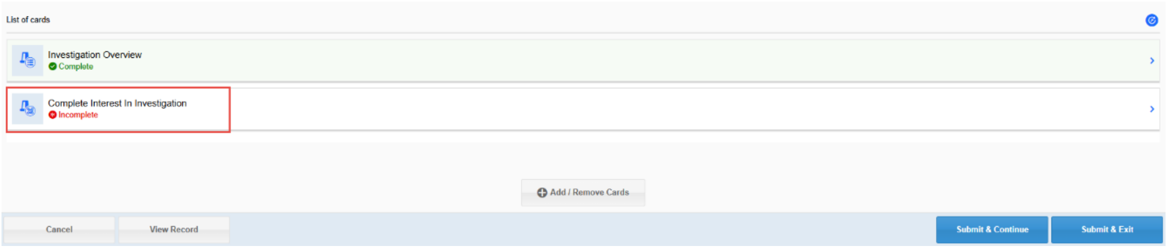
A user with the right permissions can remove themselves from the investigation. In certain circumstances, NEC Connect can automatically remove a person's or unit's interest in an investigation.

Perform the following steps to complete an interest in an investigation:

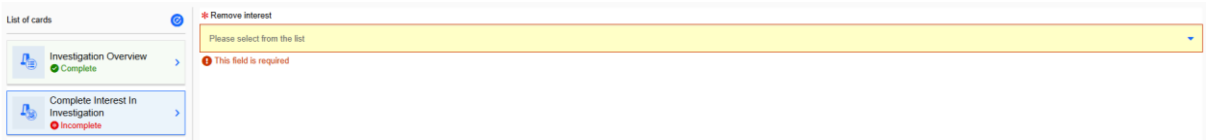
1. From the **Workload** tab, select the required Investigation and click **Linked Actions**.
   The **Linked Actions** window is displayed.



2. Click **Complete Interest In Investigation**.
   The **Complete Interest In Investigation** card index is displayed.



3. Click **Complete Interest In Investigation** card and the card details is displayed.



4. In the **Remove interest** field, select from where the interest needs to be removed from the list of all the active registered interests in the Interested Party history.
5. Click **Return to Cards**.

   The **Complete Interest In Investigation** card is marked as Complete.
8. Click **Submit & Continue** or **Submit & Exit**.

NEC Connect checks that the specified staff member or unit does in fact have a current registered interest in the investigation. If they do not, a warning message is displayed to the user.

The Interest In Investigation holding task is removed from the staff member's or unit's **Workload** tab.

Section 21: Offence management

21.1 Acknowledge the arrest or processing of suspect

An Acknowledge Arrest Or Processing Of Suspect task is raised for the OIC when a suspect associated to their investigation is subject to arrest or processed via a Case file by a different officer.

Carry out the following steps to acknowledge the arrest or processing of suspect of your investigation:

1. Access the **Workload tray** from the NEC Connect **Home** screen.
   The **Workload tray** screen is displayed.
2. Click on either **My View** or **My Unit** depending on for whom the task has been raised.
3. Click **Investigation**.
   The list of investigations are displayed.
4. Select the relevant investigation.
   The investigation details are listed in a panel on the right-hand side of the screen, with the current status displayed as Acknowledge Arrest Or Processing Of Suspect at the bottom of the screen.
   The **Acknowledge Arrest or Processing of Suspect** card index is displayed.
5. On the **Workload** tab, select the Acknowledge Arrest Or Processing Of Suspect task.
   The **Acknowledge Arrest or Processing of Suspect** card index is displayed.
6. Click on **Acknowledge Arrest or Processing of Suspect**.
   The **Acknowledge Arrest or Processing of Suspect** card is displayed.
7. Go through the details and then click **Yes** to acknowledge the arrest or processing of the suspect of your investigation.
   The **Acknowledge Arrest or Processing of Suspect** card is marked as Complete.
8. Click **Return to Cards**.
   The **Acknowledge Arrest or Processing of Suspect** card index is displayed.
9. Click **Submit & Continue** or **Submit & Exit**.
   The acknowledgement of the Investigation OIC, whose suspect has been arrested or processed, is submitted.

21.2 Acknowledge recorded offence differs from disposed offence

An Acknowledge Recorded Offence Differs From Disposed Offence task is raised for the DDM Unit when the offence recorded in Investigation is different from the offence being disposed (either directly entered or copied from Custody) in a linked Case file.

Carry out the following steps to acknowledge a difference in the offence that was recorded and that is being disposed:

1. Access the **Workload tray** from the NEC Connect **Home** screen.
   The **Workload tray** screen is displayed.
2. Click on either **My View** or **My Unit** depending on for whom the task has been raised.
3. Click **Investigation**.
   The list of investigations are displayed.

4. Select the relevant investigation.

   The investigation details are listed in a panel on the right-hand side of the screen, with the current status displayed as Acknowledge Recorded Offence Differs From Disposed Offence at the bottom of the screen.

   The **Acknowledge Recorded Offence Differs From Disposed Offence** card index is displayed.
5. On the **Workload** tab, select the Acknowledge Recorded Offence Differs From Disposed Offence task.

   The **Acknowledge Recorded Offence Differs From Disposed Offence** card index is displayed.
6. Click on **Acknowledge Recorded Offence Differs From Disposed Offence**.

   The **Acknowledge Recorded Offence Differs From Disposed Offence** card is displayed.
7. Go through the details and then click **Yes** to acknowledge that there is a difference in the recorded and disposed offences.

   The **Acknowledge Recorded Offence Differs From Disposed Offence** card is marked as Complete.
8. Click **Return to Cards**.

   The **Acknowledge Recorded Offence Differs From Disposed Offence** card index is displayed.
9. Click **Submit & Continue** or **Submit & Exit**.

   The acknowledgement of the DDM Unit about there being a difference in the recorded and disposed offences, is submitted.

21.3 Acknowledge the disposal of a suspect from custody

An OIC Acknowledge Disposal Of Suspect From Custody task is raised for the OIC when a suspect of their investigation is disposed in custody.

Carry out the following steps to acknowledge the disposal of a suspect, of your investigation, in custody:

1. Access the **Workload tray** from the NEC Connect **Home** screen.

   The **Workload tray** screen is displayed.
2. Click on either **My View** or **My Unit** depending on for whom the task has been raised.
3. Click **Investigation**.

   The list of investigations are displayed.
4. Select the relevant investigation.

   The investigation details are listed in a panel on the right-hand side of the screen, with the current status displayed as OIC Acknowledge Disposal Of Suspect From Custody at the bottom of the screen.

   The **OIC Acknowledge Disposal Of Suspect From Custody** card index is displayed.
5. On the **Workload** tab, select the OIC Acknowledge Disposal Of Suspect From Custody task.

   The **OIC Acknowledge Disposal Of Suspect From Custody** card index is displayed
6. Click on **Acknowledge Disposal Of Suspect From Custody**.

   The **Acknowledge Disposal Of Suspect From Custody** card is displayed.

7. Go through the details and then click **Yes** to acknowledge the disposal of a suspect, of your investigation, in custody.

   The **Acknowledge Disposal Of Suspect From Custody** card is marked as Complete.
8. Click **Return to Cards**.

   The **OIC Acknowledge Disposal Of Suspect From Custody** card index is displayed.
9. Click **Submit & Continue** or **Submit & Exit**.

   The acknowledgment of the Investigation OIC, whose suspect has been disposed in custody, is submitted.

21.4 Review an investigation linked to RUI

A Review of Investigation Linked to RUI task is scheduled when a new crime reference is recorded on Custody and has been disposed as **Release Under RUI**. After a definable period (21 days default) the task is raised to the current OIC. If the task is not cleared within a definable number of days (3 days default) and the status of the investigation is not Filed, it is escalated to the Supervisor of the OIC.

Carry out the following steps to review an investigation linked to RUI:

1. Access the **Workload tray** from the NEC Connect **Home** screen.

   The **Workload tray** screen is displayed.
2. Click on either **My View** or **My Unit** depending on for whom the task has been raised.
3. Click **Investigation**.

   The list of investigations are displayed.
4. Select the relevant investigation.

   The investigation details are listed in a panel on the right-hand side of the screen, with the current status displayed as Review of Investigation Linked to RUI at the bottom of the screen.

   The **Review of Investigation Linked to RUI** card index is displayed.
5. On the **Workload** tab, select the Review of Investigation Linked to RUI task.

   The **Review of Investigation Linked to RUI** card index is displayed.
6. Click on **Review of Investigation Linked to RUI**.

   The **Review of Investigation Linked to RUI** card is displayed.
7. Click **Yes** to confirm that the suspect should remain released under investigation.

   The **Review of Investigation Linked to RUI** card is marked as Complete.
8. Click **Return to Cards**.

   The **Review of Investigation Linked to RUI** Card Index is displayed.
9. Click **Submit & Continue** or **Submit & Exit**.

   A confirmation that the suspect should remain released under investigation is submitted.

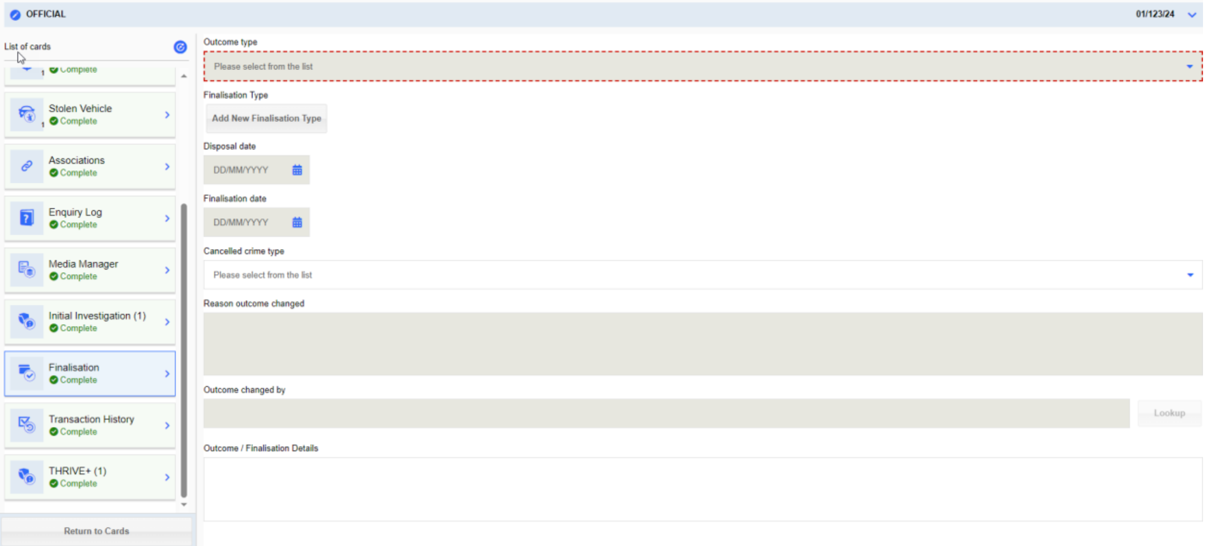
Section 22: Finalising an investigation in cards

22.1 Finalise an investigation

A user with the right permissions, typically the OIC, can request the finalisation of an investigation. The request is first considered by the OIC's supervisor, and then (if accepted) by a specified IMU.

A user can change the finalisation details and the history of the changes are recorded in the enquiry log. The **Finalisation** card is available when performing the **Update Investigation** linked action.

The following steps describe how to finalise an Investigation, they assume the Investigation is currently open for editing.

1. Click the **Finalisation** card.
   The **Finalisation** card is displayed.
   

2. In the **Finalisation type** list field, select the finalisation type. For example, Adult Caution - simple.
3. Enter the outcome details in the **Outcome/Finalisation Details** field for Crime investigation to proceed further.
   If no outcome is applied for a Crime investigation, an error is displayed.
   Non-crime investigations can proceed further without an outcome being applied.
4. Click **Save & Return**.
   The **Finalisation** card is marked as Complete.

22.2 Request crime outcomes for an investigation

A user with the appropriate permissions, normally the OIC, can request an outcome for a CRIME investigation.

Once the request for an outcome has been made, depending on the outcome type and the primary classification, an approval may be required from the IMU or even another unit within the force. A Process Crime Outcome Request task is assigned to the appropriate unit. The outcome can either be accepted or rejected by the unit. If the outcome is rejected, an Acknowledge Rejection Of Crime Outcome Request task is raised for the OIC.

Note

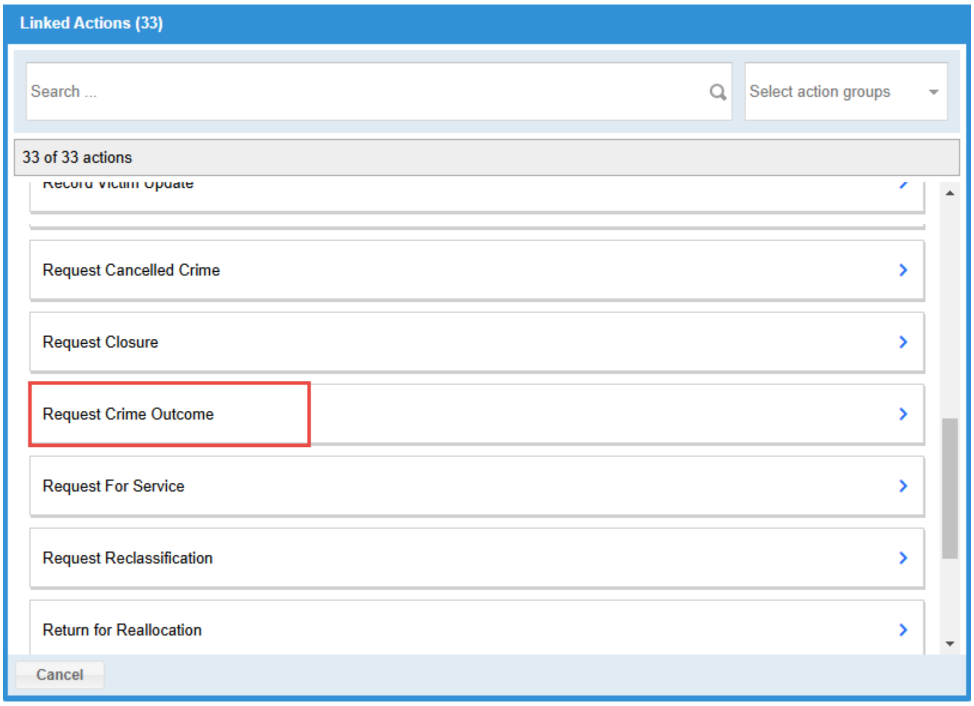
The outcome approval process and units that tasks are assigned to can be configured by the forces system administrators from the investigation outcome approval route data table. Optionally, the system administrator can also assign security permissions to the approval tasks meaning only certain users will be able to perform the outcome approvals.

22.2.1. Perform the request crime outcome task

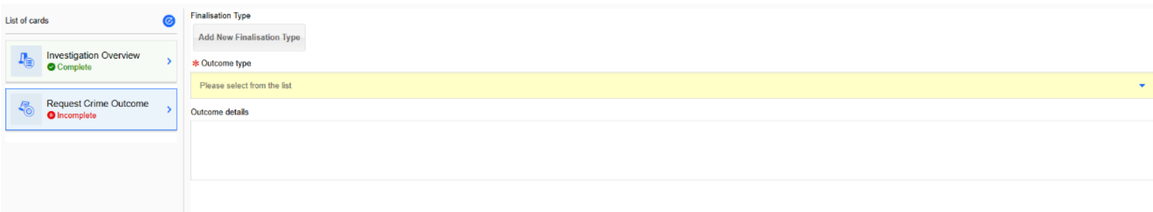
Perform the following steps to perform the Request Crime Outcome task:

1. From the **Workload** tab, select the required investigation record.
2. Click **Linked Actions**.

   The **Linked Actions** window is displayed.



3. Select **Request Crime Outcome**.
   The **Request Crime Outcome** card index is displayed.
4. Click **Request Crime Outcome**.
   The **Request Crime Outcome** card is displayed.



5. Click **Add New Finalisation Type** to add the finalisation type.
6. Click the drop-down menu and select the relevant finalisation type.

> **Note**
>
> Additional Finalisation Type can be added by again clicking on **Add New Finalisation Type** and to delete the record click the greyed X icon.

7. Select the **Outcome type** by clicking on the drop-down option.
8. Type any additional outcome details in the **Outcome details**.
9. Click **Return to Cards**.

   The card index is displayed, and the **Request Crime Outcome** card is updated to Complete.
10. Click **Submit & Continue** or **Submit & Exit**.

    A Process Crime Outcome Request task is raised to approve or reject the user's crime outcome request.

22.2.2. Process crime outcome request

After the crime outcome request has been approved, it may need to be approved by the IMU or another unit within the force depending on the configuration settings for the outcome type. If approval by a designated unit is required, a Process Crime Outcome Request task is raised and assigned to the unit. The following steps describe how to complete this task.

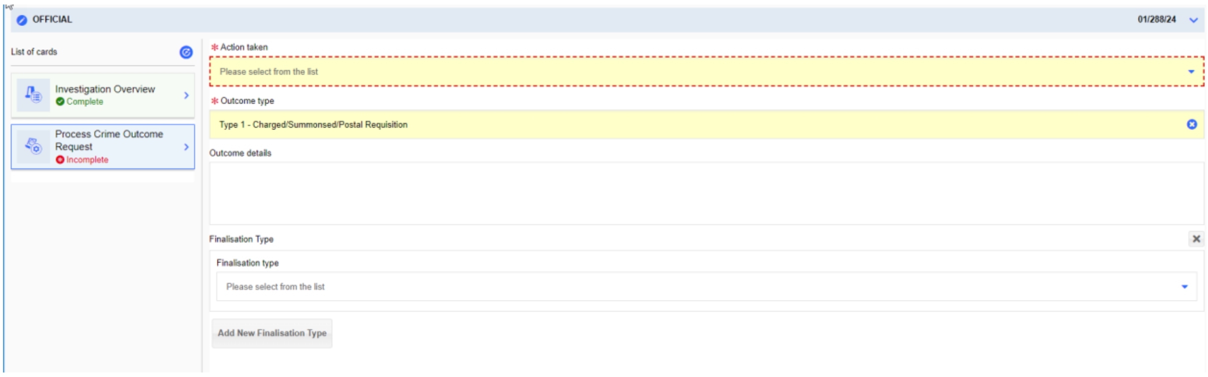
1. In the **Workload** tab, click **My Unit**, and then under the **Investigation** tab, select the required investigation.

   The investigation is displayed.
2. Click the Process Crime Outcome Request task, and then click the **Perform** button.

   The Process Crime Outcome Request card index is displayed.
3. Select **My Unit**, and then under the **Investigation** tab, select the required investigation.

   The investigation is displayed.
4. Click the **Perform** button for the Process Crime Outcome Request task.

   The Process Crime Outcome Request card index is displayed.



5. Click the Process Crime Outcome Request card.
6. In the **Action taken** field, select one of the following:
   - Accepted

     Select if the request is acceptable.
   - Rejected

     Select if the amendment is not acceptable. In addition, type a reason in the **Rejection reason** field.
7. Indicate if the investigations status should be changed to Filed.

> ***Note***
>
> The investigation cannot be set to FILED if there is no named unit mentioned in the approval route for request crime outcome.

8. Click **Confirm**.
9. Click **Submit & Continue** or **Submit & Exit**.

   If the outcome request is rejected, an Acknowledge Rejection Of Crime Outcome Request task is raised for the OIC.

22.2.3. Acknowledge rejection of crime outcome request

If the crime outcome request is rejected by the IMU (or another specified unit) NEC Connect will automatically raise an acknowledgment task to the OIC.

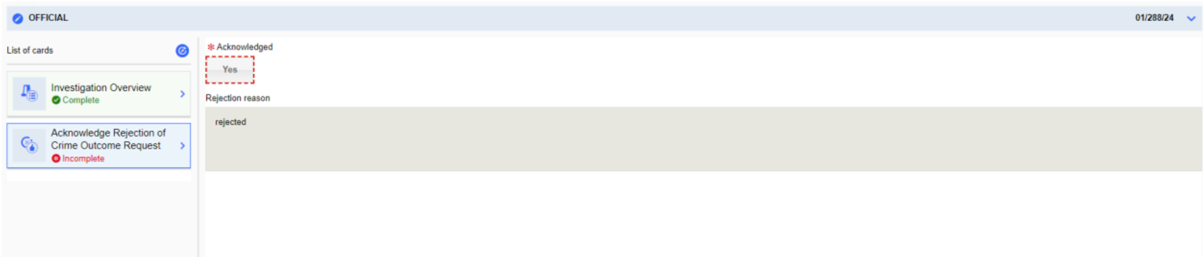
1. In the **Workload** tab, click **My Unit** or **My View**, and then under the **Investigation** tab, select the required investigation.

   The investigation is displayed.
2. Click the Acknowledge Rejection Of Crime Outcome Request task, and then click the **Perform** button.

   The Acknowledge Rejection Of Crime Outcome Request card index is displayed.
3. Select **My Unit** or **My View**, and then under the **Investigation** tab, select the required investigation.

   The investigation is displayed.
4. Click the **Perform** button for the Acknowledge Rejection Of Crime Outcome Request task.

   The Acknowledge Rejection Of Crime Outcome Request card index is displayed.
5. Click the Acknowledge Rejection Of Crime Outcome Request card.



6. Review the reason for the rejection.

   The reason should also indicate the required remedial action, if any.
7. Under **Acknowledged**, select Yes.
8. Click **Confirm**.
9. Click **Submit & Continue** or **Submit & Exit**.

22.3 Request closure to an investigation

A user with the appropriate permissions, normally the OIC, can request a closure for an investigation. For a request closure task to be raised on an investigation, the investigation needs to have the Under Investigation status.

When a request to close an Investigation is raised, an outcome type should be applied to a Crime investigation. If an outcome type is not applied to an investigation, the user has to select an outcome type for the crime investigation. If an outcome type has already been applied to the Investigation, the value will be used by default. For more information on requesting a crime outcome for an investigation, refer to Request crime outcomes for an investigation.

If the investigation is classified as a non-crime investigation, the user has to provide a finalisation type before raising a closure request.

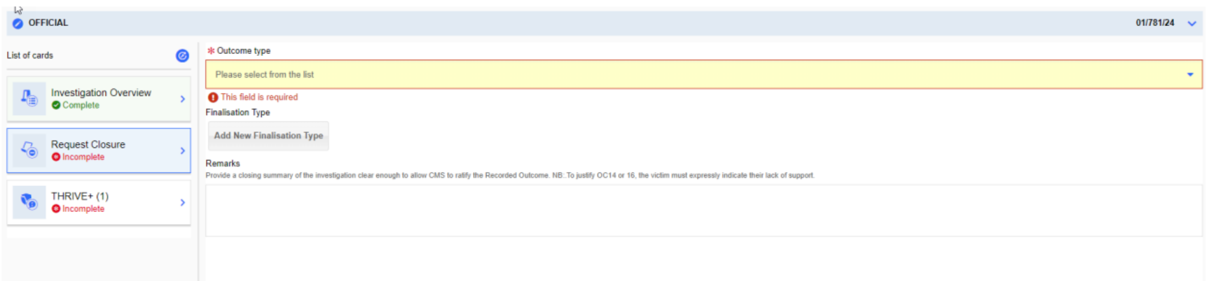
A user will not be able to raise a closure request if the investigation has a suspect who is released under investigation. The status of the suspect should be changed to raise a closure request

An approval list will hold a list of Units that will need to approve this request before the new outcome type and/or finalisation type is applied.

22.3.1. Perform the request closure task

Carry out the following steps to perform the Request Closure task:

1. From the **Workload** tab, select the required Investigation.
2. Click **Linked Actions**.
   The **Linked Actions** dialog box is displayed.
3. Click the **Workload** tab, select **My Unit** or **My View,** and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.
4. Click the **Actions** button.
5. Click the **Select action** arrow for **Request Closure**.
   The **Request Closure** card index is displayed.
6. Click **Request Closure**.
   The **Request Closure** card is displayed.



7. In the **Outcome Type** field, select the required outcome.
8. Enter any other relevant details, if required.
9. Click **Return to Cards**.

   Note
   If there are one or more pending voluntary interview records present in the investigation, an error message is displayed and the Request Closure task is not performed.

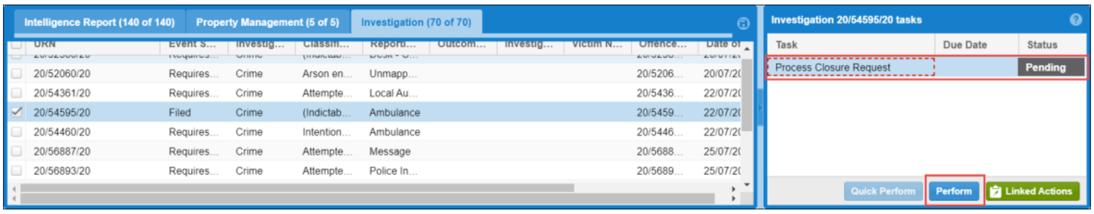
   The **Request Closure** card is marked as Complete.
10. Click **Submit & Continue** or **Submit & Exit**.
    A Process Closure Request task is raised for the unit to approve or reject the user's closure request.

22.3.2. Process closure request task

After a request has been raised to close an investigation, it may need to be approved by the IMU or another unit within the force depending on the configuration settings for the outcome type. If approval by a designated unit is required, a Process Closure Request task is raised and assigned to the unit.

Carry out the following steps to perform the Process Closure Request task:

1. In the **Workload** tab, click **My Unit**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.



2. Click the Process Closure Request task, and then click the **Perform** button.
   The **Process Closure Request** card index is displayed.
3. Select **My Unit**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.
4. Click the **Perform** button for the Process Closure Request task.
   The **Process Closure Request** card index is displayed.
5. Click the **Process Closure Request** card.
6. In the **Action taken** field, select one of the following:
   - Accepted
     Select if the request is acceptable.
   - Rejected
     Select if the amendment is not acceptable. In addition, type a reason in the **Rejection reason** field.
7. Click **Return to Cards**.
   The **Process Closure Request** card is marked as Complete.
8. Click **Submit & Continue** or **Submit & Exit**.
   If the closure request has been approved, it will be forwarded to the next unit for approval until it is accepted by all units. After the approval, the status of the investigation becomes FILED and the outcome type/Finalisation type is applied to the investigation. If the closure request is rejected, an Acknowledge Rejection Of Closure Request task is raised for the OIC.

22.3.4. Acknowledge rejection of closure request task

If the request to close an investigation is rejected by the IMU (or another specified unit), NEC Connect automatically raises an acknowledgment task to the OIC.

Carry out the following steps to perform the Acknowledge Rejection of Closure Request task:

1. In the **Workload** tab, click **My Unit** or **My View**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.

2. Click the Acknowledge Rejection of Closure Request task, and then click the **Perform** button.
   The **Acknowledge Rejection of Closure Request** card index is displayed.
3. Click the **Workload** tab, select **My Unit** or **My View**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.
4. Click the **Perform** button for the Acknowledge Rejection of Closure Request task.
   The **Acknowledge Rejection of Closure Request** card index is displayed.
5. Click the **Acknowledge Rejection of Closure Request** card.
6. Review the reason for the rejection.
7. Under the **Acknowledged** field, click **Yes**.
8. Click **Return to Cards**.
   The **Acknowledge Rejection of Closure Request** card is marked as Complete.
9. Click **Submit & Continue** or **Submit & Exit**.

22.4 Cancelling crime investigation

A user can make a request to the investigation unit for cancelling a crime investigation by selecting the **Request Cancelled Crime** action from the **Linked Actions** button on the **Workload** tab.

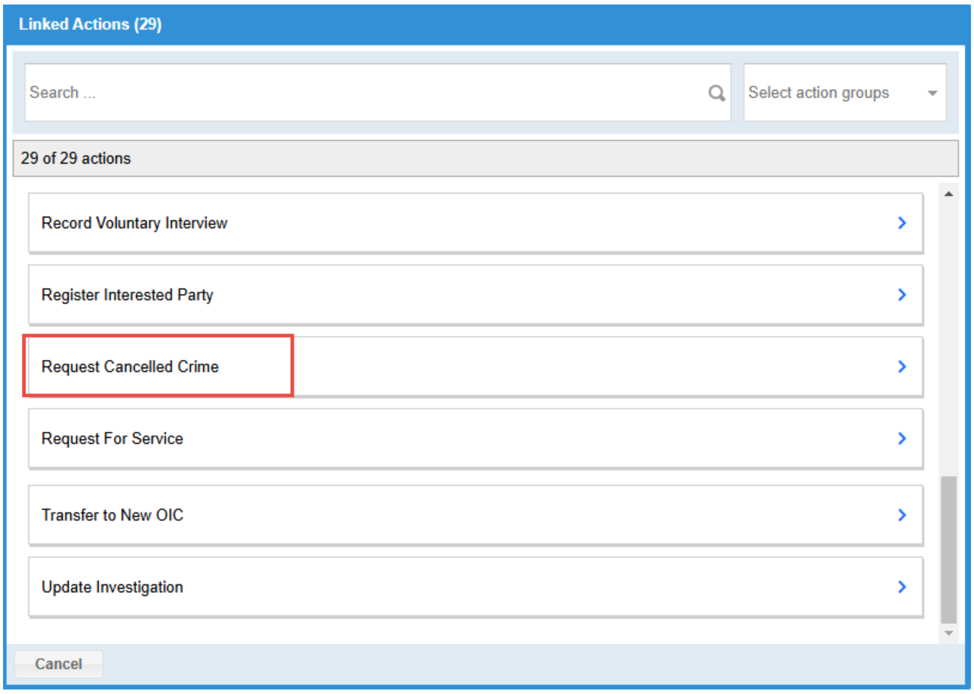
After the request to cancel a crime investigation is submitted, NEC Connect raises a Process Cancelled Crime Request task for the investigation unit to process the request and if the request to cancel a crime investigation is rejected, NEC Connect automatically raises an Acknowledge Rejection of Cancelled Crime task to the OIC.

22.4.1. Request cancelled crime

A user with the right permissions, typically the OIC, can request that a crime investigation be cancelled.

Perform the following steps to perform the Request Cancelled Crime action:

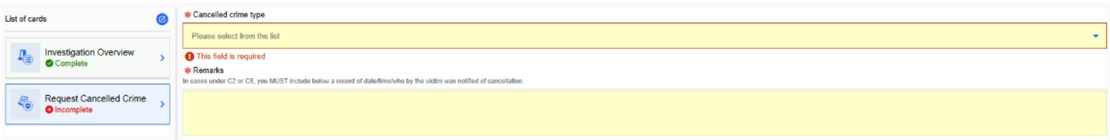
1. From the **Workload** tab, select the required Investigation.
2. Click **Linked Actions**.
   The **Linked Actions** dialog box is displayed.



The Request Cancelled Crime card page is displayed.

3. Click the **Request Cancelled Crime** card.

   The Request Cancelled Crime card page is displayed.



4. In the **Cancelled crime type** field, select the type of crime.
5. Enter any relevant remarks in **Remarks**.
6. Click **Return to Cards**.

   The **Request Cancelled Crime** card is marked as Complete.
7. Click **Submit & Continue** or **Submit & Exit**.

   After the **Request Cancelled Crime** action has been performed, a Process Cancelled Crime Request task is raised by NEC Connect for the assessment unit to approve or reject the user's request to cancel a crime investigation.

22.4.2. Process cancelled crime request task

After a request has been raised to cancel a crime investigation, it may need to be approved by the IMU or another assessment unit, depending on the configuration settings for the outcome type. If approval by a designated unit is required, a Process Cancelled Crime Request task is raised and assigned to the assessment unit.

Carry out the following steps to approve or reject a crime cancellation request:

1. In the **Workload** tab, click **My Unit**, and then under the **Investigation** tab, select the required investigation.

   The investigation is displayed.
2. Click the Process Cancelled Crime Request task, and then click the **Perform** button.

   The **Process Cancelled Crime Request** card index is displayed.

3. Select **My Unit**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.
4. Click the **Perform** button for the Process Cancelled Crime Request task.
   The **Process Cancelled Crime Request** card index is displayed.
5. Click the **Process Cancelled Crime Request** card.
6. In the **Action taken** field, select one of the following:
   - Accepted
     Select if the request is acceptable.
   - Rejected
     Select if the amendment is not acceptable. In addition, specify a reason for rejection in the **Rejection reason** field.
7. Click **Return to Cards**.

   Note
   If there are one or more pending voluntary interview records present in the investigation, an error message is displayed and the Process Cancelled Crime Request task is not performed.

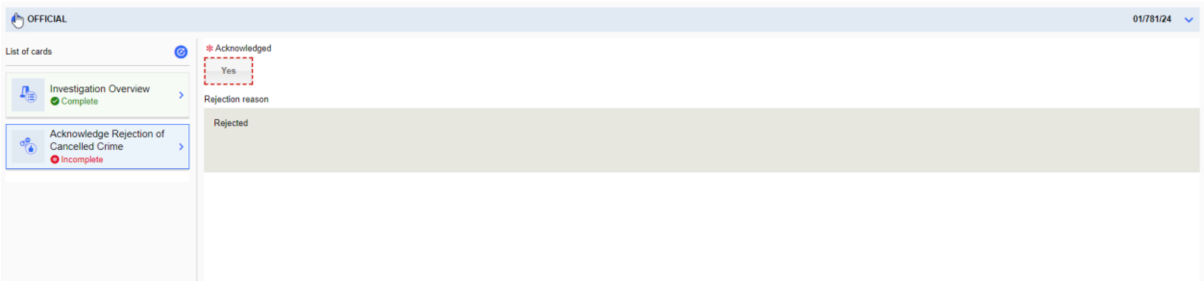
   The **Process Cancelled Crime Request** card is marked as Complete.
8. Click **Submit & Continue** or **Submit & Exit**.
   If the cancellation request is approved, the status of the investigation becomes FILED but if the cancellation request is rejected, an Acknowledge Rejection Of Cancelled Crime task is raised for the OIC.

22.4.3. Acknowledge rejection of cancelled crime task

If the request to cancel a crime is rejected by the IMU (or another specified unit), NEC Connect automatically raises an acknowledgment task to the OIC.

Carry out the following steps to perform the Acknowledge Rejection of Cancelled Crime task:

1. In the **Workload** tab, click **My Unit** or **My View**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.
2. Click the Acknowledge Rejection of Cancelled Crime task, and then click the **Perform** button.
   The **Acknowledge Rejection of Cancelled Crime** card index is displayed.
3. Click the **Workload** tab, select **My Unit** or **My View**, and then under the **Investigation** tab, select the required investigation.
   The investigation is displayed.
4. Click the **Perform** button for the Acknowledge Rejection of Cancelled Crime task.
   The **Acknowledge Rejection of Cancelled Crime** card index is displayed.



5. Click the **Acknowledge Rejection of Cancelled Crime** card.
6. Review the reason for rejection.
7. Under the **Acknowledged** field, click **Yes**.
8. Click **Return to Cards**.
   The **Acknowledge Rejection of Cancelled Crime** card is marked as Complete.
9. Click **Submit & Continue** or **Submit & Exit**

Section 23: Copy an investigation

The Create Copy Of An Investigation task provides the user with the functionality to make a number of copies of an existing investigation record. When selected, the task will ask the user how many copies they wish to create along with prompting the user which linked objects to copy across to the new investigation(s).

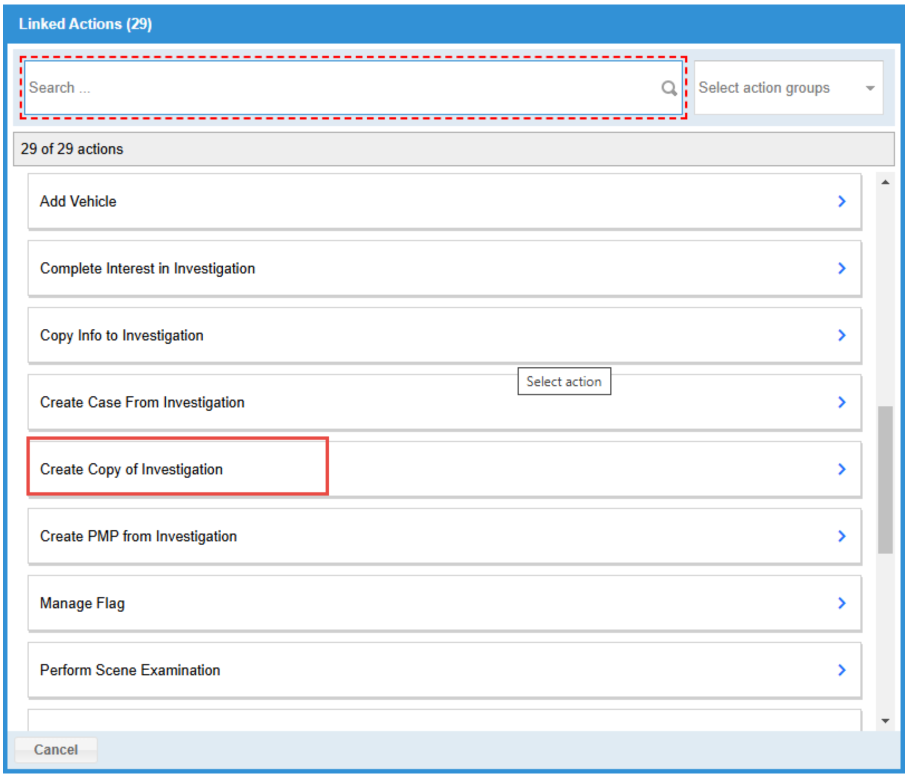
When copied, the new investigation record(s) are linked to the existing record with the link reason of Copied to.

23.1 Create a copy of an investigation

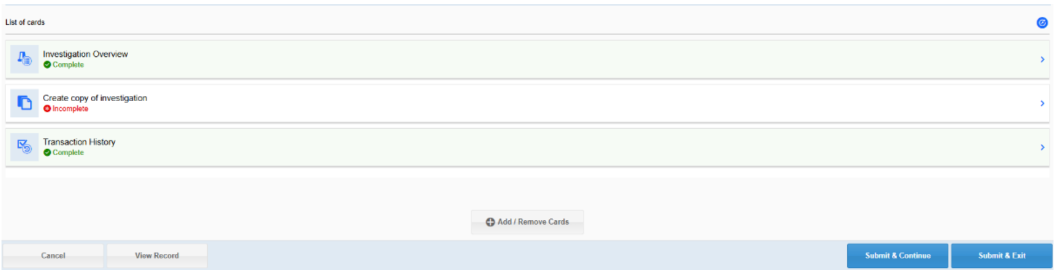
Connect allows the user to create copies of Investigation and reuse the existing objects to minimise efforts.

Perform the following steps to create a copy of an investigation:

1. From the **Workload** tab, select the required Investigation.
2. Click **Linked Actions**.
   The **Linked Actions** window is displayed.



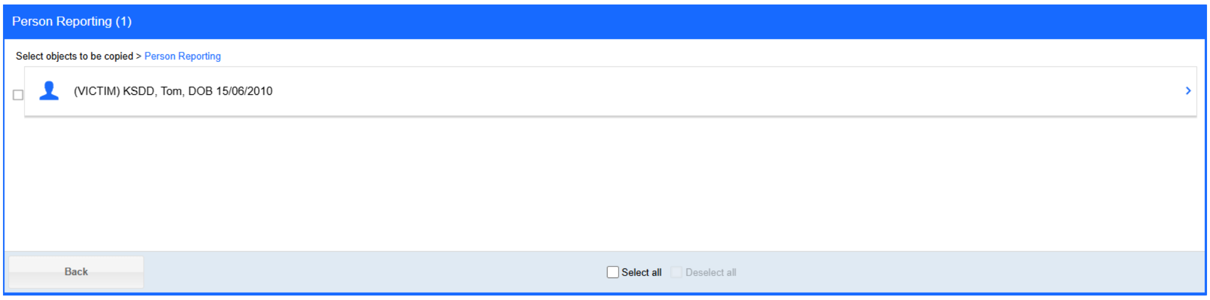
3. Click **Create Copy Of Investigation**.
   The **Create Copy Of Investigation** card index is displayed.



4. Click **Create Copy Of Investigation** card.
5. Select the **Investigation sub-type**.
6. Enter the **Number of copies to create**.
7. Click **Select objects to be copied**.

The **Select objects to be copied** screen is displayed.

8. Access the relevant object cards and select the required records.
   In this example, Person Reporting is selected.



9. Check the box in front of the object.
10. Click **Back**.
11. Click **Confirm**.
    The **Create Copy Of Investigation** card is marked as Complete.
12. Click **Return to Cards**.
13. Click **Submit & Continue** or **Submit or Exit**.
    One or more copies of the investigation are created with the selected object cards and a Complete Submission of Investigation task is raised for the user who created these copies.

Section 24: Re-open investigations

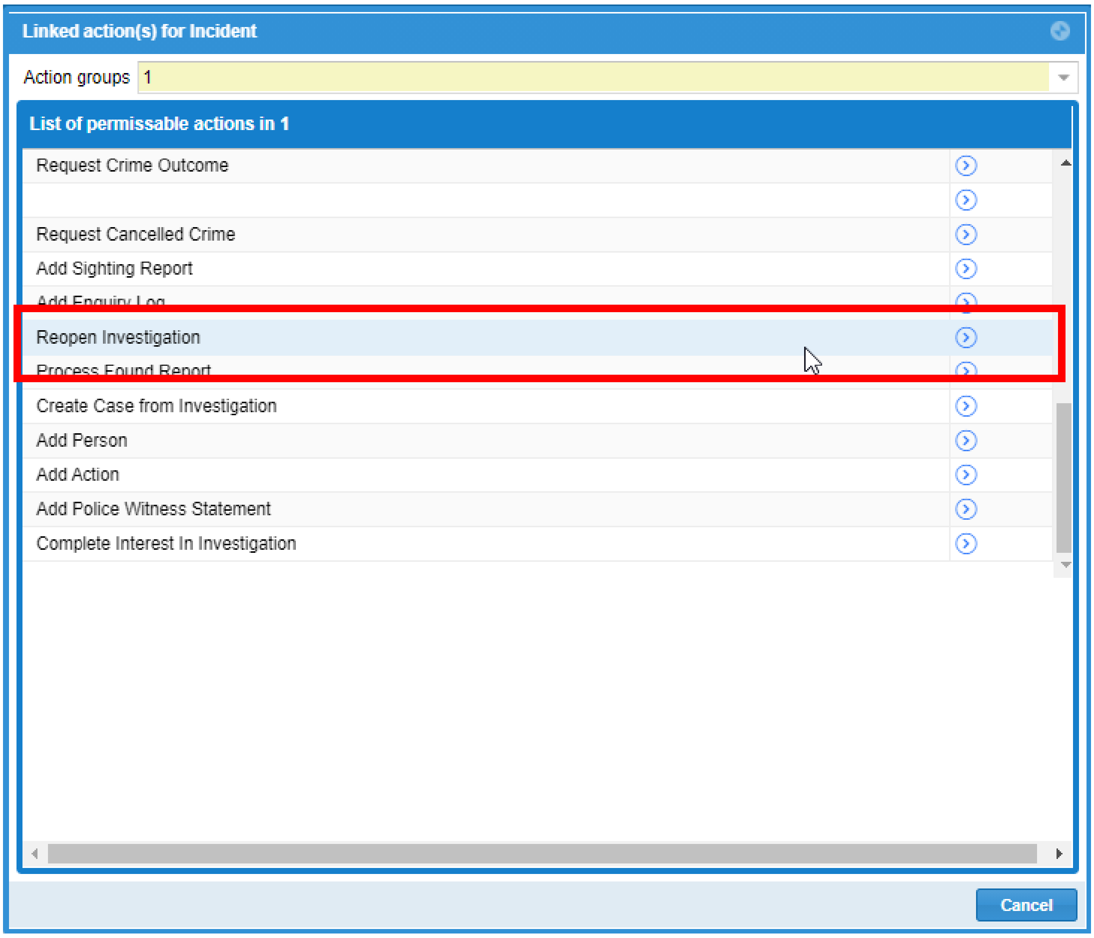
If an investigation has been finalised and it's status is FILED it is possible to reopen the investigation by performing the Reopen Investigation task. This allows the user to assign an OIC to the investigation, NEC Connect changes the status of the investigation from FILED to UNDER INVESTIGATION.

If an investigation has been rejected by the QA team during the QA New Investigation task the status of the investigation is changed to REJECTED by NEC Connect. If required, the OIC can reopen the investigation by performing the Reopen Rejected Investigation task. This raises a new QA New Investigation task for the QA unit and changes the status of the investigation to REQUIRES QA.

24.1 Reopen investigation

A user with the appropriate permissions can reopen a filed investigation and either allocate it directly to an OIC, or send it to a unit for allocation.

1. In the **Workload** tab, select **My Unit** or **My View** and then under the **Investigation** tab, select the required investigation.
2. Click the **Linked Actions** button.
   The **Linked Actions** dialog box is displayed.



3. Select **My Unit** or **My View**, and then under the **Investigation** tab, select the required investigation.

The investigation is displayed.

4. Click the **Actions** button.
5. Select the **Select action** arrow for **Reopen Investigation**.

   The **Reopen Investigation** card index is displayed.
6. Click the **Reopen Investigation** card.
7. In the **Action taken** field, select any one of the following:
   - Allocated to OIC: To allocate the investigation to an OIC and specify the officer.
   - Sent to Unit for Allocation: To transfer the investigation to another unit and specify the unit.
8. In the **Allocation comments** field, enter a reason for reopening the investigation.
9. Click **Return to Cards**.

   The **Reopen Investigation** card is marked as Complete.
10. Click **Submit & Continue** or **Submit & Exit**.

If the investigation is allocated to an OIC, its status becomes UNDER INVESTIGATION. An Investigate holding task is raised for the OIC and an Acknowledge Allocation Of Investigation To OIC task is raised for the OIC's supervisor.

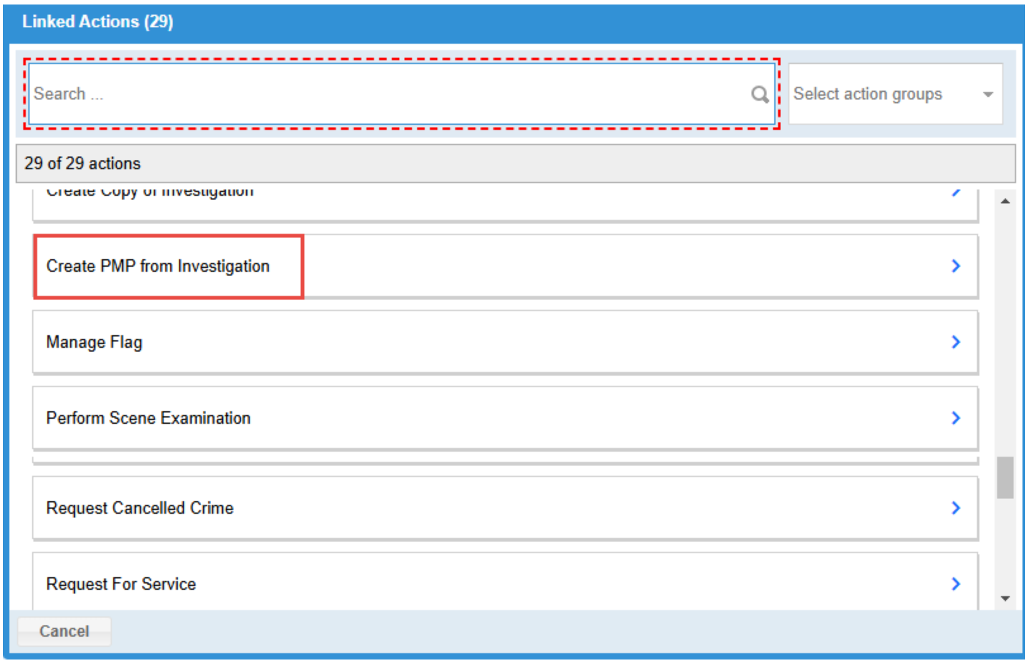
If the investigation is sent to another unit for allocation, its status becomes REQUIRES ALLOCATION and an Allocate Investigation task is raised for the specified unit.

Section 25: Create PSP from investigation

The NEC Connect Proactive Management Plan (PMP) provides forces with the functionality to manage issues and large-scale events within their force area.
A PMP object can be created manually from the NEC Connect toolbar or can be created directly from another object, for example: an investigation.

25.1 Create a PMP from an investigation

Perform the following to create a Proactive Management Plan from an investigation:

1. Select the investigation event from the workload tray.
2. Click the **Linked Actions**.
   The **Linked Actions** window is displayed.
   

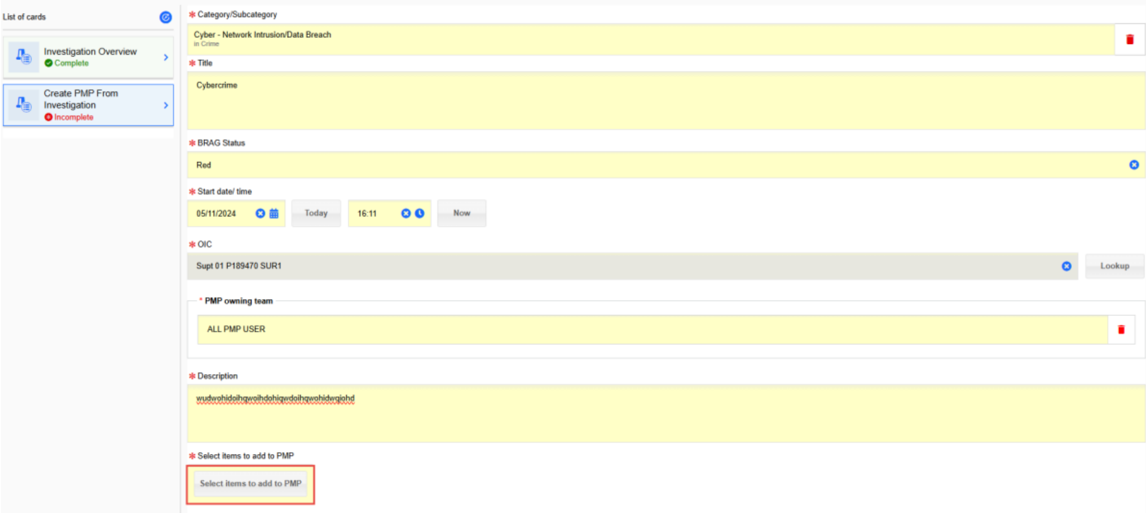
3. Click **Create PMP from investigation** option.
   The **Create PMP from Investigation card** is displayed.
   

4. Select a **Category/Sub-category** for the PMP.
5. Enter a title for the PMP.
6. Select the **BRAG Status**.
7. Define the **Start date/time**.
8. Use the **Lookup** button to define the PMP's owning unit.
9. Click **Apply**.
10. Enter the **PMP owning team** (which should be either a joint or partner team)

    Note
    If required, look up and add an OIC. If an OIC is added, only teams belonging to the OIC can be added as the PMP owning team.

11. Click **Select**.
12. Enter a description for the new PMP in the **Description** field.

13. Click **Select items to add to PMP**.

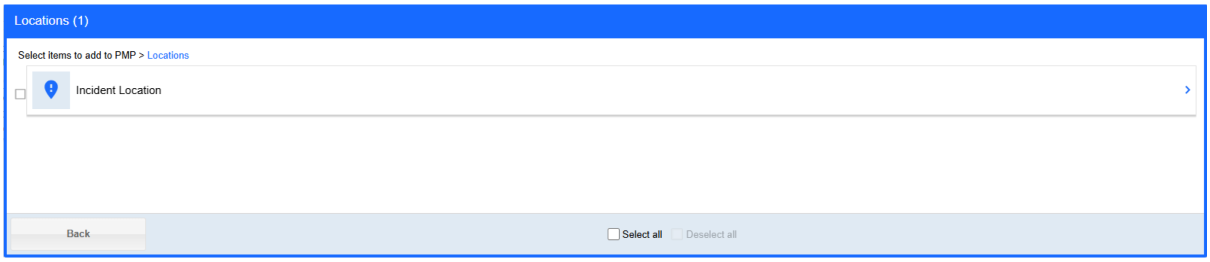


Note

Click **Select items to add to PMP** to select and add linked items from investigation to PMP.

14. Select the item/s by clicking on the title bar.
In this example, Location title is selected.

The Incident Location card is displayed.



15. Check the box in front of the incident location.
16. Click **Back**.
17. Click **Confirm**.
The Create PMP From Investigation card is marked as Complete.
18. Click **Return to Cards**.
19. Click **Save & Continue** or **Save & Exit**.
A new PMP record is created and automatically linked to the investigation and marked as In-Scope.

Note

The selected linked objects will be copied form investigation to PMP and the selected static object will become the subject of the PMP with an appropriate link reason.

The **Notify when new event added** flag will be marked as Yes in the **Person Information** tab for the copied subject to the PMP.

Section 26: Module recap

In this module the user has learnt:

- The NEC Connect investigation management process.
- How to input an investigation report.
- How to save an investigation report.
- How to allocate an investigation to an OIC or unit
- How to select various tasks to progress the investigation through NEC Connect workflow, including:
    - Recording a witness summary.
    - Recording PVP information.
    - Filing a non-crime investigation.
    - Filing an unresolved investigation
    - Filing a resolved investigation.
    - Finalising an investigation.
- How to record the updating of involved parties.
- How to add an event.
- How to identify a repeat victim.

Users have also:

- Gained an understanding of the incident management screens and tabs.

Useful hints and tips
• Investigation management provides the user with two M.O. summary fields one for transfer to PNC which is limited to 768 characters and a detailed PNC field which is not transferred to PNC. • Investigation reports are classified using the Home Office codes. Multiple CCCJS codes can be associated with a home office code. • A Case file can be created directly from an Investigation report using the user-initiated task Create Case From Crime. • Short Form Crime (SFC) has been introduced to enable non-dedicated call handlers to quickly record the basics of an investigation. When the SFC is submitted NEC Connect automatically creates a full Investigation report which will require QA.


About NEC Software Solutions
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