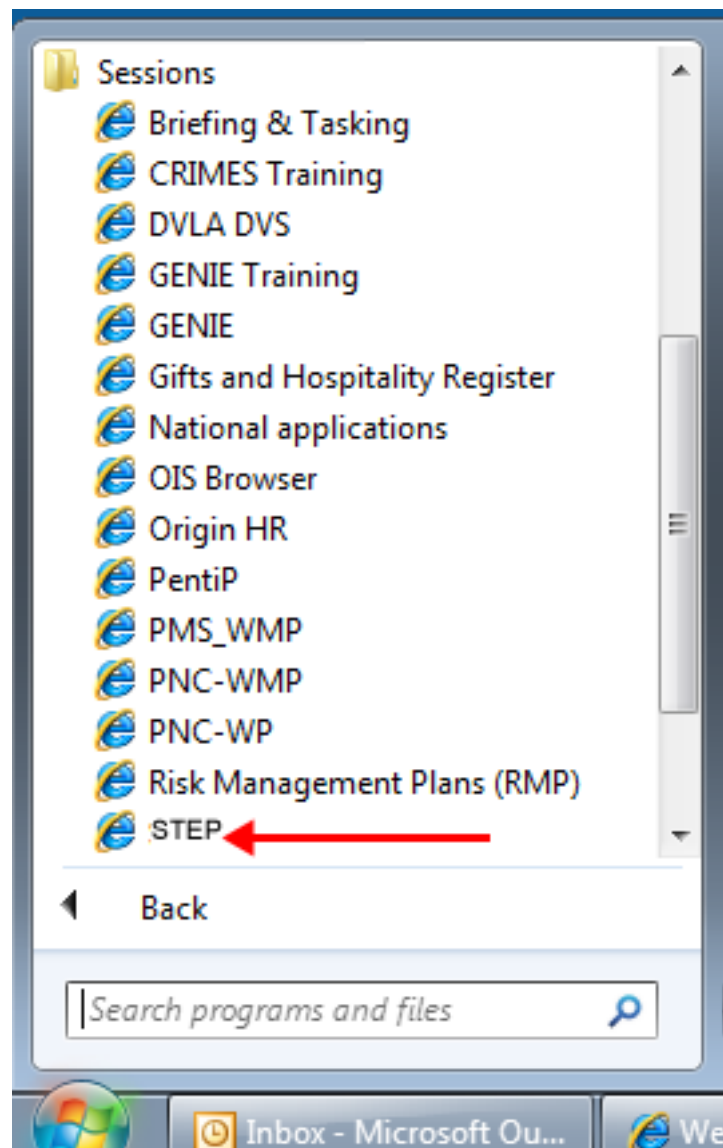


S.T.e.P (Electronic Packages)

Supervisor/OIC User Guide – General overview

The aim of this document is provide information to enable supervisors and OIC's to effectively use the S.T.e.P system. The system is easy to use and will allow for the effective administration of electronic packages. In essence the system has been designed to track packages given to officers/staff and allows for updates to be provided electronically, similar to our standard crime management processes on CRIMES.

The system is initially accessed through the Sessions menu on the Force Desktop



Upon access you will be presented with the following S.T.e.P homepage screen, simply clicking on the package number will take you into the Package detail.

Click on the Package ID Number to view full details of the Package

Allocation Column: Red are Overdue Amber are Current Green are Completed

Package Column: Red - Risk Level High Amber - Risk Level Medium Green - Risk Level Standard

Package Ref :





[Click For Package Search Screen](#)

Current (75)	Complete (7)	CCd (3)	Curfew Check (1)	PPO / IOM (0)	Warrant (13)	Child Prot (0)	Local Dist Tasking (0)	Prison Recall (0)	PNC Wanted (20)
Package	Outline	Generated	Due	Received	Sector	Category	Allocation		
C/00001/14	Lots ...	14/05/2014	28/05/2014	13/05/2014	CA: Worcester	Anti Social Behaviour	MR. Nick BLACKHAM 228560 (22) Overdue By 1 Days		
E/00001/14	...	08/05/2014	22/05/2014		EB: Hereford Rural	Curfew Check	MR. Nick BLACKHAM 228560 (22) Overdue By 7 Days		
C/00001/14	Lots ...	14/05/2014	28/05/2014	13/05/2014	CA: Worcester	Anti Social Behaviour	MR. Nick BLACKHAM 228560 (22) Overdue By 1 Days		
D/00017/13	Nominal to be placed on PNC as wanted,Mr BOURNE, Mark Anthony (Nick BOURNEY ...	04/04/2013	23/06/2013		DB: Kidderminster East	Wanted - PNC	MR. Nick BLACKHAM 228560 (22) Overdue By 340 Days		
D/00015/13	Nominal to be placed on PNC as wanted,Mr BOURNE, Mark Anthony (Nick BOURNEY ...	04/04/2013	23/06/2013		DE: Redditch Central	Wanted - PNC	MR. Nick BLACKHAM 228560 (22) Overdue By 340 Days		
E/00009/12	Nominal to be placed on PNC as wanted ...	12/10/2012	12/01/2013		EC: Ross on Wye	Wanted - PNC	MR. Nick BLACKHAM 228560 (22)		

Legend:

Red = Overdue Package
Amber = Allocated Package which is still within date
Green = Package Completed
Blue = Package Outstanding (e.g. Subject is circulated on PNC)

From this screen you can:

-  See your Outstanding Packages in order to action them and provide updates
-  See your Completed packages
-  Check the Division's Curfew Check, Prison Recall, PNC Wanted, Warrant, IOM Packages and action them, if applicable.
-  Enter a Package number, if known, to research a specific package.

Supervisor/OIC User Guide

On clicking a Package number you will be presented with the following screen. Hyperlinks at the very top will take you to the relevant section in order to read the detail and provide updates. Scrolling down will also provide the same result.

URN : D/00017/13

[Details](#) | [Allocation](#) | [Status](#) | [Crimes](#) | [Nominals](#) | [Vehicles](#) | [Attachments](#) | [Updates](#) | [Results](#) | [Property](#) | [CC'd On Package](#)

Current Status : ASSIGNED TO SGT (04/04/2013)

Current Allocation : MR. Nick BLACKHAM C8560 (04/04/2013)

Package Details

Shared With		Date Received	
Problem Outline	Nominal to be placed on PNC as wanted, Mr BOURNE, Mark Anthony (Nick BOURNEY) (249775U) 07/07/1977 1991/52882P	Target Period	90
Package Type	Wanted - PNC, West Mercia PNC Wanted	Target Return Date	23/06/13
Risk Level	Standard	Actual Return Date	
Offence Type	Violent Crime (Assaults)	Review Date	
Section	DB: Kidderminster East	Package Completed?	
Operation Name		Notes	
Other Ref			

Update Package

Package Allocation

[Show All](#) | [Show Top 3 Only](#)

Allocated To	Allocated By	Notes	Date
MR. Nick BLACKHAM C8560	MR. Nick BLACKHAM C8560	INITIAL ASSIGNMENT FOR REVIEW	04/04/2013
	MR. Nick BLACKHAM C8560	USER CREATING	04/04/2013

Update Allocation

Package Updates

No Updates Recorded For This Package

Send A Message

Add An Update

Package Status

[Show All](#) | [Show Top 3 Only](#)

Status	Update By	Date
ASSIGNED TO SGT	MR. Nick BLACKHAM C8560	04/04/2013

Update Status

Package Nominals

Nominal	DOB		Arrest Date	Detection/Disposal	Det/Disp Date
Mr BOURNE, Mark Anthony (Nick BOURNEY) (249775U)	07/07/1977				

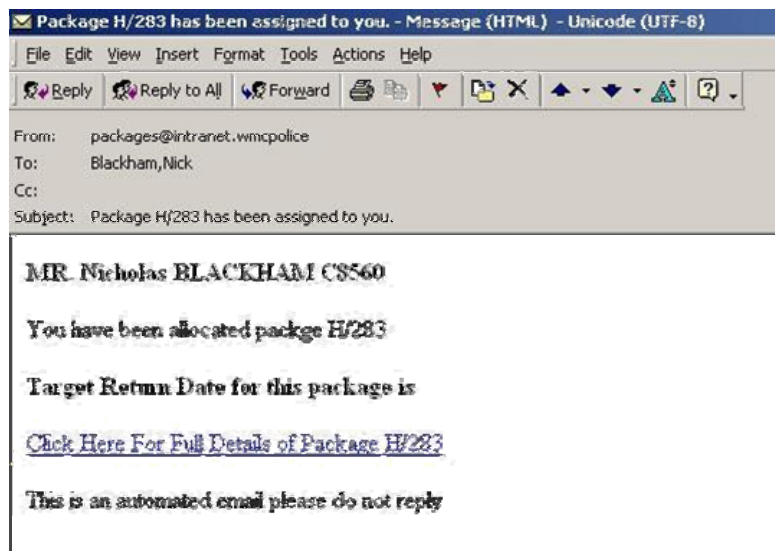
At the top of the screen the current status be displayed along with the The will appropriate colour i.e. **Red**, **Amber** or current allocation will also **Green**. be displayed i.e. PC 123 Bloggs.

Certain sections displayed will allow for updates to be performed by clicking on the appropriate sections. These are as follows:

- 📧 **Update Allocation** - This allows a supervisor to forward the electronic package to an OIC and vice versa. The supervisor will still see the package on their package homepage but the current allocation will display the current officer/staff in charge of the case.

For example, all packages will be assigned to an Inspector in the first instance or, in their absence, their deputy (Sgt rank). The Inspector can allocate to a Sergeant who can, in turn, allocate it to an OIC. Both the Inspector and Sergeant will still be able to see the package within their queue in order to check progress.

Each allocation change allows for a note to be added within the 'Notes' field. This will automatically create an email with the package link and notes to the relevant officer/member of staff. An example of this is displayed below:



Please note – On completing available enquiries relating to the package, the OIC must use the allocation screen in order to pass the package back to the Sergeant or Inspector. Only Supervisors can return the package to the administrator for the set reasons (Completed, Subject circulated on PNC or Further report date needed)



Update Status (Supervisors Only) - This allows Supervisors to return the package to the originator (Administrator). There are three choices from the drop down menu which are shown in the below image. The administrator is the only individual who can show the package as completed (**Green**). The package will remain either **Red** or **Amber** until this final process has been completed. Completing the status will email the administrator who will deal with the package according to instruction. Further report dates will be provided if provided with sound reasoning in the 'Package Update' field.

STEP - LIVE

STEP Homepage

Logged In As: MR. Nicholas BLACKHAM C8560

Back To H257 Details

Current Status :

Package Summary H257

Package H257

Outline Test Overdue Package

Change Status For Package H257

Set Status To

-- Select --

-- Select --

RETURN TO ORIGINATOR - ENQUIRIES COMPLETED

RETURN TO ORIGINATOR - SUBJECT CIRCULATED ON PNC

RETURN TO ORIGINATOR - ONGOING ENQUIRIES FOR DATE NEEDED

Update Status



Add An Update – This allows for Supervisors/OIC's to add free text updates to the package. This enables all involved in the Package to see a sequential commentary on the progress made to date. This is especially important when asking administrators for further report dates who will check to see what enquiries have been made.

Please Note – When dealing with a Package which has crime links, it is vital that the main crime record is updated with significant entries. This is clearly managed through the typical CRIMES management screens.

See below for example of update screen (Wording will show Update rather than Action):

STEP - LIVE

STEP Homepage

Logged In As: MR. Nicholas BLACKHAM C8560

Back To H257 Details

Package Summary H257

Package H257

Outline Test Overdue Package

Add Action For Package H257

Action Type *

Text *

Visit


-- Select --

Note

Visit

Interview

Add Action

-  **Update Property** – The system will also allow for any property seized to be recorded against the Package. This, in no way, avails Supervisors/OIC's from the need to enter and record any property onto the Property Management System (PMS). Entries here allow for proper Package results recording and allow for feedback to other departments i.e. Crimestoppers.

See Below for example of Property Screen:

STEP - LIVE

STEP Homepage

Logged In As : MR. Nicholas BLACKHAM C8560

Back To H/257 Details

Package Summary H/257

Package

H/257

Outline

Test Overdue Package

Add Property For Package H/257

Property Type *

-- Select --

Description *

-- Select --

Value *

Property Ref *

Drugs

Cash


Vehicles

General Property

Add Property

Property Added To Package

No Property has been added to this package.

-  **Update Results** – The update results field is as the name suggests. This allows you to enter into a number of statistical fields relating to NIR's, Arrests, Encounters and whether, as is the case with DNA or Fingerprint Packages, an evaluation form has been completed and submitted.

There is also a free text 'Outcomes' box which allows for a full debrief regarding the Package to be entered. Finally a simple drop down successful/unsuccessful field which must be completed.

See below for example Update screen:

STEP - LIVE

STEP Homepage

Logged In As : MR. Nicholas BLACKHAM C8560

Back To H257 Details

Package Summary H257

Package

H257

Outline

Test Overdue Package

Results For Package H257

No of Arrests

No of NIRs

No of Encounters

Evaluation Form Complete?

-- Select --

Date Completed

(dd/mm/yyyy)

Outcome *

Result

Not Resulted

Nominal Information

Nominal	Arrest Date (dd/mm/yyyy)	Detection/Disposal	Detection/Disposal Date (dd/mm/yyyy)

Update Results

There are no further fields to complete. As with all things it will take some time to get used to but it is an important tool to track and deal with Packages.

For any queries regarding the system please call PNSB.