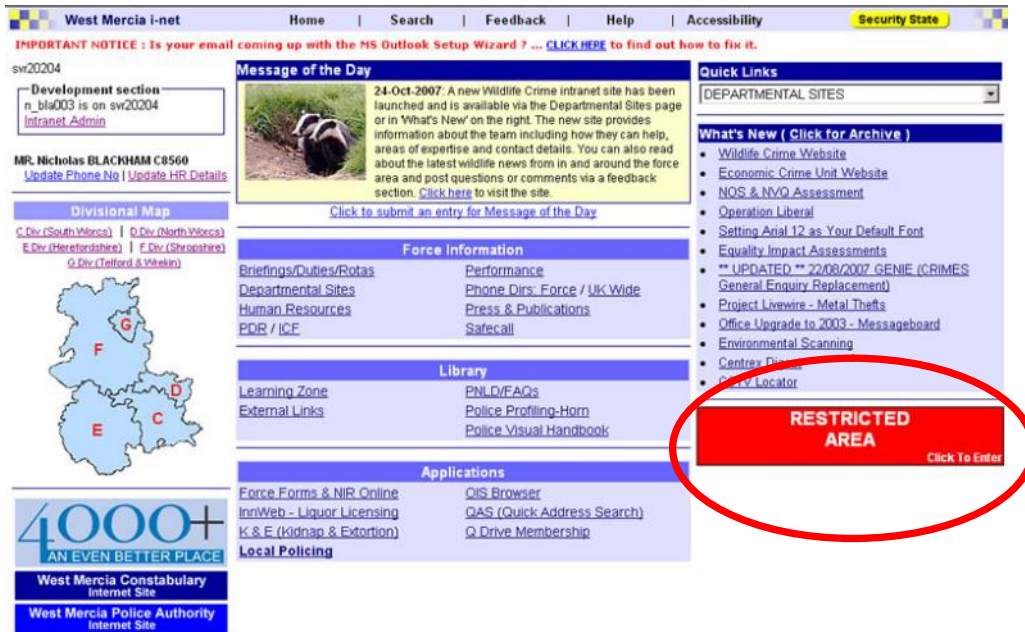


## S.T.e.P (Electronic Packages)

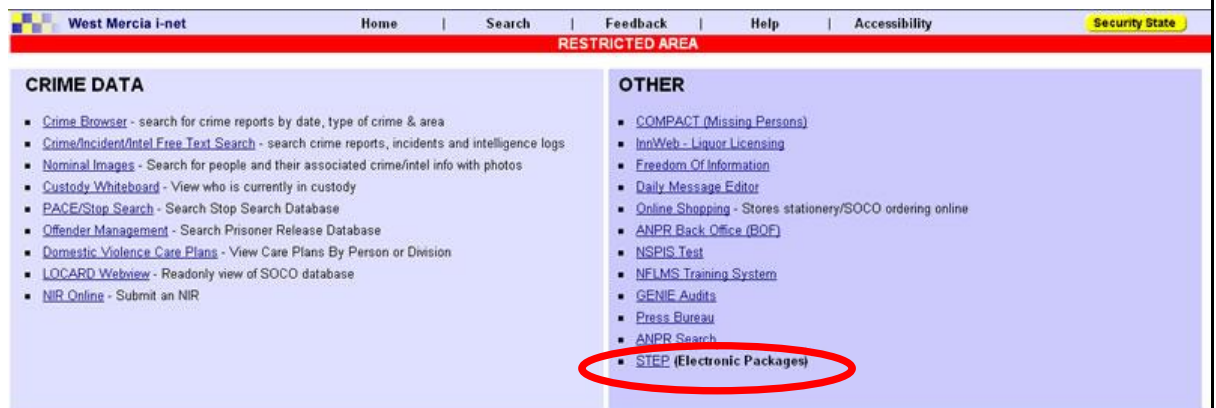
### *Administrators User Guide – General overview*

The aim of this document is to enable administrators to effectively use the S.T.e.P system. The system is easy to use and will allow for the effective creation of electronic packages with full audit capability.

The system is initially accessed through the restricted area on the West Mercia Intranet Homepage (See below).



After clicking on the restricted area, you will be presented with the following screen:



From here the S.T.e.P system can be accessed by clicking on the appropriate link entitled S.T.e.P (Electronic Packages).

Upon access you will be presented with the following S.T.e.P homepage screen:

STEP - LIVE

STEP Homepage

Logged In As : MR. Nicholas BLACKHAM C8560

- Create A New Package
- Search
- Update Users

Packages Awaiting Closure

No Packages Awaiting Closure

Packages Overdue

Package	Outline	Generated	Due	Received	Sector	Category	Allocation
H243	***This is a test record*** A free text outline of the problem will be entered here	10/10/2007	14/10/2007		HQ: Headquarters	DNA Hit	MR. Lee WAISTELL C8602
H242	Test Overdue Package	10/10/2006	10/10/2007		HQ: Headquarters	PDO SO	MR. Nicholas BLACKHAM C8560
H245	TV issues	10/10/2007	24/10/2007		DE: Redditch Central	RPD (Public Offence)	Sgt Insp. Joe MARGDEN C3007
H244	drug dealing issues	10/10/2007	24/10/2007		DE: Redditch North East	RPD (Public Offence)	Sgt Sgt Lee BRIGHTON C8701

Packages Due In Next 3 Days

No Packages Due in next 3 days

Packages Created In Last 7 Days

Package	Outline	Generated	Due	Received	Sector	Category	Allocation
H265		22/10/2007			HQ: Headquarters	FP Identification	MR. Nicholas BLACKHAM C8560
H267		22/10/2007	29/11/2007		HQ: Headquarters	Silver Revc	MR. Nicholas BLACKHAM C8560
H273		23/10/2007			HQ: Headquarters	FP Identification	MR. Nicholas BLACKHAM C8560
H275		23/10/2007			OF: Other Force	DNA Hit	No Allocation
H276		23/10/2007			HQ: Headquarters	DNA Hit	MR. Nicholas BLACKHAM C8560
H283		26/10/2007			CPMU: Covert Policing Management Unit	FP Identification	MR. Nicholas BLACKHAM C8560

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:

- Create a New Package
- Search the system for current/previous packages using various search fields
- Update the administrative users for S.T.e.P
- See the Packages awaiting formal closure by the administrator
- See which Packages are overdue
- See which Packages are due for completion within the next 3 days
- See the Packages created within the last 7 days
- See the Packages which are classified as outstanding (nominals on PNC and currently not traceable etc)

## Administrators User Guide – Package Creation (Stage 1)

STEP - LIVE

STEP Homepage

Logged In As : MR. Nicholas BLACKHAM C8560

Create New Package - Stage 1 - Package Information

All fields in yellow and marked with an "\*" are mandatory

Package Information

Problem *	-- Select --	Causes *	Criminal Substance Misuse Location/Environmental Financial
Problem Outline		Tactics *	Further Investigative Action Conflict Resolution Liaise with Others - Internal Liaise with Others - External
Package Type *	-- Select --	Target Period	-- Select --
Offence Type *	-- Select --	Return Date	(dd/mm/yyyy)
Section *	-- Select Section--	Review Date	(dd/mm/yyyy)
Objective *	Tackling Crime Promoting Community Safety Improving Satisfaction and Confidence Protecting the Public	Notes	
Operation Name		Divisional Control Strat?	-- Select --
Surveillance Package?	-- Select --	Force Control Strat?	-- Select --
Sent To Tasking?	-- Select --		

Allocation Information

Select from one of this lists below

Before allocating the package please [click here to check duties](#) to ensure the person is available

Send to INSP -- Select --

Send to SGT -- Select --

Send to CON -- Select --

Save & Goto Stage 2

On clicking 'Create a New Package' you will be presented with the above screen. Here the fields with a yellow background are mandatory and must be completed.

It must be noted that multiple entries can be selected in the Objectives, Causes and tactics fields. For example a burglary package relating to DNA identification will satisfy a number of Four Better Outcomes objectives i.e. Tackling Crime and Improving Satisfaction and Confidence. To highlight multiple entries in these fields hold down the control key on your keyboard whilst selecting the appropriate entries.

**Target Period:** The Divisional Protocol is that all Control Strategy items will be allocated for 7 days (or less) only, all other items will be given 14 days e.g. Crime stoppers unless the information relates to a Control Strategy item.

You will see that the return date is automatically entered if using the drop down menu with choices of 7, 14, 21 and 28 days. A manual date following the (dd/mm/yyyy) format can be entered if preferred.

**Review Date:** This is an optional field which can be used as a reminder for certain Packages. The review date will clearly be prior to the return date and, if entered, the system will automatically email the admin with a link to the package. This is a useful tool which should be used to track packages of high importance.

All of the other fields are self explanatory and will be completed as you see fit. It is important that you include all relevant material and specify any specific actions for the package within the 'notes' field.

At the bottom of the screen you will see a box entitled 'Allocation Information'. The protocol on this Division will be that the relevant Inspector will be the initial recipient of the package as a responsible owner. The individual will be decided based upon their ability to direct resources into the specified package area i.e. Detective Inspector for Burglaries/Vehicle crime and Geographic Inspector for volume crime/community based issues. The chosen Inspector can then delegate the package to an OIC for action (See Supervisor/OIC user guide for further information).

Once an individual is selected in the 'Send to INSP field' click 'Save & Goto Stage 2)

**Please Note**

***Package types PPO/Curfew Bail/Search Warrants must be allocated to the Detective Inspector (Intelligence). Such Packages are available for all officers/staff to see due to their nature i.e. they cannot be owned and actioned by one individual or one team. Packages of this type are designed for anyone to add an update.***

***Packages of this type will be visible when officers/staff login to S.T.e.P, other packages will not unless specifically assigned to that officer or staff member.***

## Administrators User Guide – Package Creation (Stage 2)

**STEP - LIVE**

STEP Homepage

Logged In As: MR. Nicholas BLACKHAM C8560

**Create New Package - Stage 2 - Crime References**

If you have no crime numbers to add to the package then click 'Save & Continue To Stage 3'. If you have crime numbers to add then enter their FULL REFERENCE (eg. 22AA/12345A/07) one by one and when all have been added click 'Save & Continue To Stage 3'.

All fields in yellow and marked with an "\*" are mandatory

Save & Continue To Stage 3

**Add Crime Information**

Crime Number \*  
LOCARD Ref  
Offence Location

(22XX/YYYYYY/YY)

Open GENIE Offence Search

Add Crime To Package

**Crimes Added To Package**

No Crimes have been added to this package.

Stage 2 provides the ability to add crime numbers and LOCARD (forensic) reference numbers, if relevant. A GENIE search button has been added to allow for CRIMES research to locate relevant crime numbers. These should then be noted and entered into the 'Crime Number' field.

Any crime numbers added here will allow supervisors/OIC's to click on the links and access the crime record on GENIE. This saves officer/staff time and allows a direct link between crime and package. If required, you can also add any detail here around offence location (free text field). The system does allow for multiple entries if the package relates to a crime series.

The below shows how the screen will look after adding a crime and demonstrates that you can remove a crime number if a mistake has been made.

**STEP - LIVE**

STEP Homepage

Logged In As: MR. Nicholas BLACKHAM C8560

**Create New Package - Stage 2 - Crime References**

If you have no crime numbers to add to the package then click 'Save & Continue To Stage 3'. If you have crime numbers to add then enter their FULL REFERENCE (eg. 22AA/12345A/07) one by one and when all have been added click 'Save & Continue To Stage 3'.

All fields in yellow and marked with an "\*" are mandatory

Save & Continue To Stage 3

**Add Crime Information**

Crime Number \*  
LOCARD Ref  
Offence Location

22DN83966R/07 has been added successfully.

(22XX/YYYYYY/YY)

Open GENIE Offence Search

Add Crime To Package

**Crimes Added To Package**

Crime No	LOCARD	Offence Location
22DN83966R/07		

Remove Crime From Package

You do not need to add crime numbers here, if not applicable, and can simply move on to the next stage by clicking 'Save and Continue to Stage 3'

## Administrators User Guide – Package Creation (Stage 3)

STEP - LIVE

STEP Homepage

Logged In As : MR. Nicholas BLACKHAM C8560

Create New Package - Stage 3 - Nominal Details

If you have no nominals to add to the package then click 'Save & Continue To Stage 4'. If you have nominals to add then enter their nominal references one by one and when all have been added click 'Save & Continue To Stage 4'.

All fields in yellow and marked with an "\*" are mandatory

Save & Continue To Stage 4

Add Nominal Information

Nominal Reference \* (e.g. 123456A)

Nominals Added To Package

No Nominals have been added to this package.

Similar to the process in Stage 2, you can add nominals to the package which will allow supervisors/OIC's to click on links which will access the GENIE nominal record directly from the package screen. A GENIE search button has been added to allow for CRIMES research to locate relevant nominal reference numbers. These should then be noted and entered into the 'Nominal Reference' field.

**The nominal information must already be 'known' to existing West Mercia Systems i.e. CRIMES. If this is not the case an NIR must be submitted to your intelligence unit so that a record can be created.**

Multiple nominals can be added or removed as required. Nominals do not need to be entered if not applicable.

The below shows how the screen will look after adding a nominal and demonstrates that you can remove a nominal if a mistake has been made.

What is important here is that you can see if another division has an open or closed package for the nominal selected. This feature is especially important to prevent any 'blue on blue' situation or to share any effective practice around tactical options. Whilst you cannot access records for another Division, a simple phone call will achieve the desired effect. To point out the obvious H stands for HQ, E for Hereford Division and so on.

STEP - LIVE

STEP Homepage

Logged In As : MR. Nicholas BLACKHAM C8560

Create New Package - Stage 3 - Nominal Details

If you have no nominals to add to the package then click 'Save & Continue To Stage 4'. If you have nominals to add then enter their nominal references one by one and when all have been added click 'Save & Continue To Stage 4'.

All fields in yellow and marked with an "\*" are mandatory

Save & Continue To Stage 4

Add Nominal Information

249775U, Mr BOURNE, Mark Anthony (Nick BOURNEY) 07/07/1977 has been added successfully.

**NOTE : This nominal is already in packages H 233(OPEN), D 234(OPEN), D 235(OPEN), D 236(OPEN), H 240(COMPLETE), D 243(OPEN), H 251(OPEN), D 265(COMPLETE), H 266(OPEN), H 267(COMPLETE), H 275(OPEN), H 276(COMPLETE)**

Nominal Reference \* (e.g. 123456A)

Nominals Added To Package

Nominal Ref	Date Of Birth	Name	
249775U	07/07/1977	Mr BOURNE, Mark Anthony (Nick BOURNEY)	<input type="checkbox"/>

Clicking 'Save & Continue To Stage 4' will take you to the next screen.



## Administrators User Guide – Package Creation (Stage 4)

STEP - LIVE

STEP Homepage

Logged In As : MR. Nicholas BLACKHAM C8560

Create New Package - Stage 4 - Vehicle Information

If you have no vehicles to add to the package then click 'Save & Continue To Stage 5'. If you have vehicles to add then enter their VRM, Make, Model and Colour one by one and when all have been added click 'Save & Continue To Stage 5'.

All fields in yellow and marked with an "\*" are mandatory

Save & Continue To Stage 5

Add Vehicle Information

VRM \*

Make

Model

Colour

Notes

Open GENIE Vehicle Search

Add Vehicle To Package

Vehicles Added To Package

No Vehicles have been added to this package

Similar to Stages 2 and 3, this screen allows administrators to add vehicles to the Package.

**The vehicle information must already be 'known' to existing West Mercia Systems i.e. CRIMES. If this is not the case an NIR must be submitted to your intelligence unit so that a record can be created.**

Vehicles can be added for any reason but typically will be added because the vehicle relates to a subject or victim. A notes field has been added here so that explanation can be given.

As with previous sections a GENIE search button has been added to allow for CRIMES research to locate relevant VRM's (Vehicle Registration Marks). These should then be noted and entered into the 'VRM' field.

As with previous stages, multiple vehicles can be added or removed.

Clicking 'Save & Continue To Stage 5' will take you to the next screen.

## Administrators User Guide – Package Creation (Stage 5)

**STEP - LIVE**

STEP Homepage

Logged In As : MR. Nicholas BLACKHAM C8560

**Create New Package - Stage 5 - Attachments**

If you have no attachments to add to the package then click 'Complete Package & Send Allocation Emails'. If you have attachment to add then enter their description and filename one by one and when all have been added click 'Complete Package & Send Allocation Emails'.

All fields in yellow and marked with an "\*" are mandatory

Complete Package & Send Allocation Emails

Add Attachment Information

Description \*

File \*

Browse...

Add Attachment To Package

Attachments Added To Package

No Attachments have been added to this package

One of the most important additions to the S.T.e.P system is the ability to add any documents, spreadsheets and pictures to the Package. These can be operational orders, subject profiles, maps or similar. Multiple attachments can be added or removed, as required.

The below shows how the screen will look after adding an attachment and demonstrates that you can remove an attachment if a mistake has been made.

**STEP - LIVE**

STEP Homepage

Logged In As : MR. Nicholas BLACKHAM C8560

**Create New Package - Stage 5 - Attachments**

If you have no attachments to add to the package then click 'Complete Package & Send Allocation Emails'. If you have attachment to add then enter their description and filename one by one and when all have been added click 'Complete Package & Send Allocation Emails'.

All fields in yellow and marked with an "\*" are mandatory

Complete Package & Send Allocation Emails

Add Attachment Information

An Attachment - a222.doc has been added successfully.

Description \*

File \*

Browse...

Add Attachment To Package

Attachments Added To Package

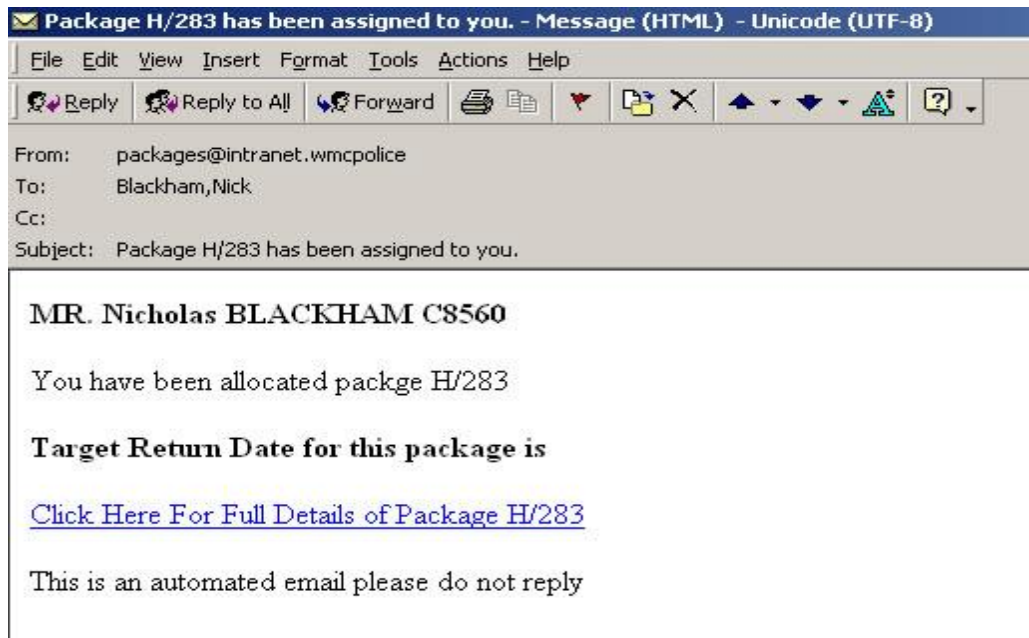
Description	File	
An Attachment	a222.doc	<input type="checkbox"/>

Remove Attachment From Package

Clicking 'Complete Package & Send Allocation Emails' will conclude the creation of the package and forward the Package link to the recipient entered at Stage 1.



After the Package has been sent to the recipient, they will receive a 'hyperlink' to link them to the package. The screen below shows an example of the information that they will receive.













The Package will now also appear in the 'Packages created in the last 7 days' box on the S.T.e.P Homepage and allows the admin to alter/amend any details.

The screen below demonstrates what an administrator will see when clicking into the Package screen from the Homepage.

STEP - LIVE			
STEP Homepage		Logged In As : MR. Nicholas BLACKHAM C8560	
H/244			
<a href="#">Details</a>   <a href="#">Allocation</a>   <a href="#">Status</a>   <a href="#">Crimes</a>   <a href="#">Nominals</a>   <a href="#">Vehicles</a>   <a href="#">Attachments</a>   <a href="#">Updates</a>   <a href="#">Results</a>   <a href="#">Property</a>			
Current Status : ASSIGNED TO SGT (10/10/2007) Current Allocation : Det Sgt Lee BRIGHTON P0701 (10/10/2007)			
<b>Package Details</b>			
Problem	Subject	Causes	Criminal
Problem Outline	drug dealing issues	Tactics	Targeted/High Profile Patrol
Package Type	PPO (Prolific Offender)	Date Received	
Offence Type	Violent Crime (Assaults)	Target Period	28
Section	DF: Redditch North East	Target Return Date	24/10/07
Objective	Promoting Community Safety	Actual Return Date	
Operation Name		Review Date	
Surveillance Package?	Y	Package Completed?	
Sent To Tasking?	Y	Notes	
		Div Control Strat	
		Force Control Strat	
			<a href="#">Update Package</a>
<b>Crimes Added To Package</b>			
No Crimes have been added to this package.			
			<a href="#">Update Crimes</a>
<b>Package Allocation</b>			
Allocated To	Allocated By	Notes	Date
Det Sgt Lee BRIGHTON P0701	Det Insp Jon MARSDEN P3007		10/10/2007
			<a href="#">Update Allocation</a>
<b>Package Status</b>			
Status	Update By	Date	
ASSIGNED TO SGT	Det Insp Jon MARSDEN P3007	10/10/2007	
<b>Package Updates</b>			
Date	Type	By	Text
23/10/2007	NOTE	Con Mark BRADLEY P3888	CHECKED AT 06.50AM 21.10.07 - ALL IN ORDER.
			<a href="#">Add An Update</a>
<b>Package Nominals</b>			
Nominal	DOB	Arrest Date	Detection/Disposal
<a href="#">Mr BAYLISS, Richie Lee (928766C)</a>	25/12/1989		
			<a href="#">Update Nominals</a>
<b>Package Vehicles</b>			
No Vehicles Recorded For This Package			
			<a href="#">Update Vehicles</a>
<b>Package Attachments</b>			
Attachment			
<a href="#">piccy (0BStreamImage.jpg)</a>			
			<a href="#">Update Attachments</a>
<b>Package Results</b>			
No Property For This Package			
			<a href="#">Update Property</a>
<b>Package Results</b>			
No Arrests			
NIRs			
Encounters			
Evaluation Form Completed			
Completed Date			
Outcome			
Result			
			Not Resulted
			<a href="#">Update Results</a>

At any stage the administrator is able to do the following:

-  Update initial Package details including time allocated for completion
-  Update CRIMES
-  Update Allocation
-  Update Status ( An Admin is the only user who can fully close a package as complete)\*\*
-  Add any updates
-  Update Nominals
-  Update Vehicles
-  Update Attachments
-  Update Property
-  Update Results

***\*\* Vitally important is the fact that the admin is the only user of S.T.e.P who can close down a Package as complete. They are also the only users who can extend target dates if requested by supervisors. Such extensions should not routinely be given and a full explanation should be recorded by the supervisory officer as to the reasons for the request, especially when this relates to control strategy measures.***

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 the Detective Inspector (Intelligence