

Process for Recording Non-Crime Hate Incidents

The following process should be used by officers and staff when recording and responding to non-crime incidents where the complainant perceives that the incident may be motivated by hostility or prejudice.

Forces have different systems and approaches for managing reports of crimes and incidents. In some forces, incident reports will initially be created in a command-and-control system. Where a resource is deployed, or where further investigation is required, a secondary record may be created to manage that activity. The authorised professional practice (APP) applies to both initial and secondary records.

The process describes a report coming into the police and explains how call handlers, police officers and staff should record and manage the information provided by the complainant. Irrespective of how a report is made, the considerations set out in the APP should be applied to all reports. This includes the decision to create an initial record about the incident, as well as any secondary record created to manage police activity.

Whatever the system and approach used in a force, the key issues to keep in mind are as follows:

- Does the incident represent a risk of harm to any people involved or the public?
- Is it necessary and proportionate to record the incident as a non-crime hate incident (NCHI)?
- Only when the incident meets the additional threshold set out in the Code should the personal data of the subject be included in a record.

Call handlers, officers and staff should use common sense and judgement and should only record personal data where the incident presents a real risk of significant harm to individuals or groups with a particular characteristic(s) and/or a real risk that a future criminal offence may be committed against individuals or groups with a particular characteristic(s). If personal data of the subject is not required to enable the appropriate police response, the initial call log – like the secondary incident record – should not include this data.

Decision makers should use the National Decision Model to structure a rationale of what they did and why.

If all the other criteria required to record an NCHI are met, an NCHI without the personal data of the subject may be recorded instead. This may include the personal data of the complainant, the circumstances of the incident, location and behaviour.

Process for Recording Non-Crime Hate Incidents

Step one: Gather information

Incident perceived to be motivated by hostility reported to police.

Gather information about incident and involved persons. Do not directly challenge complainant's perception of hostility, but investigate and record the reasons for it.

Consider previous incidents involving same complainant, subject, target group or location.

Has crime been committed?

Yes

- NCHI recording process does not apply.
- Record crime in line with NCRS and investigate.

End

No

Does non-crime incident meet threshold set out in the Code for recording under NSIR?

Yes

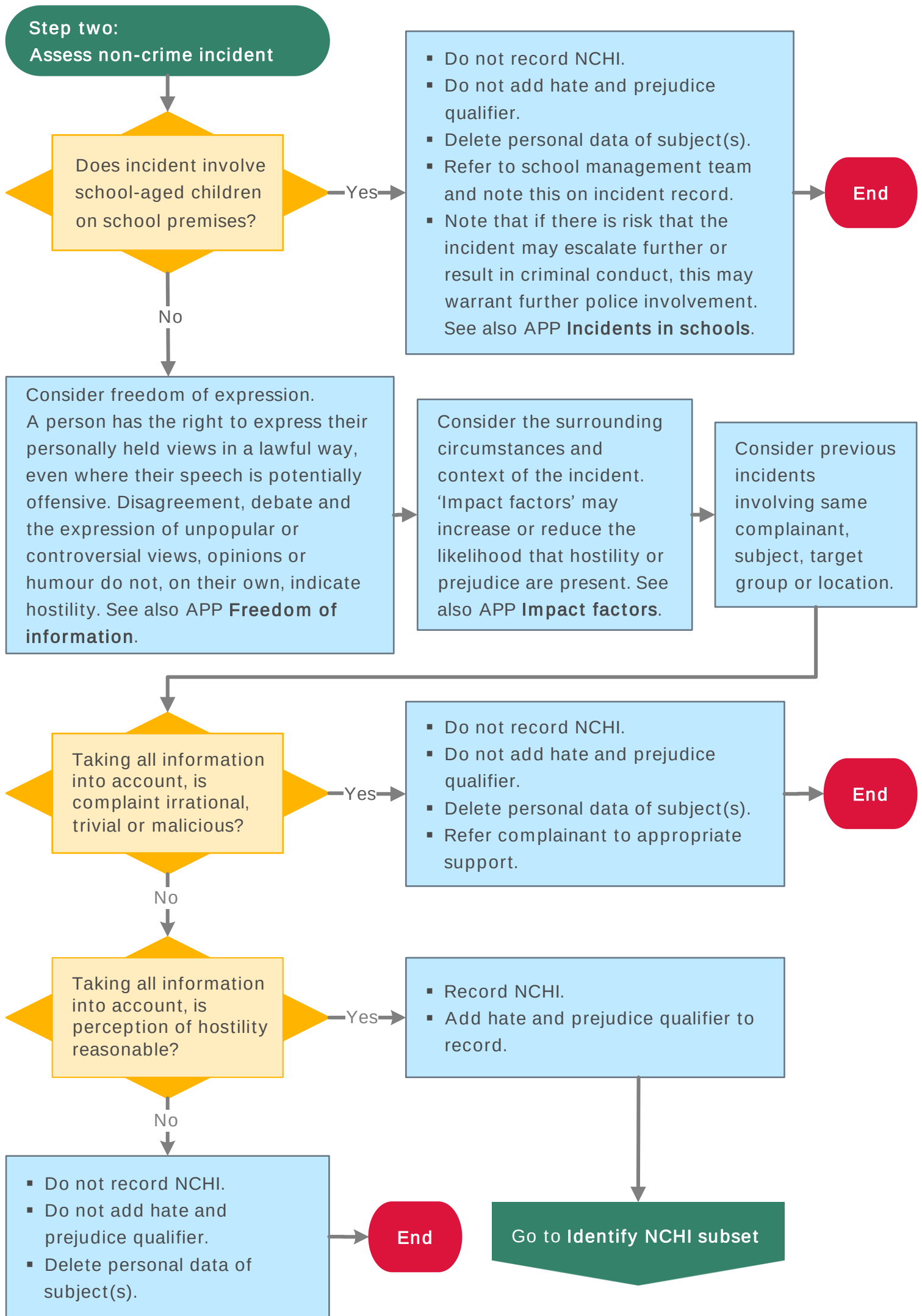
- Record non-crime incident using non-crime terminology such as **complainant** and **subject**.
- Conduct a THRIVE assessment.
- Consider PLANE when considering deployment.
- Seek advice from Duty Silver if required.

Go to Step two

No

- Do not record incident.
- Delete any personal data of the subject.
- Keep call log without any personal data for auditing purposes.

End



Identify NCHI subset

Additional Threshold Test:

Personal data **may only** be recorded where the incident:
'presents a real risk of **significant harm** to
individuals or groups with a particular characteristic(s) and/or
a real risk that a future criminal offence may be committed
against individuals or groups with a particular
characteristic(s)'

Does incident meet
additional threshold
for recording personal
data?

Yes

- Record NCHI **with** personal data of subject.
- Add hate and prejudice qualifier.

No

- Record NCHI **without** personal data of subject.
- Delete personal data of subject from NCHI record.
- Data of complainant (recorded in line with normal policing procedure), circumstance of incident, location and behaviour may still be recorded.

Refer to APP **Process** for recording
non-crime incidents for further
information on:

- Step three – deployment
- Step four – review
- Step five – retention of information