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**Procedure owned by Contact and Response
STORM - View Rated Incidents**

STORM has a facility to add a view rating (restriction) to incidents that contain information of a sensitive or personal nature that should not be available for all users to view. This is done by adding a View Rating Group to the incident of RESTRICTED or EXEC SUM. This will then restrict access to that incident to specific STORM terminals or collar numbers that are members of that group.

Each View Rating Group has a default set of STORM workstations or collar numbers configured within it, but once added to an incident, a group can be modified to give access to the incident to other STORM workstations or collar numbers as required for the duration of the incident only.

The decision to add a view rating to an incident will be made by the Force Incident Manager (FIM). View rating can be modified by the FIM or Control Room Managers.

Requests to have access to a particular view rated incident must be approved by the FIM. Once access is no longer required the user should be removed from the incidents view rating.

The STORM Bureau will be responsible for updating terminals and collar numbers for restricted incident viewing access and for ensuring that access lists to groups are fully maintained.

Related Documents

Links to related documents: [STORM \(Policy\)](#)

Gatekeeper - the Author suggested the following Policy document to link to. STORM

Relevant Dates and Review Period

Effective Date: 26/02/2018

Review Date: 20/12/2024

Review Frequency: Annually

FOI, Human Rights and Equality Impact Assessment Indicators

FOIA: Release to Public

ECHR: Compliant with proportionality test

Articles engaged: Article 5 Right to Liberty and Security; Article 9 Freedom of Thought, Conscience and Religion; Article 11 Freedom of Assembly and Association; Article 14 Prohibition of Discrimination

Compliant with Code of Ethics: Yes

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Procedure owned by Contact and Response STORM - Call Type Comments

The STORM Command and Control system has a facility to place comments against a Call Type (Service Code) record in the database. One of the uses for which this field may be utilised is to carry operational information, which is presented to Control Room operators on creation of an incident or when they accept a transferred incident for control. Thereafter, it is accessible from the data toolbar buttons presented on the STORM Call card (Comments Button).

This procedure has been designed to provide consistent content and quality of entries, **ownership of data** contained within those entries and, an effective method of ensuring prompt deletion of entries, once they are no longer valid or pertinent.

There are two categories, of interest to Local Policing Teams (LPT), in which appropriate comments can be associated with a Call Type. These are:

- (i) An LPT comment, where an initiative has a requirement for incidents of a certain type to be actioned in a particular way, within the confines of a specific LPT.
- (ii) A Neighbourhood or beat (RIA) based comment, where an LPT has a requirement for incidents of a certain type to be actioned in a particular way within the confines of a specific neighbourhood.

Only one comment can be held against a call type for any of the individual categories, e.g. one comment per LPT, or one comment per Neighbourhood. It is possible therefore; that a Call Type may have more than one comment recorded against it for a particular LPT or beat.

These 'comments' are designed to assist when Tasking and Co-ordinating and should reduce paper requests to Control Rooms, for specific actions related to any call type, e.g. Burglary Dwellings against any LPT or beat.

The comments are entered and maintained centrally by the STORM Bureau, using a free text field, edited from within a STORM maintenance programme, limited to a maximum of 180 characters. It is restricted in use to System Administrators and some IT Support Operators.

The record is dynamic and can be amended or deleted at any time. The system does **not**, however, have an automatic weed facility to prompt deletion after a given period.

Requests For Comments

Any Police Officer/Police Support Staff member requesting a Comment to be placed against a Call Type in the STORM database, should forward the request via their Line Manager to the Head of Contact Services.

Before a comment will be considered for addition to the record , the following must be complied with:

- § Full details of the Call Type to which the comment is to relate .
- § Whether the comment is either LPT or beat based .
- § Brief details of the reason for the comment .
- § The approximate and appropriate duration for the comment to remain on the record.
- § NO PERSONAL DETAILS REGARDING ANY INDIVIDUAL WILL BE ENTERED INTO THESE COMMENT FIELDS. This to avoid any contravention of the Data Protection Act .
- § Appropriate language must be used in the comment .

Once the request has been accepted and the relevant data added to the Call Type entry, it will remain there until deleted by an authorised party . For this reason, the individual requesting its inclusion for their respective LPT or beat will own the data .

Removal of Comments

Comments will be removed by the Storm Bureau , in accordance with the duration specified on the original request, or on the request of the Head of Contact Services .

Related Documents

Links to related documents: [STORM \(Policy\)](#)
Gatekeeper - the Author suggested the following Policy document to link to. STORM

Relevant Dates and Review Period

Effective Date: 01/03/2017
 Review Date: 20/12/2024
 Review Frequency: Annually

FOI, Human Rights and Equality Impact Assessment Indicators

FOIA:	Release to Public	
ECHR:	Compliant with proportionality test	Articles engaged: Article 2 Right To Life
	Compliant with Code of Ethics:	Yes

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Categories: Comms
 Crime Investigation

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