

Lincolnshire Police

Policy Document



Critical incident management policy PD 104

Policy document information

Reference number:	PD 104
Policy sponsor:	ACC
Policy owner:	Head of Crime
Author:	Insp Gareth Whitelock (FCR)
Publication date:	January 2025
Review date:	January 2027

Version history

Version	Date	Reason for issue
5	October 2018	Biennial Review
6	November 2020	Biennial Review
7	April 2021	Biennial Review
8	January 2023	Biennial Review
9	January 2025	Biennial Review

Code of Ethics

All staff involved in carrying out functions under this policy and associated procedures and appendices will do so in accordance with the principles of the Code of Ethics. The aim of the Code of Ethics is to support each member of the policing profession to deliver the highest professional standards in their service to the public.

Legislative compliance

This document has been drafted to comply with the principles of the Human Rights Act. Proportionality has been identified as the key to Human Rights compliance, this means striking a fair balance between the rights of the staff and those of the rest of the community. There must be a reasonable relationship between the aim to be achieved and the means used.

Equality and Diversity issues have also been considered to ensure compliance with the Equality Act 2010 and meet our legal obligation in relation to the equality duty. In addition, Data Protection, Freedom of Information and Health and Safety Issues have been considered. Adherence to this policy or procedure will therefore ensure compliance with all relevant legislation and internal policies.

Other legislation/law which this policy has been drafted to comply with:

- [Human Rights Act 1998 \(in particular A.14 – Prohibition of discrimination\)](#)

- [Equality Act 2010](#)
- [Crime and Disorder Act 1998](#)
- [H&S legislation](#)
- [Data Protection Act 2018](#)
- [Freedom Of Information Act 2000](#)

Security classification

Policy to be published on Intranet: Yes

Policy to be published on Force Website: Yes

Authorised Professional Practice (APP)

This Policy has been checked against APP and Lincolnshire Police has adopted the provisions of APP as its Policy.

Those provisions are shown in the link(s) below and can be accessed via the home page of the APP website:

- [Critical Incident Management](#)

1. Policy aims (Purpose)

1.1. The aims of this policy are to provide clear corporate procedures to:

- a. Ensure a consistent and correct approach to the identification and management of critical incidents.
- b. Provide a comprehensive and professional response to such incidents
- c. Prevent incidents becoming critical by taking appropriate intervention measures early.
- d. Improve public trust, confidence and satisfaction in the way we deal with such incidents.
- e. Ensure our service is provided in a way that is non-discriminatory, proportionate, fair and accountable.

- 1.2. This policy and the attached standard operating procedures explain how Lincolnshire police will identify and manage “Critical Incidents” and ensure the most appropriate response is provided which matches the confidence and trust of the community. These are defined as;

Incidents where the effectiveness of the police response is likely to have a significant impact on the confidence of the victim, their family and / or the community.

2. Policy statement (Key information)

2.1. Origins

- 2.1.1. The Lincolnshire police has a tradition of policing with the consent of the communities it serves. This tradition recognises that policing is most successful when it is based on the active and voluntary participation of all members of the community. Such participation means that communities tend to be more committed to tackling social problems. It also helps to build a safe, just and tolerant society, thereby increasing feelings of security and reducing fear of crime.

- 2.1.2. The Police Service must build and maintain the trust and confidence of citizens by delivering an effective police response to all incidents if it is to gain the participation of the communities it serves. This participation is not, however, without difficulty.

The police respond to thousands of incidents every year and while many are dealt with well, others are not.

- 2.1.3. The problem is particularly acute where members of a community feel that crime threatens their sense of security. As a result, people tend to view hate crimes, attacks on vulnerable members of society and attacks in a victim’s own home as a personal threat, because they can imagine themselves or people they know as victims. Where crimes occur and they are believed to be the result of police failure to act or discrimination against particular communities, the whole basis of policing with the consent of the community is undermined. In addition, where the failings are because of

police incompetence or indifference, trust and confidence within the wider community will be lost.

- 2.1.4. This situation can be illustrated by the Stephen Lawrence case. Investigative errors and the way in which the police responded to the family's concerns about the conduct of the investigation were found to have arisen as a consequence of institutional racism. To address this, the Metropolitan Police Service (MPS) developed guidance to assist police officers dealing with similar cases, which they termed Critical Incidents.

2.2. Principles

- 2.2.1. The role of the police service is predominantly to save life and to protect property, prevent and detect crime and to generally uphold the law.
- 2.2.2. The Lincolnshire Police is committed to providing a fully effective and professional response to all incidents. In doing so, we will protect and reassure the public and our own staff and ensure that the legitimate rights of all communities are safeguarded.
- 2.2.3. The police response to incidents has a direct impact on the trust and confidence of the public, and any engagement which is less than professional or empathetic can have a detrimental and long-lasting effect. To ensure that all officers understand their role in identifying and dealing with a critical incident this policy has been written.
- 2.2.4. Chief Officers have a responsibility, through their senior managers to ensure that all officers, police staff and staff from G4S who work within our strategic partnership understand the concept and terminology used in critical incident management. They must encourage a culture of vigilance and quality assurance so that any incident that has the potential to escalate is identified early and managed effectively.
- 2.2.5. A critical incident is defined as:
- “Any incident where the effectiveness of the police response is likely to have a significant impact on the confidence of the victim, their family and/or the community”.

- 2.2.6. The definition is deliberately broad to ensure that potential critical incidents are not missed. It recognises the fundamental importance of community confidence and trust in the police response to critical incidents. It is imperative for the Lincolnshire police to maintain the confidence and trust of the communities it serves. Our success in this area depends on the effectiveness of police responses to potential/critical incidents.
- 2.2.7. This policy and its associated standard operating procedures has been put in place to ensure that all staff have a standardised and structured framework upon which to recognise, declare, manage, record and debrief critical incidents to ensure that the public has confidence in the way Lincolnshire Police deal with critical incidents.

3. Other related documents and appendices

3.1. Appendices:

- Appendix A - Critical Incident Standard Operating Procedures

Other related documents

- Community Impact Assessment Policy
- Debrief Policy
- Hate Crime Policy
- Guidance and general principles for establishing and staffing Major Crime operations.
- Guidance and procedures for conducting reviews of Major Crime investigations.
- CBRN Policy
- Publish Order Policy
- Firearms Policy
- Major crime contingency plan 3.1
- Kidnap and extortion
- Crime and Community Safety Strategy

4. Monitoring and review

- 4.1 This policy will be reviewed every two years and the policy will be amended to adopt any good practice from other Forces or to reflect changes in legislation in the interim period.

5. Who to contact about this policy

- 5.1 This policy is owned by the Head of Crime. Any enquiries about this policy should be directed to C/Supt Elizabeth Rogers
Elizabeth.Rogers@lincs.police.uk