

WILTSHIRE POLICE



XXXXXXX
By email

**Force Disclosure Unit
Police Headquarters**
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 10th April 2026

Our Ref FOI 2026-220

Dear XXXXX,

I write in connection with your request for information dated 22nd February 2026, concerning PNC Gender Marker and Special Category Data. Please accept my apologies for the delay in responding to your request.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Following receipt of your request, research was conducted by the Force Policy Officer, Student Officer Training & Assessment Team, PNC Bureau, Records Management and Professional Standard Departments at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote and our response:

I request the following information for the period 1 January 2016 to 31 December 2026, where centrally recorded and retrievable without exceeding the statutory cost limit.

For the purposes of this request, special category data includes data revealing or relating to gender, gender identity, legal gender recognition, gender history, and any previously used names.

1. Policy, Procedure & Guidance (Special Category Data)

Please provide copies of any:

- Written force policies
- Standard Operating Procedures
- Internal guidance
- National guidance

Keeping Wiltshire Safe

- Instruction documents that govern the rectification, amendment, or updating of gender marker data on the Police National Computer (PNC) following a person's legal gender recognition, including guidance specific to special category data.

Please note: Over a 10-year period, there may be anywhere between 3 to 10 versions of a policy. The last version of the policy where amendments or changes were made relating to gender or special category personal data has been noted below, however this may be an earlier version of the policy that is currently in place.

Some of the information you are requesting is exempt by virtue of Section 21 of the Freedom of Information Act 2000 – Information accessible to applicant by other means.

The following links will direct you to the Equal Opportunities Policies & Procedures v2.0 ([Equal Opportunities Policy and Procedures](#)) and Transgender Equality Guidance for Custody and Searches v1.1 ([Policy Template](#)). A further document that may also be of use is the PNC User Manual ([Microsoft Word - PNC Manual, v20.01 \(Redacted v4\).docx](#)).

Please find the Niche RMS Minimum Data Quality Standards v1.7 at the end of this response letter.

2. Staff Guidance & Training (Special Category Data)

Please provide copies of any guidance, training materials, briefings, or internal instruction provided to:

- Professional Standards Teams
- Data Protection Officers / IG Teams
- Records/PNC administrators
- Custody and detention staff
- Vetting or Disclosure teams

that covers processing requests to correct gender marker or special category data on PNC.

We do not offer training to other departments that covers processing requests to correct gender marker or special category data on PNC. We cover the markers on the PNC course but nothing about the procedures for dealing with incorrect ones.

3. Statistical Information (2016–2026)

Where centrally recorded, please provide in computer-readable format (e.g., CSV, Excel, database export):

- a. Number of requests received to rectify or amend gender marker / special category data on PNC.

0 - We have received one locally, but that individual did not have a PNC record.

- b. Number of requests actioned and rectified.

0

- c. Number of requests refused or not actioned.

0

- d. Any recorded reasons for refusal or non-action.

0

If these requests are recorded but not coded specifically as "gender marker" requests, please advise how they are recorded and provide equivalent statistics.

4. Complaints & Legal Escalations

For the period 2016–2026:

- a. Number of formal complaints received relating to failure to rectify gender marker or special category data on PNC.
- b. Number of times your force has engaged in specialist legal action or formal legal review to address gender marker/special category data correction requests.
- c. Any recorded outcomes of such actions.

This information has only started to be recorded since 2020. A search of the relevant system was conducted, and every misconduct case has been reviewed to establish if there was anything relating to PNC, however there are no cases recorded.

5. Recording & Categorisation

Please confirm whether your force records requests for gender marker/special category data correction as a distinct category or code in case management, CRM, records, or reporting systems, and provide details of how these are categorised.

No

6. Operational & Safeguarding Guidance

Please provide:

- a. Policies or guidance that officers, custody staff, and other personnel must follow when encountering a person whose PNC gender marker does not reflect their legal gender.

See Niche RMS Minimum Data Quality Standards referenced above.

- b. Any training or guidance on handling such discrepancies safely and respectfully.

We do not provide any specific training on handling incidents of recording incorrect gender markers. Whilst we cover a lot of topics with student officers around how to conduct themselves in difficult and sensitive situations, we do not cover around this topic specifically.

- c. Records, summaries, or statistics of incidents where discrepancies between an individual's legal gender and PNC gender markers resulted in safeguarding concerns, operational errors, or harm.

None - we are not aware of any incidents within Wiltshire that would fit into this category.

- d. Current mechanisms for urgent correction or override of gender marker data to prevent harm.

If any discrepancies are found, then a request would be forwarded to the PNC reconciliation team with appropriate documentation, requesting a correction to PNC.

- e. Escalation protocols or processes followed when systemic failures in PNC gender marker or other special category data are identified.

We do not have any set procedures or protocols to manage this. However, if this did occur, we would deal with it on a case-by-case basis and escalate it within force and with PNC at Hendon as appropriate and request any required amendments via the reconciliation team.

Please provide this information in electronic, computer-readable form where possible.

Section 17 of the Freedom of Information Act 2000 requires Wiltshire Police, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The exemption applicable to the information requested is:

Section 21 - Information Accessible to the Applicant by Other Means

In accordance with section 17 of the Act, this letter represents a partial Refusal Notice for this particular request.

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

FDU Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN



Keeping Wiltshire Safe

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original Fol request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish to contact them, please visit <https://ico.org.uk/global/contact-us/>

Keeping Wiltshire Safe

WILTSHIRE POLICE



NICHE RMS

MINIMUM DATA QUALITY STANDARDS

CONTENTS

Section 1: Purpose.....	3
Section 2: Aim.....	3
Section 3: Applicability	3
Section 4: Principles	3
Section 5: Information Recording Systems	4
Section 6: Crime/Incident Recording.....	5
Section 7: Corrective Activity	5
Section 8: Data Quality Performance Management	5
Section 9: Roles and Responsibilities	7
Section 10: Legal Basis and Driving Force	9
Section 11 – Links to External Documents	9
Annex A: Data Quality Standards.....	12
• 1.1.1 Entity - Person	
• 1.1.2 Entity - Object	
• 1.1.3 Entity – Location (Address)	
• 1.1.4 Entity - Event	
• 1.1.5 STORM Command and Control	
Warning Markers.....	18
Annex B: Data Quality Standards – Detailed Standards	27
• 2.1.1 Person Records	
• 2.1.2 Person - Other	
• 2.1.3 Telephone/Email Records	
• 2.1.4 Vehicle Records	
• 2.1.5 Property Records	
• 2.1.6 Address Records	
• 2.1.7 Business Records	
• 2.1.8 Occurrences	
• 2.1.9 Custody Records	
Annex C – ‘How to’ Guide – Process Standards.....	34
• 3.1.1 Linking	
• 3.1.2 Flags / Warnings	
• 3.1.3 Searching in Niche	
• 3.1.4 Gender / Gender Title	
• 3.1.5 Business addresses	
• 3.1.6 Incorrect / Incomplete addresses	
• 3.1.7 Linking/updating existing person records	
• 3.1.8 Updating personal information	
• 3.1.9 Telephone/Email Records	
• 3.1.10 Vehicle Records	
• 3.1.11 Creating an Occurrence	
4.1 Extreme Errors and Overwrites	41
Annex D: 5.1 Do’s and Don’t’	42

Section 1: Purpose

Of fundamental importance to the use of police information is that the information itself is of an acceptable quality. Without accurate data, there is a risk that critical decisions are based upon unreliable information, that important information cannot be retrieved, or that significant relationships between different items of information are not linked.

The purpose of these standards is to support the consistent and accurate recording of police operational information and data in the Niche Records Management System (**RMS**) ensuring that information is accurately recorded and adheres to the requirements of the General Data Protection Regulations (**GDPR**), the statutory Code of Practice on the Management of Police Information (**MoPI**) and the Authorised Professional practice (**APP**) Information Management.

Section 2: Aim

This document includes a set of Minimum Data Standards (**Annex A**) aligned to the National Data Quality Standards and organised around P.O.L.E (**P**erson, **O**bject, **L**ocation, **E**vent) entities. It will identify the minimum required standard and flag any required formatting.

It also includes a How To' Guide (**Annex C**), a set of 'Do's and Don'ts' (**Annex D**), data validation criteria and data quality impact/enforcement information.

This document will enable Wiltshire Police to measure, monitor and improve data quality and meet the requirements in relation to legislation and national guidance. It will outline the approach to regulate, control and improve the quality of police information for which the Force is responsible.

Section 3: Applicability

This document applies to all police officers and police staff (including the extended police family and those working voluntarily or under contract to Wiltshire Police) who are users of Niche RMS and must be aware of, and are required to comply with, this document.

Section 4: Principles

A key principle of recording police information is 'right first time, every time'. Information retrieved from police systems is only effective and of use if it is of a high quality, accurate and complete. The aim is to prevent the generation of poor quality data in the first instance, rather than having to mass check and correct after initial creation.

All police information must conform to data quality principles. It must be:

Accurate

Specifically:

- capture once and close to point of activity
- spelt correctly or if numerical, then formatted correctly
- be factual
- know the source and clarify accuracy with them
- consider standards and legislation (i.e. **APP** Information Management)
- correct inaccurate information as soon as practicable
- make checks for duplicate records
- make links, where appropriate, to existing records

Adequate

Specifically:

- be sufficient for purposes
- clear meaning for others – current and future use of the information
- clear rationale for decision making
- consider standards such as National Intelligence Model (**NIM**), MoPI and legislation such as the Data Protection Act (**DPA**)

Relevant

Specifically:

- a policing or other business purpose must be established
- be necessary and proportionate
- not excessive
- be reviewed and, where appropriate, disposed
- opinions clearly distinguished from fact
- valid across all relationships

Timely

Specifically:

- recorded in the appropriate format, as soon as practicable
- in line with local and national standards such as National Crime Recording Standard (**NCRS**) and National Standard for Incident Recording (**NSIR**)
- make information available to others particularly consider the visibility of potential risks as soon as possible

Compliance with these principles is the responsibility of everyone who enters new data or updates existing data in Niche RMS.

Section 5: Information Recording Systems

There are many different information recording systems across Wiltshire Police, such as **STORM** Command and Control, Niche Record Management System (**RMS**) and legacy databases such as Crime, Intel etc (searchable via **FDS**).

Niche RMS is the largest live database and holds information relating to several different business areas:

- Public Protection (child protection, domestic abuse, safeguarding adults and missing persons)
- Intelligence
- Case and Custody
- Crime and Incidents
- Justice Traffic
- Firearms

Although this document is aimed specifically at Niche RMS, users of all police systems have a responsibility to ensure the quality of data recorded on both electronic systems and in paper format is of a high standard and in accordance with set policy/procedure.

Information uploaded to the Police National Database (**PND**) is taken directly from Niche RMS, therefore it is vital that every effort is taken to ensure that the information recorded is accurate, correct and free from duplication.

The Data Quality Standards include the details required for information to be uploaded from Niche RMS to PND. It is important that all records are updated to include additional information as it is made available, such as adding driver licence details, linking associates and updating contact information.

Section 6: Crime/Incident Recording

Wiltshire Police complies with the National Crime Recording Standard (**NCRS**), the Home Office counting rules (**HOCR**) and the National Standard for Incident Recording (**NSIR**) when recording crimes and incidents. Each Force has a Crime and Incident Registrar (**FCIR**) who acts as the final arbiter for the interpretation of the NCRS, HOCR and NSIR, and for the quality assurance process. Any questions on crime and incident recording or closure compliance should be directed to the FCIR.

Section 7: Corrective Activity

Where it is identified that data is inaccurate or unreliable, all staff have a duty to amend the data accordingly either by direct input (where permission levels and/or training allow) or by ensuring that the appropriate department is notified to carry out the amendment on their behalf. In relation to Niche RMS, the **Data Quality Team** carry out most corrective actions (see Roles and Responsibilities section 9).

Section 8: Data Quality Performance Management

Using appropriate methods, the DQT will extract data from Niche RMS to produce Data Quality Reports on a monthly basis. The reports provide performance data in relation to data quality and identify patterns and trends in data quality.

These reports are distributed to designated individuals within different business areas and filtered down to team supervisors and can help to identify where an individual may benefit from additional support or training. Training will be offered and provided on a one to one basis by the DQT.

The Senior Information Risk Owner (SIRO - DCC) has directed that the following 6 month process will be followed when police officers/staff are identified as repeatedly inputting incorrect or inaccurate data into Niche RMS and are, therefore, not compliant with the set of data quality standards detailed later in this document.

If an officer/staff member begins to lapse in improvement after being removed from the below 6 month process, they will retrigger Step 1.

Step 1 - Once a significant* amount of errors have been created within a single month, the Data Quality team will email the officer/staff and include their first line Supervisor with advice, guidance and the offer of one to one training relating to that specific type of error. It is the personal responsibility of the officer/staff member to ensure that any advice, guidance or training offered is undertaken.

**Significant errors include 10 or more 'Other' errors, 5 or more duplicate records of any type or 1 'High Impact' error.*

'High Impact' errors will be reported to the individual as soon as they are found at any stage of this process so that they can be accurately corrected as a matter of priority.

The review period for Step 1 will last for three months during which time officer/staff can engage with the Data Quality team who will provide guidance as appropriate. At the end of each review month error rates will be reported to Departmental SPOC's and officer/staff should approach their supervisor to request sight of this information. If required the Data Quality team can provide more detailed information.

After the review period has been completed the Data Quality team will analyse the officer/staff members errors over the previous three months. This will take into account any and all error types, the number of errors created and also previous sanction history to identify whether enough improvement has been made for them to be removed from the sanctions process. If no significant improvement has been made and/or officer/staff failed to engage with the team during this time, they will progress to Step 2.

Step 2 – If a second trigger* point is hit during the 1st review period, the Data Quality team will email the officer/staff member and include their first line Supervisor, specifying the errors and offering further advice, guidance and one to one training. It will be the responsibility of the first line Supervisor **and** officer/staff member to ensure that any advice, guidance or training offered is undertaken.

**The 2nd trigger point will be a continuation of the same errors initially made and/or the reporting of more serious errors based on the previous month/s.*

The review period for Step 2 will last for two months during which time officer/staff can engage with the Data Quality team who will provide guidance as appropriate. At the end of each review month error rates are reported to Departmental SPOC's and officer/staff should approach their supervisor to request sight of this information. If required the Data Quality team can provide more detailed information.

After the review period has been completed the Data Quality team will analyse the officer/staff members errors over the previous two months. This will take into account any and all error types, the number of errors created and also previous sanction history to identify whether enough improvement has been made for them to be removed from the sanctions process. If no significant improvement has been made and/or officer/staff failed to engage with the team during this time they will progress to Step 3.

Step 3 – If a third trigger* point is subsequently hit during the 2nd review period, the Data Quality team will escalate to the Supervisor and Department Head and copy in the officer/staff member. The Supervisor and Department Head will be responsible for identifying any underlying issues and should consider management of the individual through suitable and appropriate methods. One-to-one training with the Data Quality team will be mandatory if Step 3 is reached.

**The 3rd trigger point will be a continuation of the same errors initially made and/or the reporting of more serious errors based on the previous month/s.*

The review period for Step 3 will last for one month during which time officer/staff can engage with the Data Quality team who will provide guidance as appropriate. At the end of each review month error rates are reported to Department SPOCs and officer/staff should approach their supervisor to request sight of this information. If required the Data Quality team can provide more detailed information.

After the review period has been completed the Data Quality team will analyse the officer/staff members errors over the previous month. This will take into account any and all error types, the number of errors created and also previous sanction history to identify whether enough improvement has been made for them to be removed from the sanctions process. If no significant improvement has been made and/or officer/staff failed to engage with the team during this time, they will progress to Step 4.

Step 4 – If during the final month of this 6 month process, there is little improvement (or failure to attend training) and additional duplicates and/or continued errors are created, the Data Quality Team will update the Supervisor, Head of Department, Records Manager and Head of Information Management and Assurance, highlighting the severity of the issues found. They will recommend the amendment of Niche permissions or complete removal of the Niche role, pending additional training. This is seen as a last resort only and should be a rare occurrence if the offer of training is taken.

The final decision for the removal/amendment of Niche permissions rests with the Head of Information Management and Assurance, as Information Asset Owner for Niche RMS.

Section 9: Roles and Responsibilities

The SIRO will support and promote the benefits of data quality having overall responsibility for ensuring staff adhere to best practice in relation to the information they gather, submit and record in line with standards.

Business Area Leads/Departmental Managers

Business area leads/Managers are accountable for the standard of data quality in their Command or business area, by extension their business areas held within Niche RMS. They are:

- responsible for ensuring that there is a commitment within their areas of responsibility to the appropriate use of Niche RMS and to prescribed data quality standards
- responsible for producing, publicising and disseminating clearly worded procedures, rules and conventions to help each person in that business area who submits, inputs and reviews police information to be aware of the correct procedures and operate in accordance with the APP on Information Management, GDPR and the Force Retention Schedule. In respect of data quality, these documents should indicate the minimum requirements as set out in the APP on Information Management and (in more detail) this document, for the collection and recording of information and include measures to validate and audit data quality on a continuous basis
- required to nominate an individual within their business area to receive Data Quality reports from the DQT (**see below**). That individual will:
 - provide feedback to users responsible for inaccuracies
 - undertake training / guidance as required and
 - liaise with the DQT in relation to any emerging issues, trends or potential solutions

First Line Supervision

First line supervisors must ensure that:

- staff under their supervision receive appropriate training and are familiar with this document in order that they may fulfil their role effectively

- all staff are fully aware of the need to record information accurately and the impacts of not doing so
- they regularly dip sample the information submitted, recorded and reviewed in their business area to ensure it meets acceptable standards of quality, that it has been recorded in the appropriate Force format/system and that it has been reviewed for retention/disposal in accordance with the Force Retention Schedule
- they provide appropriate feedback and take necessary action for non-adherence where required.

All Officers/Police Staff

It is the responsibility of all officers and staff to:

- be aware and adhere to the data quality standards detailed in this document, the APP on Information Management, requirements of GDPR and the Force Retention Schedule when collecting, recording and reviewing information
- ensure that sufficient and accurate information is obtained when gathering, submitting and recording information
- provide a timely response to requests for clarification in relation to information submitted
- where information is identified as being inaccurate or incomplete, ensure that the appropriate steps are taken to rectify and improve the standard of information
- record information in the appropriate format

Data Quality Team (DQT)

The Data Quality Team undertake detailed research and analysis in order to carry out corrective action in Niche RMS and carry out a range of non-technical activities to support the use and development of Niche RMS on behalf of the Force.

Their standard service features include, notably but not exclusively:

- the merging of duplicate data,
- correction of poor data entries,
- identifying and rectifying overwritten data,
- deletion of inaccurate information
- providing feedback/training in data quality
- ensuring Access Control Levels (**ACL**) are applied correctly, reviewed and removed
- application, review and removal of temporary permissions
- provision of Data Quality Reports
- the application of 'deceased' markers (dependent on source of information provided)
- User Support/Training
- A range of non-technical system administrative activities

Please note - the quality checks performed by the DQT go some way to improving accuracy, but responsibility sits with the originator of the information being input.

The DQT can be contacted via -

- Email - DataQualityTeam@wiltshire.police.uk
- Task – via unit '**DQT**'
- Microsoft Teams

When contacting the DQT please make sure that all relevant information regarding your request is included, i.e. occurrence numbers, nominal names and DOB etc, with a precise explanation of what action you would like taken. Please include any reasoning or evidence you may have to help to make an informed decision and so your request can be dealt with efficiently. This is especially important when requesting a record is merged or deleted, or when a request is time sensitive.

Section 10: Legal Basis and Driving Force

Key drivers for this document and the need for a consistent approach are legislative (particularly the principles of GDPR) and the College of Policing (**COP**) Authorised Professional Practice (**APP**) Information Management. A failure to record information appropriately may constitute a breach and, ultimately, result unsatisfactory criminal justice outcomes, undermine public confidence and enforcement action from regulatory bodies / supervisory authorities.

Section 11: Links to External Documents

**Niche Gazetteer Address Guide
Address Grid Reference Finder
Single Point Aligned Assets
Post Office Address Finder**

Fast Address Client - *Please contact ICT on 01225 256924 to have this installed and refer to the Fast Address Client User Guide which will be included as part of this install*

RELATED POLICIES, PROCEDURES and OTHER DOCUMENTS

This document has been drawn up within the context of:

- Code of Practice on Management of Police Information (**MoPI**)
- Authorised Professional Practice (**APP**) on Information Management
- Force Information Strategy
- Information Review, Retention and Disposal Procedural Guidance (**RRD**)
- Force Information Sharing, Disclosure and Dissemination Policies
- Force Information Management Policy
- National Intelligence Model (**NIM**)
- National Crime Recording Standard (**NCRS**)
- National standard for incident recording (**NSIR**)
- Home Office counting rules (**HOOCR**)
- Wiltshire Police Data Protection Policy

AUTHORISED PROFESSIONAL PRACTICE

College of Policing APP Information Management.

DATA PROTECTION LEGISLATION

This Policy is compliant with the Data Protection Act 2018

FREEDOM OF INFORMATION ACT 2000

This Policy is available under the Freedom of Information Act 2000.

PROTECTIVE MARKINGS

GSC: OFFICIAL

IMPLEMENTATION STRATEGY

This document will be made available via the intranet within the Policy and Procedure library. It will also be circulated for the attention of all staff.

MONITORING AND REVIEW

This document will be monitored and reviewed by the Records Manager every two years or sooner where change in relevant practice or legislation occurs.

WHO TO CONTACT ABOUT THIS DOCUMENT

Force Records Manager

DOCUMENT ADMINISTRATION**Ownership:**

Department Responsible: Information Management and Assurance (IM & A)

Document Owner: Head of IM & A

Technical Author: Leonie Calland

Senior Officer/Manager Sponsor: ACC

Revision History:

Revision Date	Version	Summary of Changes
July 2019	1.1	Data Quality Standards added
Jan 2020	1.4	Update to step 1, to include the supervisor
Jan 2021	1.5	Amendments made to Section 8, Addition of Admin Occurrences and Indecent/Distressing Images
Mar 2022	1.6	Added section for Warning Markers
May 2023	1.7	Amendment to Updating Personal Information section for Transgenders

Approvals:

This document requires the following approvals:

Name & Title	Date of Approval	Version
Continuous Improvement Team		
SCT/ACC/ACO* *(Delete as appropriate)		
JNCC (Not required for all policies)		

Distribution:

This document has been distributed via:

Name & Title	Date of Issue	Version
E-Brief		
Email to relevant affected Staff/Officers		
Other: (state method here)		

Diversity Impact Assessment:

Has a DIA been completed? If no, please indicate the date by which it will be completed. If yes, please send a copy of the DIA with the policy.	Yes Date: July 2016
---	--------------------------------------

Consultation:

List below who you have consulted with on this policy (incl. committees, groups, etc):

Name & Title	Date Consulted	Version
Data Quality Team	Apr 2022	V1.6
Force Crime and Incident Registrar	Sept 2019	V1.3
Police Federation	Apr 2022	V1.6
Unison	May 2022	V1.6

Annex A: Data Quality Standards

1.1 Minimum Data Standards

This section specifies the minimum data standard that **must** be completed when creating either a new entity or updating an existing entity on **Niche RMS**. The Standards are aligned to the P.O.L.E entities (**P**erson, **O**bject, **L**ocation, **E**vent) entities and National Data Quality Standards.

It is appreciated that there may be circumstances when it is not practical to obtain full details before creating or updating a record in Niche but it is the record creators personal responsibility to ensure that every effort to obtain the missing data is made as soon as practicable after the fact, and the relevant record in Niche RMS updated accordingly:

- Contact OIC or handling unit
- Contact RP or witness directly when possible and appropriate

Where the expected standard of data creation/amendment is not achieved, steps 1-4 detailed in section 8: Data Quality Performance Management will apply.

Standard - Before creating any new entity on Niche RMS the user **MUST** conduct a comprehensive search of the system to ensure that the information is not already held within Niche RMS. This is essential to ensure no records are duplicated and critical to maintaining a high level of data quality. Erroneous data will be identified, reviewed and corrected via daily report functionality.

It is the inputter's responsibility to ensure the information they are entering is accurate, valid and relevant. Users should validate any information given and query any inaccurate information before adding/updating any record in Niche.

Never create a record using information you know to be inaccurate or incomplete beyond what is outlined in the Standards. Inaccurate or partial information should be added to the body of the report or as an OEL entry instead of creating a record of no use and no valid policing purpose. Remarks as to why a record has not been created should be added so the information is still recorded somewhere.

1.1.1 Entity - Person

All newly created person records must have the below:

- Surname
- Forename (full name no abbreviations or nicknames)
- Date of Birth (dd/mm/yyyy)
- Gender/Self defined/Verified
- Linked contact information such as home address (preferred), telephone or email address
 - Please refer to the relevant standards for each standards type (P.O.L.E)
 - **P**erson / **O**bject / **L**ocation / **E**ntity

Police officers and staff

Police person records are to be linked when an officer or staff are involved in an incident whilst on duty (found via collar number). These records must only ever contain work related information. Never link personal information to an officer or staff record.

If a member of Wiltshire police is involved in an incident outside of their working hours, then a separate person record must be created and linked accordingly. This record should follow the standards above for 'Person'.

Additional information may also be required depending on the classification of the person

See Annex B for the detailed Data Quality Standards - 2.1.1 Person Records and 2.1.2 Person - Other also see Annex C - 3.1.4 Gender / Gender Title, 3.1.7 Linking/Updating existing person records and 3.1.8 Updating personal information

1.1.2 Entity - Object

Telephone – Local

All telephone numbers should have a minimum of ten numeric digits including a dialling code (most local numbers will have 11 digits)

- Use the remarks box of the record link to provide any information regarding extension numbers or access codes as appropriate.

Telephone – International

Add the last 11 digits to the phone number field and add the full number (including the country name and international dialling code) to the remarks box of the record.

- Use the remarks box of the record link to provide any information regarding extension numbers or access codes as appropriate.
- Make sure the correct record type is selected from the 'Type' drop down menu

Email addresses

- All email addresses must contain an "@" symbol
- Make sure the correct record type is selected from the 'Type' drop down menu

Web Addresses

- All web addresses must begin and end with the correct domain format (www. / .co.uk / .com / .org or other as appropriate)
- Make sure the correct record type is selected from the 'Type' drop down menu

Unique Reference

- Passport number
- Driving Licence number
- CRO ID
- PNC ID
- National Insurance Number

See Annex B for the detailed Data Quality Standards - 2.1.3 Telephone/Email Records also see Annex C - 3.1.9 Telephone Records

Vehicle

All vehicles must contain:

- A VRM
- Make
- Model
- Colour
- Type

But may contain:

- A VIN Number
- A chassis number
- Engine size in CC (Cubic Centimetres)

All stolen vehicles must have either a VRM, VIN or Chassis Number **and**:

- Make
- Model
- Colour
- Type

See Annex B for the detailed Data Quality Standards - 2.1.4 Vehicle Records also see Annex C - 3.1.10 Vehicle Records

Property (Physical item)

All property checked into stores and linked in Niche must have the following:

- A Unique Property reference number (P number)
- Classification
- Exhibit reference
- Details of time and take seized
- Detailed description
- Unique IMEI format for mobile phones

Stolen property is only checked into stores if recovered and seized as evidence and recorded as above.

Lost and Found property is no longer recorded in Niche, the only exception to this is property recovered and seized as evidence and drugs marked for destruction.

See Annex B for the detailed Data Quality Standards - 2.1.5 Property Records

Custody and Other Images

All images must be in .JPEG format and added via an **Occurrence > Involved** and include:

- Forename
- Surname
- Date of Birth
- Date of Photograph
- Offence to which image is linked / related
- ASN number where appropriate
- Image size resolution should be no less than 50k and able to be used for facial recognition

1.1.3 Entity – Location (Address)

All addresses should be verified using the Gazetteer on Niche RMS. If the address is not available on the Gazetteer the below fields must be manually added:

Postal addresses

Residential:

- House number or name
- Street name
- Town
- County
- Postcode
- Four Beat codes

Business addresses:

- A business name that corresponds to the current business (a new business address should be created every time a new business moves into a premises)
- Building number, name, unit number (as appropriate)
- Street name
- Town
- Postcode
- Four Beat Codes

Non-postal addresses (streets, parks etc)

- Street name
- Town
- Four Beat codes
- The 'Common name' field can be populated with concise and relevant information such as the park name, play area name etc. Please keep details to a minimum.

International addresses:

The same general standards apply to all international addresses; however the postcode box should be left empty. Any postal codes / zip codes outside of the UK can be added to the 'District' field.

Businesses

- All businesses must have the registered businesses name.
- They must be linked to an address that also has the same business name recorded in the common name or premises name field

See Annex B for the detailed Data Quality Standards - 2.1.6 Address Records and 2.1.7 Business Records also see Annex C - 3.1.5 Business addresses and 3.1.6 Incorrect / Incomplete addresses

1.1.4 Entity - Event

Niche Occurrence

Every Niche occurrence should contain the following:

- Occurrence number
- Occurrence Address
- Person entity linked to occurrences as appropriate
- Person entity linked to intelligence should be as appropriate e.g. Subject, Source, Victim, Other

In addition to the above a crime occurrence should contain the following:

- Home Office crime classification
- Resolved outcome
- Valid Status
- Correctly applied qualifiers – Local and NICL
- Date and time of offence
- MO/Summary of at least 20 characters
- Linked Officers, Staff and Units as appropriate (OIC, Reporting officer, Supervising officer etc.)

Admin Occurrences

In addition to the above it is vitally important to complete the following to ensure the management of this occurrence type:

- **Creation Rules** – when an Admin occurrence is created, a task/workflow is required to be sent to the relevant unit/team/responsible person to ensure the occurrence is regularly reviewed for intelligence/crime (which should be stored elsewhere). If the occurrence is created on behalf of another user, ensure that the requestor is linked in the Officer tab and/or details added in the OEL
- **File and Finalise** – once this type of occurrence has been completed it is required to be filed and finalised by the creator/responsible person. If permissions do not allow users to do this, please task the CCC
- **Retention** – these types of occurrences will be disposed of 6 years from the finalisation date without manual review. Any users requiring the continued retention of an Admin occurrence beyond 6 years, will need to contact the Records Management Team

Audit – These occurrence types will be audited every 3 months to ensure the above is completed.

Admin occurrence types include:

Action Fraud, Cancel/exit/error, Complaint against Police, Contact Record, CSODS Application, Duplicate, DVDS Application, Horizon, Lost/Found property / Found person, Messages, OCG Management, OCG Operation, Police Generated Resource Activity, Possessing Alcohol – OOPPA, PPD – Single Agency Non Police, PPD Offender Management, Pre-Planned event, Problem Solving, Sec 35 Dispersal Order, SWITCH Offender Management, Targeted Patrols, Test/Training and VRA Action Plans.

See Annex B for the detailed Data Quality Standards - 2.1.8 Occurrences also see Annex C - 3.1.11 Creating an Occurrence

Custody Records

- Person information (*section 2.1.1*)
- Occurrence number
- PNC ID and CRO number where appropriate
- AS Number
- Offence
- Reason for arrest
- Arresting officer

See Annex B for the detailed Data Quality Standards - 2.1.9 Custody Records

Other Identifying Images

- Must be linked to a person record via an **Occurrence or Intel report > Involved**
- Include date photograph was taken
- Must be in .JPEG format
- Size resolution should be no less than 50k and able to be used for facial recognition
- Must be of an adequate quality
- Single person, cropped to head and shoulders composition

Stop Search

- Person information (*section 2.1.1*)
 - Including place of birth and address
- Nature of stop
- Date and place of birth
- Location
- Ethnicity
 - Self-defined and officer defined
- Officer conducting search

Safeguarding

- Personal details of victim
- Personal details of suspect
- Repeat victim or repeat offending
 - Add flags and markers as appropriate
- Incident location
- Incident address
- Details of any children present
- PPD to be completed where appropriate and tasked to MASH

Indecent/Distressing Images

Please note that Niche RMS is not an appropriate storage area for indecent images and you may be committing an offence by uploading them. For advice on where to store such images obtained in the course of an investigation, you must contact the relevant investigatory team (i.e. CIET, FCIU, CSI).

Niche RMS may not be the most appropriate storage area for distressing images either. Before adding an image to Niche, you must consider other appropriate storage areas (for example is it something that should be stored by South West Forensics?).

If there is a requirement to store a distressing image on Niche, you must consider whether that image would cause upset/distress to other users. If so, you must ensure that the document name contains a warning and you add a warning to the first page of the document so when opened it clearly states “distressing/upsetting images are contained within this report”.

If you are in doubt about where/how to store your image, please contact the Data Quality team.

1.1.5 STORM Command and Control

Incident

- Call Origin
- Type Code
- Incident Description
- Location (grid reference; BCU; sector)
- Grade
- Qualifiers
- NSIR opening and closing codes
- Person information (*section 2.1.1*)
- Address
- Date and time

Source

- Forename and Surname – no abbreviations
- Address (grid reference, postcode)
- Date of Birth
- Telephone number
- Gender
- Ethnicity

Warning Markers - Process rules for Creation and Reviewing

Creation Rules – when a warning marker is created the following needs to be completed:

- **Never** add Warning Markers to Niche that are derived from PNC. These warning markers should be noted only during the standard check of PNC that is carried out as a matter of routine
- 'From' date - is required which automatically appears as the date of creation, so wouldn't normally need to be added by the operator
- 'To' date – leave blank ([see review section](#))
- 'Review' date - is required to be added (a 2 day default date should automatically appear which can be changed) Generally, as a rule, the 'Review' date should be 5 years from date of creation, but additional consideration should be given in accordance with the [PNC National Policy](#). Warning Markers that are required to remain indefinitely should have a Review date of 100 years from Date of Birth.
- 'Remarks' field – enter the reason for the warning marker, including the collar number of the staff member (or requester if different) adding the warning marker (for searching/audit purposes)
- Update original warning marker rather than create a new one. Amend the review date and update the 'Remarks' field with the date of update, reason, collar number of the staff member making the amendment and include the associated occurrence number, Intelligence reference or Custody record to show the rationale
- Only create a new warning marker of the same type, if required for a different reason.
- Duplicate warning marker types should only be created if circumstances are different to any existing marker.

Below is an example of how to complete a warning marker

Warning: TONIC, GIN ANNE 01/01/1981 (40) F (21 JUNIPER BERRY STREE...

File Edit View Help

Type: Violent

Desc: Verified: Police occurrence

From: 05/04/2017 To: Review: 05/04/2022

Occ: 54170030032 Admin - Test/Training @05/04/2017 11:47 (21 JUNIPER BERRY STREET, LONDON, ...)

Remarks: assaulted officers when in custody #7850

URL: Launch

PNC

☐ Do not send to PNC Last sent to PNC:

This is the extent of the remarks text that will be sent to PNC

assaulted officers when in custody #7850

Ready

Review Rules

The creator (or requestor if different) of the warning marker will be required to complete the review of the warning marker and action accordingly, in line with the [PNC National Policy](#) for the relevant type of marker.

This should be done on a regular basis e.g. daily, or weekly by putting an appropriate single date or date range in the 'Review Date' field

In order to complete the review, a Warning review custom search has been created. This can be located by going through Officer/Unit via the launch pad, then enter "Operational systems administrators" and go to the Saved searches tab. Open the Warning review, click Parameters and complete all 6 fields (as shown below) and ensure the 'All Names' box is unticked on the middle right of the search.

- Effective from - <N (signifying less than Now)
- Review Date – Date you are completing the review (this would normally be a date range e.g. -7 – T (signifying the last week))
- Type – click the drop-down arrow, click more, then click Not (so a tick appears) then click Empty/unspecified and Subject to ViSOR
- Remarks – enter either a * (to search all) or the collar number you are searching with a * either side
- Created Collar – enter either a * (to search all) or the collar number you are searching with a * either side
- Modified Collar – enter either a * (to search all) or the collar number you are searching with a * either side

Below is an example of how to complete the warning marker search

The screenshot shows a software window titled "Detailed find: Person". It has a tabbed interface with "Results" and "Parameters" tabs. The "Parameters" tab is active, showing several input fields: "Effective From" (set to "< N (12/11/2021)"), "Review Date" (set to "T (12/11/2021)"), "Type" (a dropdown menu showing "NOT;Subject to VISOR;<Empty/unspecifie"), "Remarks" (set to "*"), "Created Collar" (set to "*"), and "Modified Collar" (set to "7019"). To the right of the input fields is a vertical toolbar with buttons: "Find now", "Cancel", "Open", "New srch", "New", and "New & fill". Below the toolbar are checkboxes for "Phonetic:", "Limit by given:", "All names:", "Multi search:", and "Custom:" (which is checked). At the bottom of the window, there are dropdown menus for "Domain:" (set to "<Default>"), "Scope:" (set to "Domain + sub-do"), "Display:" (set to "2000C"), and "Max:" (set to "20000"). On the bottom right, there are three buttons: "Open", "Searches", and "Source set".

The above example search will show all Warning marker types with a Review Date of today created by Collar 7019

Normally, the officer number just needs to be added instead of an * in either the created or modified Collar field to find their warning marker's which are up for review today. Alternatively, a *7850* in the Remarks field could be used where the requestor was not directly involved in the input of the warning marker.

Review Completion Resolution options:

- **Option 1** – If the Warning Marker is deemed as being redundant and no longer valid for a Policing purpose, add N (signifying – Now) in the To: Field, this will effectively then make it inactive (same effect as deleting the warning marker). This should only be done by the reviewing officer.
- **Option 2** – If the Warning Marker is deemed to remain and has additional contributory factors where information / events have occurred at a later date that require the Review date to be extended beyond the current period, update the Remarks field with the date of update, reason, collar number of the staff member making the amendment and the relating Niche Occurrence / Intelligence number or Custody record reference.

The Data Quality Team will run a weekly search for Out of date warning markers and action accordingly, in line with the PNC National Policy for the type of warning marker. In circumstances where DQT/BSU cannot carry out the action required, they will task/email the creator or modifier to action.

As part of the weeding review of warning signals on PNC, any that are deleted will also be deleted from Niche. Alternatively, will inform the DQT/BSU of the deleted warning signals and DQT/BSU will then delete the corresponding warning marker from Niche.

PNC National Policy - Warning Marker Creation and Review Process

Care should be taken to ensure that information of a trivial nature is not used to justify a warning signal. If a warning signal exists on a record it will mean that the individual may be dealt with differently if he/she comes into custody or is located in an operational situation and blanket use of the facility may undermine its effectiveness. As an example, minor assaults would not normally justify a Violent signal; they may however in a domestic violence scenario.

Warning Markers that should never be deleted

- | | |
|------------------|--|
| Suicidal | <p>Previous history or threats (not idle threats) indicate that the individual may make a determined effort to commit suicide. Information such as method likely to be used would be desirable. This signal is not restricted to suicide attempts while in custody.</p> <p>Designed to protect an individual while they are in Custody.</p> |
| Self Harm | <p>This signal should be used where information suggests that the subject may cause harm to themselves, but where the harm is not considered to be a suicide attempt. Self-mutilation history or deliberate harm to support allegations against the Police would be appropriate.</p> <p>Designed to protect an individual while they are in Custody.</p> |
| Conceals | <p>May conceal items when placed into Custody, including mobile phones, lighters etc, all of which pose an issue to health and safety of officers and individuals, or could have a detrimental effect on the investigation of crime.</p> <p>The text must include the item and where it was concealed. It should not be used where the concealment refers to weapons or drugs, as this information should be added to the weapons or drugs markers accordingly. It may be appropriate to create a separate signal for each time a concealment is identified to assist in the review process.</p> <p>Designed to protect an individual while they are in Custody.</p> |
| Violent | <p>This signal can be used to indicate that an individual may be violent. It is not restricted to violent behaviour towards police alone. It may for example be used to indicate previous domestic violence or violence towards particular groups of people. A conviction for a common assault alone would not normally warrant a violent warning signal. It should be remembered that to record a signal for any minor violent act could undermine the effectiveness of this marker.</p> <p>Murder/attempt murder – if supported by a conviction this warning should remain for life.</p> |

Mental Health The subject is known to suffer from a mental condition or disorder. Psychiatric confirmation may be desirable. Likely behavioural activity or risks should be recorded.

For certain long term conditions such as learning disabilities, severe schizophrenia or sectioned under the Mental Health Act.

Ailment This signal may be used to cater for both ailments and disabilities. The ailment may be temporary or permanent and will provide advice to anyone dealing with the subject that they may suffer from a medical condition and/or require medication, e.g., epileptic, alcoholic, heart condition. This should not be used to record minor medical conditions which have no relevance to the future care of the individual in custody and may not be used to record HIV or AIDS. Wherever possible, medical evidence should be obtained to support the information.

For lifelong ailments e.g. Asthma, Diabetes etc.

Warning Signals that should be reviewed with the following considerations:

Mental Health The subject is known to suffer from a mental condition or disorder. Psychiatric confirmation may be desirable. Likely behavioural activity or risks should be recorded.

Where there is no supporting medical evidence then:

If the subject has not come to notice within the 5-year period, the warning signal should ordinarily be deleted.

Ailment This signal may be used to cater for both ailments and disabilities. The ailment may be temporary or permanent and will provide advice to anyone dealing with the subject that they may suffer from a medical condition and/or require medication, e.g., epileptic, alcoholic, heart condition. This should not be used to record minor medical conditions which have no relevance to the future care of the individual in custody and may not be used to record HIV or AIDS. Wherever possible, medical evidence should be obtained to support the information.

Non lifelong ailments, e.g., Malaria, should be reviewed as follows:

If the subject has not come to notice within the 5-year period, the warning signal should be deleted.

If the subject has come to notice in the last 2 years and the condition is still evident, then retain the warning signal for a further 5 years.

Short term warning signals i.e., pregnancy to ensure the appropriate welfare, should be removed following the due term and prior to the 5-year period.

Contagious The individual may be a hazard to others as a carrier of disease which is contagious. This warning signal may be particularly useful in drawing a custody officer's attention to a detainee who is suffering from hepatitis or Scabies.

Although use of this signal for short term illnesses is not recommended, it is acceptable in cases of Covid-19/Coronavirus for the length of time that restrictions have been imposed on the subject, in conjunction with an OI MISC report (see L/O Letter 2020/013). HIV or AIDS is not considered to be contagious in the context of this

signal. Wherever possible medical confirmation of the nature of the disease or condition would be advantageous.

On review, if there is no supporting evidence in the last 2 years that the condition still exists, the warning signal should be deleted. The most commonly documented conditions are outlined as follows:

Hepatitis

- A** has a 1 – 2 month life span, and the warning signal should be deleted after 6 months.
- B** has an approximate life span of 2 years, and the warning signal should be deleted on the 5-year review.
- C** infection can be relatively short-lived, but in the majority of cases will span several decades and any warning signal should be retained for life unless there is medical evidence that the infection has been cured.

Tuberculosis

This is a very aggressive disease, with fatal consequences if not treated; therefore, any such warning signal should be deleted on the 5-year review.

Male

Impersonator The subject who was born a female may impersonate a male (cannot occur on male record). To be used on those occasions when the individual uses this MO when committing crime.

If the subject has not committed an offence using this MO within the last 5-years the warning signal should be deleted.

Female

Impersonator The subject who was born a male may impersonate a female (cannot occur on Female record). To be used on those occasions when the individual uses this MO when committing crime.

If the subject has not committed an offence using this MO within the last 5-years the warning signal should be deleted.

Escaper

This signal is intended to indicate that the subject may attempt to escape from custody. Evidence of previous escape attempts along with details of those attempts should be recorded. Custody or HMP staff may take additional precautions, particularly when transporting such an individual.

If the nature of the escape or attempted escape from police custody, court or prison is serious and supported with a conviction the warning signal should be retained for at least 15 years.

Warning signals relating to circumstances that are not considered particularly serious but are supported by a conviction should be retained for 10 years.

If the warning signal is not supported by conviction or other evidence, it should be deleted on review.

Explosives May possess explosives for a criminal purpose.

At time of review if there is a supporting conviction or intelligence within the last 2 years the warning signal should be retained for a further 5 years. If the offence is of a serious nature the warning signal should be retained for a period of at least 15 years.

Firearms Intelligence or Conviction information exists to suggest that the individual has used, may use, or possess firearms or imitation firearms for the purpose of committing crime.
Warning signals should be reviewed against convictions records and any intelligence. The seriousness of the offence involving the use of firearms should be taken into consideration.

Some commonly used warning signals are as follows:

Air-weapons

Possession in a public place – delete on 5-year review.

Use of causing deliberate physical injury to persons – retain for 15 years.

CS/Pepper Spray

Possession of – deleted on 5-year review.

Use of – retain for 10 years.

Nail Gun

Use of, causing deliberate harm to persons – retain for 15 years.

Imitation/Replica/Blank firing Guns

Possession of – deleted on the 5-year review

Use of – retain for 10 years.

Shotgun

Unlawful possession – retain for 10 years

Criminal use – retain for life.

Section 1 Firearms

Possession of – retain for 15 years.

Criminal use – retain for life.

Weapons The individual has used a weapon to commit an offence or intelligence suggests that they may carry a weapon unlawfully. It may also be used to indicate if blades etc are deliberately secreted about their person when in custody. The type of weapon and information as to where it might be concealed should be recorded.

Possession only – supported by conviction – delete on 5-year review unless there is a subsequent similar offence where it should be retained for a further 5 years.

Use in a criminal offence – retain for 10 years.

Threats with or use of against police or prison staff – retain for 10 years.

Violent This signal can be used to indicate that an individual may be violent. It is not restricted to violent behaviour towards police alone. It may for example be used to indicate previous domestic violence or violence towards particular groups of people. A conviction for a common assault alone would not normally warrant a violent warning signal. It should be remembered that to record a signal for any minor violent act could undermine the effectiveness of this marker.

This signal may be recorded for an individual who uses the fact that they are or may be suffering from a serious condition, such as HIV/AIDS or Covid-19/Coronavirus, to threaten police or other key workers by coughing, spitting, or using another bodily fluid.

S18/20 – 1 incident – the warning signal should remain on the PNC for a period of 5 years after any custodial sentence.

S18/20 – 2 to 4 incidents – the warning signal should remain on the PNC for a period of 10 years following the last period of custodial sentence.

5+ Robberies, Rapes, S18/20 assaults, and Violent disorders – the warning signal should remain on the subject's record for a minimum of 20 years.

Resist arrest or a lesser assault on police and supported by conviction – should be deleted on the 5-year review for the first such offence. Any subsequent offences of a similar nature or a single offence for a more serious assault on police or prison staff should be retained for a period of at least 10 years.

Drugs

May be in unlawful possession of a controlled drug. The purpose of this signal is to alert anyone dealing with this person that they may have drugs with them. The type of drug or the reason for the possession should be recorded. The signal is not restricted to supply or production. It may for example be used to bring attention to the fact that they may have needles in their pockets.

This warning signal may also be used to highlight that the subject has taken action to obstruct searching under the Misuse of Drugs Act 1971, i.e., they swallow drugs.

Under Mandatory Drugs Testing legislation, a person can be tested for heroin, cocaine, or crack cocaine whilst in custody. If this is positive a DR warning signal must be created. Suggested text for this would be POSITIVE DRUGS TEST - <name of drug> as appropriate. Certain prescription drugs can give false readings however, and forces must have a system in place to remove the marker immediately if the positive drugs test is rescinded.

Review against conviction history and intelligence reports for indications of continued misuse of drugs supporting the retention of the warning signal.

General guidance:

Class B/C

Supply, possession with intent to supply, being concerned in the production of, or importation – should be supported by conviction and depending upon the seriousness of the offence deleted on the 5 year review. If there is a significant period of custodial sentence the warning signal should be retained for 5 years after release.

Class A

Possession only – supported by conviction – under normal circumstances should be deleted at the 5 year review unless further offences of a similar nature have been committed, or other evidence supports continued misuse of drugs, then the warning signal should be retained for a further 5 years.

Supply/Production/Importation – supported by conviction

The warning signal should be retained for a period of 10 years following any conviction or, if applicable, release from a custodial sentence.

For warning signals created from the subject's admission or other evidence such as needles, but not supported by conviction then the warning signal should be deleted on the 5-year review.

If the warning signal is based on intelligence and unsupported by a conviction it should be deleted on the 5-year review.

Alleges

This signal may be used to warn staff dealing with the individual that they may make false or unwarranted allegations against the police. It may be appropriate to create a separate signal for each time such an allegation is made to assist in the review process.

The warning signal should be deleted on the 5-year review unless a subsequent similar false allegation has been made, then it should be retained for a further 5 years.

See Annex C – 3.1.2 Flags / Warnings

Annex B – Data Quality Standards – Detailed Standards

2.1 Additional Information Required and Ownership

2.1.1 Person Records – Detailed Data Standards – Entity Person

Standard	Ownership	Notes
No person should be created if another person record exists with the same: • Forename • Surname • DOB Plus either address, phone number, email, PNC ID etc	Creator/ Linker	If a duplicate record is created before an existing record is found please contact the DQT for review and possible merging
Every person's filename must contain a forename and a surname. The surname must be greater than 1 character in length	Creator/ Linker	
Every persons filename must contain a DOB (this must not be a future date)	Creator	A DOB can be added to a record at a later date (contact the DQT for advice on this). DOB must follow the correct date format of dd/mm/yyyy
Every Persons filename must contain a Gender/Title	Creator	
Height when known	All	Height must either follow the correct format of feet and inches separated with " (5"3) or be added in total centimetres (160). Adding a height without " automatically reverts the format to centimetres
All people linked to an occurrence should have an appropriate classification. All suspects must have a finalising classification charged/NFA/eliminated etc)	Creator	Please refer to the drop down menu and list of available involvement options when linking
A person record can be created using only a description only when it relates to an Unknown Suspect or Missing Person – see below	Creator	In deviation from the APP IM – WP will create person records based on the minimum of 4 of the following descriptive: height, build, ethnicity, hair and clothing. May also include identifying features such as accent, eye colour, scars or birthmarks, tattoos etc.

2.1.2 Person - Other

Classification	Required Information (in addition to above minimum standards)
Known Victim (Aggrieved)	Address, telephone number, ethnicity
Known Suspect	Address, ethnicity, description
Unknown Suspect	Detailed description (minimum of four including: height (correct format), build, ethnicity, hair and clothing). May also include identifying features such as accent, eye colour, scars or birthmarks etc)
Suspect/Offender	Address, ethnicity, place of birth, PNC ID & CRO (if appropriate)
Witness	Address, telephone number
Vulnerable Child or Adult	Address, linked associate (e.g. NOK or Parent/Guardian)
Missing Person	Address, detailed description (at time of disappearance) photograph
Deceased Person Sudden death/ victim/suspicious/No Crime/Non-suspicious	Verification of death (including date and time)
Unknown Victim	To record a crime with an unknown victim (as per NCRS 3.6i) approval should be sought from a supervisor and have the oversight of the Force Crime Registrar.
Victim – State based	Use only 'The State' and no variant of
Known person of interest	Nickname or alias if applicable
Unknown person of interest	Physical description
Unborn	No record to be created. Information for an unborn child to be linked via the mother's record and in the body of the OEL/report only. This is Wiltshire Police local practice and deviates from the National Standard.
Involved Party	Follow guidelines for Person record (section 2.1.1)
Associations	Follow guidelines for Person record (section 2.1.1)
Officer or staff - on duty	Linked via collar number. No personal details to be added to this record
Officer or staff - off duty	New or existing person record to be linked. Follow guidelines for Person record (section 2.1.1)
Person reporting/organisation	Follow guidelines for Person record (section 2.1.1) or Business record (section 2.1.7). Person records should be linked to the corresponding business address record as 'Works at'
Person reporting/general public	Follow guidelines for Person record (section 2.1.1)
Anonymous caller	No record to be created

2.1.3 Telephone/Email Records – Detailed Data Standards – Entity Object

Standard	Ownership	Notes
All telephone numbers must contain at least 10 numeric characters including area code	Creator	Local numbers are more likely to contain a minimum of 11 digits
For all international telephone numbers: the last 11 characters must be added to the number field and the full number added to the remarks box below (this should include the international dialling code)	Creator	

2.1.4 Vehicle Records – Detailed Data Standards – Entity Object

Standard	Ownership	Notes
No vehicle should be created if there is an existing record with the same VRM, Make, Model and Colour	Creator/Linker	
No Vehicle should be created without a VRM, Make, Model and Colour	Creator	
If available all vehicles should also have a VIN or Chassis number	Creator/Linker	
If a vehicle is a “cherished transfer” a note should be made on the remarks box	Creator/Linker	

2.1.5 Property Records – Detailed Data Standards – Entity Object

Standard	Ownership	Notes
All property items checked into stores must have a unique property reference number	Creator	This is an auto-generated ‘P’ number
All property items must have a detailed description	Creator	
All property items must have an appropriate classification	Creator	
The date and time that the property item was seized/received must be completed. This cannot be a future date	Creator	
All property items must be linked to an occurrence	Creator/Linker	

All exhibit items must have an exhibit reference number		
All property items must be labelled with the correct occurrence number		This will need to be manually updated on the physical property label if the property is ever moved to a new occurrence on Niche

2.1.6 Address Records – Detailed Data Standards – Entity Location

Standard	Ownership	Notes
No address should be created if the same address exists on Niche. To be considered a match, addresses should have the same: Building name, building number, flat number or unit number, postcode and business	Creator/Linker	If a duplicate record is created before an existing record is found please contact the DQT for review and possible merging / deletion
All new addresses should be searched for on the Niche Gazetteer and verified if available. Addresses should only be created as non-standard as a last resort if the address isn't on the Gazetteer	Creator	
If an address isn't on the Gazetteer then the full address must be manually completed (including four beat codes)	Creator	
All business and residential addresses must have a valid postcode	Creator	
If a new business moves into a premises a new address record must be created and then linked to a business record of the same name	Creator/Linker	If a business address verifies but includes a historic business name please refer to the 'Business Addresses' section of the 'How to' guide (section 3.1.5)
No address should ever be changed. This includes changing the business name	Linker	Please refer to the 'Business Addresses' section of the 'How to' guide (section 3.1.5)
All email addresses must contain @ symbol	Creator	

2.1.7 Business Records – Detailed Data Standards – Entity Location

Standard	Ownership	Notes
Every business/organisation must be created as a business record not a person record	Creator	
No business/organisation should be created if a record with the same	Creator/Linker	

name already exists at the same address		
All businesses must be linked to an address with the corresponding business name	Creator/Linker	
Follow address standard for new business address records	Creator/Linker	

2.1.8 Occurrences - Detailed Data Standards – Entity Event

Standard	Ownership	Notes
All crime occurrences should have an aggrieved	Creator/Linker/OIC	
All crime occurrences should have a reporting person	Creator/Linker/OIC	The only exception is if the reporting person/caller wants to remain anonymous. Follow guidelines for Person record (section 2.1.2)
Crime occurrences should not have more than one aggrieved linked unless this is an offence of Exposure.	Creator/Linker/OIC	A separate occurrence will be required for any additional aggrieved
Every occurrence must have an occurrence type and a crime classification	Creator/Linker/OIC	Crime classification must be added immediately on report or within 24 hours.
Every occurrence must have an OIC	Creator/Linker/OIC	
Every crime/incident occurrence must be linked to a valid occurrence address	Creator/Linker/OIC	
Every suspect should have a finalising classification (charged/NFA/eliminated etc) before the occurrence is closed	OIC/Crime Standards Compliance Officer	
All missing persons should be marked as located before the occurrence is closed	OIC	
All occurrences must have an occurrence date. For Crime/Incident occurrences this must not be a future date. The end date must not be before the start date	Creator/Linker/OIC	
All occurrence summaries (MO) must contain at least 20 characters	Creator/Linker/OIC	This must be as concise as possible and only contain accurate and relevant information
All crime occurrences must have an appropriate finalising stats classification	OIC/Crime Standards Compliance Officer	

2.1.9 Custody Records - Detailed Data Standards – Entity Event

Standard	Ownership	Notes
There must be sufficient occurrences created and linked to the Arrest / offences tab of the custody record to reflect the number of crimes/occurrences under investigation.	OIC	When a sequence of crimes between the same IP and suspect are reported to the police at the same time only one crime should be recorded as per the HOCR - finished incident rule. The principal crime rule is then applied which means the most serious crime of the sequence reported will be recorded and classified
The correct offence must be selected in the “reason” field of the Arrest / offences tab.	Custody	
An Arrest Summons Number must be created after the completion of a PNC names check/Live ID	Custody	
An ASN must be created in relation to custody records for recordable offences at the earliest possible opportunity.	Custody	
All descriptive details must be accurately recorded.	Custody	
Birthplace/country/nationality must be accurately recorded.	Custody	
Residential addresses of nominal must be verified.	Custody	
Old residential addresses must be end dated.	All staff	
Each occurrence attached to a custody record must have a disposal	Custody	
Case files must be created with the correct Criminal Justice Unit and CPS office.	OIC	
There must be sufficient case files created to correctly accommodate the number of disposals being applied.	Custody	
Disposals must be linked to the appropriate case file.	Custody	
Where applicable, defendants must be bailed to the correct court	Custody	
Where applicable, multiple defendants in a case must be bailed to the same court date.	Custody	
The following information will be up-		

loaded to PND: - Detainee details - Custody location - Offence details - PACE Bail details - Released under Investigation - Pre-Court Disposal details - In case of a non-reportable custody record only the Detainee details will be uploaded to PND		
--	--	--

Annex C – ‘How to’ Guide

3.1 Process Standards

3.1.1 Linking

Standard	Ownership	Notes
All involved people, addresses, vehicles, businesses, telephone numbers and email should be linked to the involvements tab	Linker	
If a member of staff is on duty when they are involved in an incident then their staff record can be used. If they are off duty a person record MUST be used instead	Linker	No personal information should ever be linked to a staff record
If any member of staff identifies or creates a duplicate record they must inform the DQT ASAP	All staff	
All records not linked directly to an occurrence via the involved tab must reference the occurrence to which they relate in the record link		This helps identify potential orphan records (records which are not directly linked to an occurrence and have no policing purpose to be on Niche). <i>An example of this could be the registered keeper of a vehicle where only the vehicle is directly involved</i>

3.1.2 Flags / Warnings

Standard	Ownership	Notes
When creating Flags / Warnings in Niche RMS, the user should review current Flags / Warnings and update accordingly. This is critical to maintain a high level of data quality and ensure information remains accurate and relevant.	Inputter-Creator / Linker	
All mental health warnings created on a person record as a result of self-diagnosis must be validated or removed within 7 days of creation.	Inputter	
The person applying the flags or warning is responsible for the accurate creation.	Inputter	
Any flag linked to a person/address must have a related occurrence linked.	Inputter	
BOLO flags must only be used in cases where no other Niche flag is appropriate.	Inputter	

Every flag created on Niche must have the “notify on expiry” selected with a valid unit or individual linked. (Warning markers do not currently have this option available).	Inputter	
Niche warning signals must be created where evidence exists to support such action.	OIC / Custody	
PNC must be notified when warning signals are created on Niche.	Inputter	
All flags and warnings created on Niche will have an agreed retention and disposal period. This will be on a case by case basis and reviewed as appropriate.	Inputter / PNC / DQT	See above creation and review process
Flags / Markers will be uploaded to PND when associated against: - Person (suspects) - Flags & Markers - Addresses - Flags & Markers - Vehicles - Flags & Markers - Business/Criminal Organisation - Flags & Markers - Property - Flags & Markers - Intelligence - Flags only - Occurrence - Flags only	Inputter	

3.1.3 Searching in Niche

- Using “Fast Find” address can be useful to help find addresses more easily as it searches in multiple fields. Information isn’t always found in the most obvious or logical field
- Never search for generic addresses, or addresses for parks, playgrounds etc. by using a postcode. Existing addresses may not have a postcode and the postcode added via Gazetteer verification may not be correct
- When information drops into Niche from the CAD Log (Storm Log) it may be in the incorrect format or wrong field (e.g. contracted street names such as RD (road), ST (street), AVE (avenue) or beat codes and house names in wrong fields). Always make sure the information on the address is correctly formatted before searching in Niche
- Some house numbers may be found in the premises or flat field instead of the house number field. Additional searches using just the postcode or street name may be required
- Businesses and motorway marker posts can be found in either the premises name or the common name. Always check both
- If a new business moves into a premises then a new address record must be created. If the business name is just changed on the existing record then the wrong information could be linked to other records/arrests/case files etc
- Try multiple variations/spellings of names (e.g. Catherine might be on the system under Kate or Katie, Steven as Steve and Stephen, Claire as Clare or Clair etc) – see wildcards
- Using wildcards (*) can be useful to help account for variations in records, especially if the spelling of a name is unclear. For example, searching for SMITH, C* will return all records for the surname ‘SMITH’ which have a forename beginning with ‘C’
 - Wildcards can also replace letters in the middle of words

3.1.4 Gender / Gender Title

Every Person record must include a gender, from the drop down menu select one of the following:

- Male – must include title of ‘Mr’, this is not specific to someone’s age
 - Female – Must include title of Miss (if under 16), Ms, Mrs as appropriate
 - Unknown – leave the title blank as this by definition will also be unknown
 - Other
 - Dr
 - PC
 - Lord
- Never add one of these ‘other’ titles to a name field

Each person record has a name ‘**Type**’, the following options are available from the dropdown menu:

- Filename
- Alias
- Alternative spelling
- Former name
- Maiden name
- Nickname
- PNC filename

The ‘filename’ should always be the current and legal name of the person in question.

3.1.5 Business addresses

There should be a separate address record created every time a new business takes over a premises. If an address with the correct business name does not exist on Niche always create a new record - **NEVER** change an existing record.

Creating/ Verifying new business addresses:

- Do all you can to confirm an existing record isn’t already on Niche
- Make sure that the full address (including unit, building name or number, postcode, street name etc) is correct
- If the address on the Gazetteer doesn’t include the business name or the business name is incorrect then verify as the appropriate premises name (including exact unit/building name or number) and then manually change the business name on the Niche address record and tick the ‘Non-standard’ box
 - In this case ALWAYS email the DQT to advise them so the Gazetteer can be updated

Verifying existing business addresses:

This can include historic or current businesses.

- Before verifying make a note of the exact business name on the existing record
- If the address on the Gazetteer doesn’t include the business name or the business name is incorrect then verify as the appropriate premises name (including exact unit/building name or number) and then manually add or change the business name to what it was originally and tick the ‘Non-standard’ box
 - Always email the DQT to advise them so they can check the address and arrange for the Gazetteer to be updated as appropriate

3.1.6 Incorrect / Incomplete addresses

These records are commonly created because the address or postcode has been misheard

- Confirm the address with the RP/requesting officer
- Check the address using Fast Address Client/ Hopewiser/ verification Gazetteer or the Post Office address finder website (*section 11*)
- Google isn't always correct so don't always trust the first result you find
 - It's often best to visit the company website where available
- Missing beat codes – for any address that does not verify via the Gazetteer ('Non-standard') all four beat codes will need to be manually added
 - Always use F3 in one of the beat code fields to search for and auto-populate

3.1.7 Linking/updating existing person records

- Having a matching DOB isn't enough to confirm a record is the correct person. Always confirm a person's identity or ensure there is other corroborating evidence linked or referenced on Niche (such as the same associate/family member/address/telephone number/place of work). If you are unsure always create a new record and email the DQT
 - We would rather merge a duplicate record than correct an incorrectly linked one
- Quite often there can be more than one person at an address with the same forename/surname (father and son for example). Do not link a person based solely on their address. Always confirm their identity or ensure there is other corroborating evidence linked or referenced on Niche. If unsure always create a new record and email the DQT
 - In this situation having the same phone number isn't sufficient as people often share phones. It must be a more unique identifier (family relationship, approx. age etc)
- If a person's DOB is missing or inaccurate always ensure they are not linked to more than one occurrence before updating or adding it. Changing a person's information can impact existing investigations. If they are linked to multiple occurrences be 100% sure the information is correct and that they are the correct person before updating any part of a record
 - Missing DOB can be added to their filename
 - When adding the correct DOB to a person linked to multiple occurrences this must initially be added as a new 'Alias' and then changed to the 'Filename', amending the original 'Filename' to 'Alias'. This means we can still search on both
 - If the person is linked to multiple occurrences always inform the DQT of any DOB changes
- **Never** overwrite an existing filename unless it is one you have only just created yourself.
- For updates to a person's name or gender please refer to the "Updating personal information" section below

3.1.8 Updating personal information

Gender reassignment

A filename can only be updated to a new name and gender when the following criteria are met –

Scenario 1 - Self Notification

PNC:

The subject has a different gender identity, notifies the police of their reassigned gender and provides one document from **Group A** and one document from **Group B** below:

Group A

- Statutory Declaration

- Deed Poll
- Official medical letter / report concerning the subject's gender identity

Group B

- Driving licence in the reassigned gender
- Passport in the reassigned gender
- Birth certificate in the reassigned gender

The force will send a notification to the Home Office PNC Reconciliations Team who will change the PNC File Name and gender. The original name will be created as an alias and a GR Marker will be added with text stating the following: "SELF NOTIFICATION TO POLICE - GENDER RECOGNITION".

PNC will notify the Data Quality Team to amend the corresponding Niche RMS record, the Data Quality Team will change the current Filename to Former name and create a new Filename using the new details updating the Trans status field on the personal information section.

Niche Record only:

The subject has a different gender identity and notifies the police of their reassigned gender -

- Deed Poll confirmation only

Data Quality Team will change the current Filename to Former name and create a new Filename using the new details updating the Trans status field on the personal information section.

Scenario 2 Transgender and self-identification (no documentation)

PNC:

Will add new details as an alias to the current record.

Niche:

If an individual has no existing Niche person record create the person record using their presented name and gender.

If an individual has an existing Niche person record ONLY and requests Trans status change obtain written consent in pocket note book to update Niche record using wording "I, (name) disclose my trans status and give consent to update my name/gender on Police systems". Scan consent onto Niche occurrence and send a Niche Task to Data Quality.

The Data Quality team will then create a new Filename with the new name, gender and title and change the previous filename to Former name using previous details and update the Trans status field on the personal information section.

Scenario 3 – Force Notification (no documentation)

PNC:

The subject has an interaction with Police and enquiries reveal the gender recorded on their PNC record is different to their birth identity. The force should add the subject's new name as an alias on

the PNC record and send a notification email the Home Office PNC Reconciliations Team requesting a GR marker with text stating – either ‘Police notified – living as female’ or ‘Police notified – living as male’. The record filename and gender (that which was recorded at the point of PNC record creation) is retained. Once actioned inform the Data Quality Team.

Niche:

In this instance the Data Quality Team will create an alias record in Niche including the full name and preferred gender title and remarks stating that this is how the person would like to be referred to. The filename will remain as it is until official legal documentation is provided confirming any changes.

Former / Married Names

If an amendment of surname is found or requested due to a change in marital status this can be updated without any legal confirmation of such. The original Niche record will remain as an appropriate alias (‘Maiden name’ / ‘Former name’ etc) with the new details added as a new ‘Filename’.

Never overwrite an existing filename unless it is one you have only just created yourself.

When a person is found to have or advises us of any other legal change in full name or part thereof (forename or surname only) we require confirmation of this via Deed Poll before adding a new filename. Until this change is confirmed any additional details will be recorded as an alias only.

3.1.9 Telephone/Email Records

All telephone numbers should have a minimum of ten numeric characters including a dialling code. The ‘Phone #’ field should contain the full telephone number with the ‘Remarks’ field used for full International telephone numbers or any relevant notes.

- With International telephone numbers use the ‘Phone #’ field for the last eleven digits of the telephone and the ‘Remarks’ field for the full number including area/dialling code
- Make sure the ‘Telephone type’ drop down field is selected with one of the following:
 - Landline
 - Mobile
 - FAX
 - Other where appropriate
- When linking to a person make sure the appropriate link type is selected:
 - Residence
 - Subscriber of
 - Works at
 - User of
 - Other where appropriate

E-addresses

All email address must contain an “@” symbol

- Make sure the ‘E address type’ drop down field is selected with one of the following:
 - Email
 - Instant Messenger
 - IP address
 - Skype address
 - Web address

- For Instant messenger complete the 'Remarks' field with further details
- When linking to a person make sure the appropriate link type is selected:
 - Residence
 - Subscriber of
 - Works at
 - User of

Other where appropriate

3.1.10 Vehicle Records

When creating a vehicle record the 'Type' field will generate a pre-populated list of options where a variety of options are available for the following:

- Bus
- Car
- Farm equipment
- Goods vehicle
- Motorcycle
- Plant equipment
- Trailer
- Van
- Other

You then need to make sure the following field are populated:

- VRM
- Make
- Model
- Colour
- Type

Optional fields are:

- VIN / chassis
- Engine size in CC (Cubic Centimetres)
- Secondary information

When a VRM has been legally transferred to a new make and model vehicle please update the 'Remarks' field with the comment 'CHERISHED TRANSFER'.

Make sure any link types are accurate, some common options are:

- Driver
- Hirer of
- Insured to
- Registered to
- Involved in offence
- Involved in accident
- Damaged

3.1.11 Creating an Occurrence

All crime/incident occurrences must have the following within 24hrs of the report being taken:

- Occurrence number
- Occurrence Summary (which must contain at least 20 characters and be as concise as possible, containing only relevant and key information)
- Occurrence Type
- Crime classification

- Occurrence address
- Reported time and date
- Occurrence time and date or between times and dates (no future dates)
- Any known people linked as appropriate
 - RP
 - Aggrieved
 - Witness
 - Suspect etc
- A linked OIC (**O**fficer in **C**ase) or
 - Linked Unit – where a unit has been identified for tasking purposes, as soon as an OIC is identified the record must be updated. The unit (as OIC) end dated.
- A task to OIC or appropriate Unit / Team
 - Please be aware that the addition of certain documents may require an additional departmental task, one such example is when a PPD is linked and MASH advised

4.1 Extreme Errors and Overwrites

The General rule is to never change an existing record, unless you have just created it yourself
Overwrites can have serious implications

Overwrites are often caused by initially linking the wrong existing record in error, and then either changing it in some way, or trying to delete the link to a person/business incorrectly (via quick entry) resulting in the deletion of the name field entirely

Never change an address

If a new business/organisation takes over an address a new address record should be created with the current business name - never change an existing record. Doing so means that every occurrence, person, vehicle etc previously linked to the historic business will now linked to the current one.

Be **100%** sure before linking any record

- The DQT would rather you create a new record which can be merged or deleted further down the line should it be found to be a duplicate

Annex D: 5.1 Do's and Don'ts

Do:

- Always include a gender and title (titles are not automatically added through the CAD (Storm) link). Select 'Unknown' (or local alternative) and no title for unknown genders
 - Be sensitive to cultural change relating to gender identification and refer to local practice when dealing with transgender and self-identification
- Use wildcards when searching for person records and be mindful of abbreviations and alternative spellings
 - Steve / Steven / Stephen etc
- Make sure you search Niche thoroughly before creating any record to avoid creating a duplicate. Duplicate records can pose a risk to public and officer safety.
 - If you find a duplicate, please email the DQT
- Make sure all required fields are populated and contact the DQT should there be any uncertainty rather than leaving a record incomplete
 - Make sure that all of the information has been added to the correct field and in the correct format
- Always ask for the information you need to meet the minimum data quality standard either at the time or after the fact. This may require going back to the reporting person, witness, officer or member of staff where appropriate.
 - Do not be afraid to ask for clarification if you believe the information you have been given is incorrect.
- Make sure to be 100% sure that you are linking to the correct existing record
 - If you are uncertain or do not have enough information to match an existing record, you may create a new record **but** if you think you have created a new duplicate, you must contact the DQT so they can investigate further
- Only use well known Wiltshire Police acronyms and abbreviations in OEL entries, reports and statements. *Make sure your audience will understand them*
- Create a new business address for each new business
- Create an alias for alternative spellings, nicknames and hashtags (online names etc)
- End-date all contact information which has been confirmed as no longer up to date or relevant, this includes address records, telephone numbers, email addresses etc.

Do not:

- Set up a partial or unknown address
 - Including information which is known to be inaccurate, such as misspelled street names and unconfirmed postcodes.
- Create an 'Unknown' or 'Anonymous' record when we have little to no information
 - Refer to the 4+1 standard where possible and local practice for suspects
- Create a record for 'Unborn' children. (This deviates from the National Standards but is Wiltshire Police practice)
 - Documentation and flags are to be linked to the mother
- Add titles such as 'Doctor' or 'Sergeant' to the forename field, these should always be selected from the options available in the drop down title menu
- Change or try to delete information from an existing record unless you have just created it yourself, doing so has serious implications for data quality and data audit
 - Be particularly mindful of this when a new business moves into an existing address on Niche, always remembering to create a new address record for it
- Create a business or organisation as a person
- Use local landmarks and/or local references to populate address/location information

- Populate records with local vernacular and abbreviations as this makes it very difficult to understand the context of a record when shared with partner agencies or when uploaded to the **P**olice **N**ational **D**atabase (**PND**)
- Use special characters in a name field – *exceptions are hyphens and apostrophes.*