Contact Management

CONCERN FOR SAFETY

A report of genuine and justifiable concern for a person's welfare or wellbeing – NOT missing from home.

Remember to consider 310 Collapse/Illness/Injury /Trapped where more appropriate

Police Powers

The Police will only attend a CFW call for service if deemed to :-

Be a genuine emergency –i.e. that an individual is at a real and immediate threat of death or serious harm.

Or, it is assessed that the individual(s) have been **subjected to at least serious harm.**

Or, the individual(s) is a person **within the care of the police and is facing some harm.**

Unless this threshold is reached the police do not have a duty to take action.

Create a 313 incident log and obtain all necessary details including full contact details for informant and their relationship to the concerned party.

If the concern arises as part of a Domestic Incident, 370, it should be recorded as such.

Complete the RCRP question set accurately.

If the concern relates more to a MFH, change to 300 incident class and complete the MFH question set.

Read out the "End statement" to the caller and ensure they understand the next steps

(i.e. police will attend or their concerns should be reported to a more appropriate agency).

Complete all necessary intel/PNC checks

Complete a thorough THRIVE risk assessment and grade appropriately.

if the outcome is "not for police" ensure log is graded as Telephone Resolution