

WRITING AN INCIDENT REPORT

This guide will help you complete an Incident Report in Disc so you can be sure you have communicated your information in such a way that your local Disc Adminstrator can make the most use of it. Where the Incident Report has been escalated to a Crime Report, following this guide means police have a quality report that will assist them to formally register the incident as a crime and to investigate it further.

Completing an Incident Report in Disc

When you complete an Incident Report in Disc you can either:

- First find the Offender of Offenders (we call them 'Subjects') in Disc by browsing Subject Galleries) and then describe the incident. If there were more than one Subjects involved in the same Incident, you can associate additional Subjects after you have described the incident.
- First describe the incident (by clicking/tapping on 'Submit a Report') and then associate one or more Subjects with the incident.

In either case, be sure to do the following:

Describing an incident

When describing an incident do your best to:

- Describe the exact **location**.
- Describe the **Subject(s),** including their name(s) if known, apparent age, build, facial features and/or tattoos and any other distinguishing features, clothing worn.

- Describe precisely **what happened**, what items were stolen or damaged etc, their monetary values, and any CCTV evidence available together with contact details for obtaining it.

Example:

Location: Jenny's Fashion Outlet, Northtown

Offender: White female approx. 35 years old, tall, slim build, tattoo of a bird behind right ear. Black hair tied in a ponytail, large hoop earrings wearing a red Nike windbreaker style jacket, blue ripped jeans, and white Converse hi-top shoes.

What happened: Unknown female walks into store, conceals 1 black dress and 1 beige top at the value of £140 inside her jacket and leaves without making payment. This is captured on CCTV. The footage has been downloaded and secured and is available from the Security Control Room, 01234 567890, security@jennysfashion.com

To help describe an incident, you can copy-and-paste one of the following templates into your Incident Report form:

Shoplifting report:

[Suspect; named or unknown] walks into **[location]**, steals/conceals **[list items]** at a value of **[value]** and leaves store without making payment. This **[is / is not]** captured on CCTV. The footage has been downloaded and secured and is available from **[CCTV contact name, contact number and email address]**

Self Service walk off:

[Suspect; named or unknown] comes into store, selects **[list items]** to the value of **[value]** and goes to self-scanner. **[Suspect]** scans items through but does not make payment for the goods and leaves store. This **[is / is not]** captured on CCTV. The footage has been downloaded and secured and is available from **[CCTV contact name, contact number and email address]**

Shoplifting with Assault on staff:

[Suspect; named suspect or unknown] walks into store, steals/conceals **[list items]** at a value of **[value]** and leaves store without making payment. Staff member **[name, d.o.b. contact number, home address]** intervened when **[suspect]** assaulted **[describe assault, e.g., Push, punch, attempt to hit]**. Staff member **[supports / does not support]** This **[is / is not]** captured on CCTV. The footage has been downloaded and secured and is available from … **[provide CCTV contact name, contact number, and email address]**

Associating Offender(s) with an Incident

Whether you start by identifying a Subject and then describing the incident, or start by describing the incident and then associating Subject(s) with it, after describing the incident itself you will be presented with the following options:



You can search through existing Subjects already known in Disc.

You can upload an image of someone whose name you do not know (an 'ID-Sought' image); if you do not upload an image, the Subject will likely not appear in a gallery to other Members.

Your Incident Report will not include an image of the Subject and is unlikely to be associated with one at a later date. Recording the incident is still useful, for example as a record of criminal or ASB behaviour in your location.

When submitting information about Subjects

Use 'First Name' and 'Last Name' fields properly

If either the first name or the last name of a Subject is not known, be sure to leave the relevant field(s) blank. Where both fields are blank, Disc will treat the Subject as an 'ID-Sought', that is, as an individual whose name is not know and whose identity is sought. Entering any code or other data into these fields which is not either a first name or last name means that important functions in Disc will not work properly and the system will not be as effective in helping Administrators etc identify ID-Soughts at a later date.

Process images for maximum recognisability

Before you submit an image of a Subject associated with an incident, do what you can to make the image as useful as possible to help other Members recognise the individual(s) displayed.

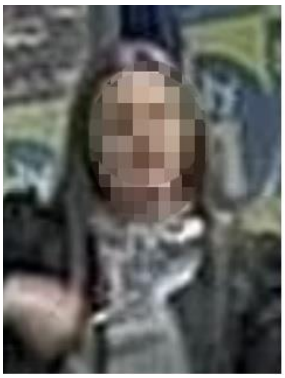
Where an image displays more than one Subject and/or where the image displays a high proportion of irrelevant background, you should 'crop' the facial images of each Subject so that each displays the clearest facial image possible.

- Start with the best quality, highest-resolution image you have available (the image shown *right* has been intentionally pixelated); it must be in .jpg, .gif or .png format.



- Use the "**Snipping tool**" which is available on Windows (search for 'Snipping tool' in the Windows searchbar) and Apple Mac (Command + Shift +4) to select each facial image and then to 'crop' them so they appear as large as possible without becoming too blurred; attach the image(s) to your Incident Report.





When reporting an incident with multiple Subjects, **associate each with the Incident separately**. If adding a group of ID-Sought persons, each should be cropped and added as a single ID-Sought (ensuring that each is automatically given its own ID-Sought reference number by Disc).

Tip: Admins and Sub-admins can retain a full-length image in an Incident Report but crop a head-and-shoulder section to separately upload to the Subject's profile as an additional image in the Admin Centre → I want to… →Manage Subjects → Manage Known / Unknown →[locate subject] → Actions columns → Manage Subject Images.