



# Police National Computer (PNC)

## User guide



**PROTECT** – This booklet is intended for use by Police and Policing partners only. You must take necessary precautions to ensure this copy is stored safely, keeping it in a locked drawer or cupboard within a secure building or out of sight in a vehicle used for official business.

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## Foreword

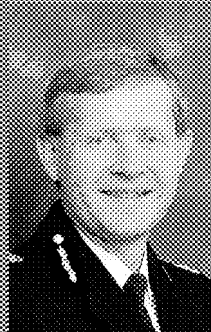
The PNC is a key NPfA service that actively supports national policing. Through the provision of the information the PNC makes available, tangible efforts to both the police and the criminal justice system.

The PNC has developed significantly since its creation in 1974 to meet the needs of modern policing, with a wealth of information available 24/7/365. The increasing number of links to other police information systems reinforce the pivotal role of the PNC in the prevention and detection of crime.

I hope you find this guide useful and would encourage you to familiarise yourself with its content to help you access the information you need quickly and effectively.



**Chief Constable Peter Neyroud**  
Chief Executive Officer, National Policing  
Improvement Agency



Since its creation in 1974 the Police National Computer (PNC) has become a cornerstone of intelligence-led policing. From its origins as a stolen vehicles database, it has been upgraded over the years to link to many other sources of critical information and now handles over 15 million transactions a month.

Providing the technological backbone of such a critical asset is the responsibility of the NPfA. Since 1989 this has been achieved via the infrastructure of two principal partners - Software AG and Fujitsu. The PNC uses a central Actiobas database from Software AG running on Fujitsu BS2000 mainframe servers.

Keeping this technology up to date and capable of handling the growing demands of the police services across the UK has been one of the top priorities for the NPfA and its forerunners throughout the last three decades. It is a story that represents a master class in disaster recovery and business continuity following the Buncfield oil depot explosion in 2005, as well as a never-ending growth in data and demands.

## Milestones and future goals for the PNC

- 1974 - Stolen Vehicles database
- 1976 - Fingerprints and Vehicle Owners databases added
- 1977 - Criminal Names introduced
- 1985 - Conviction Histories added
- 1991 - Transaction Log and Property database launched
- 1995 - Phoenix project implemented (enhanced Names database)
- 1996 - Vehicles On-line Descriptive Search
- 1997 - ANPR
- 1998 - QUEST
- 2002 - Drivers Licence database
- 2003 - ViSOR (dangerous persons database)
- 2006 - National Firearms Licensing Management System
- 2008 - National Ballistics Intelligence Service

## In the future

- Integration with Schengen.
- Facial recognition database/fingerprint database update.
- National Warrants database.

To keep such a critical technology asset up to date and secure, a true partnership has evolved between the NPfA, Software AG and Fujitsu. Both partners are proud to list the PNC as one of their key achievements within their portfolios and recognise the responsibility they have to not only the NPfA but the wider police service.

### Paul Parrish, Fujitsu:

*"The demands placed on the hardware and database within the PNC are staggering. There are very few databases of such a size in such constant use and it is a testimony to the teams across all three parties that the PNC continually delivers intelligence and information to the police on the front line."*

*"Looking forward, the continued use of the PNC as an investigative tool, the integration with the Schengen Information System and the simple fact that demands on the underlying infrastructure will continue to grow, all add to our expectation that the PNC will continue to be a flagship example of the capabilities of Fujitsu hardware and Software AG database technologies."*

### Simon Pritchard, Software AG's VP responsible for the Public Sector adds:

*"It is very satisfying for employees of Software AG to be associated with a system that has held in such high regard. We know that other parts of government have looked at the NPfA's management of PNC as an example of how to deliver critical national infrastructure. The development of PNC to support initiatives such as number plate recognition and mobile data proves that mature systems can evolve to meet changing business needs."*

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## A guide to the available services and opportunities on the Police National Computer to support operational policing

The National Policing Improvement Agency (NPIA) provides access to national IT systems for the police service and other law enforcement agencies. The PNC was introduced in 1974. On a 24/7 basis it provides details of people who are wanted, missing, disqualified from driving, are a firearms certificate holder or have come to the notice of the criminal justice system, vehicles, and six categories of lost and found property, together with other useful information. Since this time PNC has evolved to meet the ever changing needs of operational and intelligence led policing.

PNC is the prime source of information for previous convictions, vehicle ownership and any vehicle of interest, such as stolen. PNC is a powerful tool when used in an investigation or for operational policing purposes. Enhanced search tools are available to assist searching by description for persons, vehicles and property.

Due to serious crimes over the years, such as the murders of Jessica Chapman and Holly Wells, the murder of Sarah Payne and the shootings at Dunblane, other specialist systems have been introduced or are currently at the project stage to support operational policing. These include VISOR, NFLMS, available on a PNC names check; ANPR, Crimelink, to link a series of cross border crimes and National Ballistics Intelligence Service (NBIS). Under current development is Police National Database (PND) to be implemented in phases and Schengen Information System v2 (SIS II).

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This guide is a reference booklet intended to remind police officers and police staff about the facilities available on the PNC and other NFIA systems. It gives a brief overview of the services and should form the basis for further consultation. This could be with PNC Operators, your nominated PNC Liaison Officer, Bureau Manager or other specialist staff involved in NFIA systems such as Trainers. **More detailed information intended for PNC Operators is available in the two volumes of the PNC Manual.**

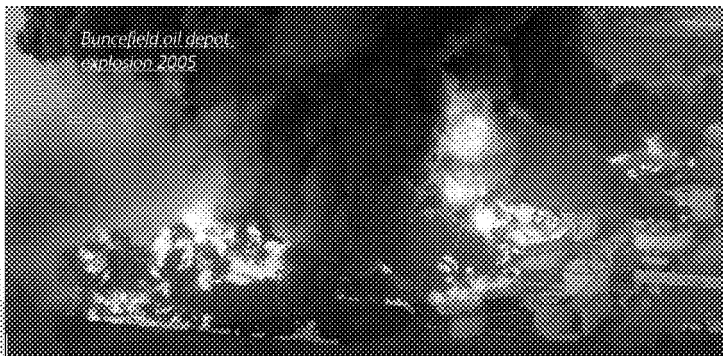
Your force has invested considerable resources in the NFIA suite of systems, and your awareness, usage and contribution is therefore key to the provision of an effective tool for operational and intelligence led policing.

## Data protection and Computer Misuse Acts

As the PNC holds personal information it is subject to strict legislation governing disclosure and misuse. The PNC must be used for policing purposes only.

Contravention of the Data Protection or Computer Misuse Acts could lead to disciplinary and/or legal action that can carry a custodial sentence. Do not put yourself at risk by ignoring or deliberately breaking these rules. You could be held personally liable. For further information on the legality of using data systems contact your local Information Security or Data Protection Officer.

*Buncefield oil depot,  
explosion 2005*



## General guidelines

To do a PNC check, you need to tell the operator five things:

- What type of enquiry you require, e.g. name, vehicle or property check.
- Who you are, usually your name or identity number, station or call sign according to your force's normal practice.
- Where you are, exactly, including your telephone number: if the operator needs to call you back. Your location is vitally important should you suddenly require assistance. If your subject suddenly became violent, assistance could be sent without you needing to make further contact.
- Why you want the check, e.g. you have stopped someone in the street.
- The details that you want checked, e.g. a person's name or a vehicle number.

*N.B. Some forces use a local code, especially during telephone checks, to improve security.*





## Transaction Logging

The PNC automatically records **every** enquiry and update undertaken on the data collection. The reason and details of both the originator and the operator are also recorded, providing that these have been input at the time of the enquiry (see general guidelines, page 8).

This information is retained on a **Message Log (MLOG)** and a **Transaction Log (TLOG)** which hold activity for the past 15 and 12 months respectively. Both logs are fully searchable.

The **MLOG** holds full details of every transaction input and the response returned and can be searched by a "batch" facility performed at the Hendon Data Centre on request. Only nominated and registered force personnel can authorise an MLOG search request via the NP1A PNC Service Desk.

The **TLOG** holds a one-line summary of activities and can be dynamically searched by authorised PNC operators in force.

Searching these logs can be useful for criminal investigation purposes, particularly the **TLOG** search which can be performed on-line in real-time. You can ask for details of all checks on a particular vehicle, person or item of property over a period of up to one year in the past. When requesting a PNC check it may also be worth considering a **TLOG** search.

If you have an interest in a person, vehicle or item of property, so could somebody else. By contacting the originators of these checks you may be able to share useful information.

**TLOG** information is also used for auditing purposes. As part of this function you may be asked by your Supervising Officer or Professional Standards Unit why you performed or requested a particular PNC enquiry. You are advised to note your PNC check requests in your pocket book for future reference.

## People on the PNC

Most Names records are on the PNC because the person has been convicted of a criminal offence at some time. However, this is not the only reason that a record may reside on the PNC. People may be on the database because:

- They have been previously convicted.
- They are subject to a court order.
- They are wanted in connection with a crime, for escaping from custody, for recall to prison, or for deserting from HM Forces.
- They are awaiting prosecution.
- They have been deported.
- They are vulnerable Missing Persons or Absconders from Care, whose whereabouts are sought (Locate to Trace) by police.
- They may be key witnesses, or the police may want to interview them for some other reason.
- They have been found -- this includes dead people
- They are disqualified from driving - see later section on Driving Licence database.
- They hold a Firearms Licence.
- They have been arrested or reported for an offence.
- They have been given a Penalty Notice for Disorder (PND).

PNC Names records can hold a vast amount of information on an individual, but you **MUST** ensure that it is all **FACTUAL** and **ACCURATE**.

## It is YOUR information.

The extra few minutes spent asking questions and carefully recording the information on descriptive forms or local systems could mean the difference between detecting and not detecting future offences committed by that person.

## Information available in a Names record

The PNC operator can quickly provide the basic description of the individual. This will help you determine whether the subject of the check is the person on the record.

At this stage the operator can also see any information markers or warning signals, e.g. DRUGS (page 14-17). Any current bail conditions are displayed, and indicators show if the subject has previously offended on bail, breached bail conditions or failed to appear in court.

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## The operator can also find out whether someone:

- Is a registered sex offender – see later section on VISOP database.
- Has ever used an alias or different date of birth.
- Is known by any nicknames.
- Is of interest to the police – i.e. another force has information that could be helpful, or wants to know if the subject comes to notice.
- Has marks, scars, tattoos or other features which may be useful in identification.
- Has particular habits of dress, jewellery, or mannerisms that may help to identify him or her.
- Has skills which could be used in crime.

A Names record can also contain information about any known associates (who may or may not themselves have records on the PNC), methods of committing offences (MO), detailed descriptions, fingerprint and DNA status, location of police photographs, impending prosecutions and references to other sources of information.

Details of an offence should always contain a name and station code to enable you to contact the officer dealing with the case.

The operator will also be able to give you the subject's most recent, and past, home addresses, as well as any business addresses and other places they are known to frequent, e.g. pubs, relatives' homes. Note that the subject might not still live at the latest known address; always check.

If you know that a person's address has changed, or are aware of any other relevant new information about them, follow local procedures to submit the updates for inclusion on the PNC.

**PNC Names records can contain a vast amount of information.**

**When you make an enquiry, you should tell your PNC operator what sort of information you are looking for. The operator should then be able to give you all the relevant details.**

## Wanted/Missing reports

A record on the PNC may have a WANTED/MISSING report even if the person is neither wanted nor missing! There are nine distinct types of 'Wanted/Missing' report.

- **Wanted** – for an offence, for non-payment of fine, as a witness or for an exclusion.
- **Locate/Trace** – to recover property, as a witness, to serve a summons, take a DNA sample, or (in the case of non-payment of fine) serve a Means Enquiry Warrant.
- **Abscond** – from Prison, Youth Custody, Hospital (not voluntary), Care (care order under the Children's Act), Detention Centre, Remand Centre or Hospital.
- **Recall** – to Prison, Youth Custody, Detention Centre or Hospital.
- **Deserter** – from the Armed Services
- **Missing** – usually young, vulnerable, or in suspicious circumstances, where there is reason to be concerned for their welfare.
- **Detained** – this must be added whenever somebody with a Wanted, Abscond, Recall or Deserter report is detained. As an arresting officer you have responsibility for instigating this action.
- **Registered Sex Offender** – this report is for information only and no action should be taken unless the person is suspected of breaching their registration conditions – see section on VISOR.
- **Order** – ASBO, Disqualified from keeping an animal, Dog Control, Drink Banning, Exclusion, Harassment, Housing Injunction, Licence Premises, Matrimonial Homes Interdict, Non-Molestation, Occupation, Serious Crime Prevention, Sex Notification, Sex Prevention, Sex Registration, Sex Risk, Sexual Harm, Sex Travel, Sports Banning, Violent Offender, Miscellaneous
- **Found** – A child who has been found; a person suffering from loss of memory; a victim of an accident; a dead body.

## Warning Signals

Warning signals are designed to alert the police or any authorised agency of potential risks or issues. This could be evidenced by a person's previous convictions, behaviour or intelligence information.

### AG - 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.

### AT - 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.

### CO - 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. Use of this signal for short term illnesses is not recommended. 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.

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### DR - 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.

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. 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.

### ES - 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.

### FI - Firearm

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.

### IF - Female Impers

The subject who was born a male may impersonate a female (cannot occur on female record). This would be beneficial in a Custody situation for searching purposes and also for those occasions when the individual uses this MO when committing crime.

Continues next page >>

## IM - Male Impers

The subject who was born a female may impersonate a male (cannot occur on male record). This would be beneficial in a Custody situation for searching purposes and also for those occasions when the individual uses this MO when committing crime.

## MN - 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.

## SH - Self Harm

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 in order to support allegations against the police would be appropriate.

## SU - Suicidal

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.

## VI - 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.

An individual who uses the fact that he/she is suffering from HIV/AIDS to threaten police may have this signal recorded.



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## WE - 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.

## XP - Explosives

May possess explosives for a criminal purpose.



## Information Markers

These consist of operationally important or potentially useful information about the subject.

### **AS - Asset Information Sought**

A force requires information regarding the assets, e.g. seeks financial circumstances of the subject, following a confiscation order, usually for drugs offences.

### **BB - Breaches Bail Conditions**

The subject has in the past breached bail conditions such as a curfew etc.

### **CD - Confirmed Dead**

The subject has been reported as dead and that report has been confirmed. The addition of CD causes the automatic deletion of the UD marker and all Warning Signals.

### **DNA Confirmed (system generated marker)**

This is not an Information Marker but is displayed like one. It is generated by the system if the subject has a DNA report with status CONFIRMED.

### **DP - Deportee or ERS (NIS only)**

A deportation order is currently in effect for the subject, or the subject is a serving prisoner removed from the UK to complete their sentence in their home country under the Early Removal Scheme (ERS). Contact with the local Immigration Office must be made to ensure that the marker is still relevant and to ascertain what action they require taking.

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## DR - DNA Required

A DNA sample for this subject is required for investigative or elimination purposes. This marker may not be added if a DNA report with status PROFILED or CONFIRMED already exists on the record. There is no power of arrest for the purpose of obtaining a sample.

## FA - Fails to Appear

The subject has failed to appear in answer to bail or a summons.

## FL - Foreign Licence

The subject holds a Driving Licence that was not issued in the United Kingdom. FL may be input only if at least one DD report exists for the subject. The FL marker will be automatically deleted when the last DD report is deleted.

## GR - Gender Re-assigned (NIS only)

The subject has been issued with a Gender Recognition Certificate

## HD - Home Detention Curfew

Following early release from prison the subject is or has been issued with an electronic tag under the home detention curfew scheme

## LL - Life Licensee (NIS and SPSA only)

The subject has been released on licence following a sentence of life. If a breach of licence conditions may be involved the National Offender Management Service (NOMS) should be informed.

## NL - No Licence

The subject may not hold a DVLA Driving Licence. This marker is currently under review.

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## **OB - Offends on Bail**

The subject is known to have committed an offence during a period whilst remanded on bail. This marker will appear on the Nominal Screen as an occurrence count when it is generated upon completion of the Offence detail of an Arrest/Summons report, by the system. It may also be created separately.

## **OV - Offend Vulnerable Person**

The subject has been arrested or otherwise dealt with for an offence against a child, young person, one who is elderly, who is mentally or physically disabled and may present a threat to any such person. This will include people cautioned, reprimanded or warned, and includes any other sanctioned detection. It may also include appropriate cases where no further action is being taken against the person.

## **PP - Prolific Offender**

The subject has been identified as a Prolific and Priority Offender.

## **RE - Manual Weed Review**

The record is to be retained until the date recorded with the marker. The record can then be manually reviewed for weeding.

## **RF - Refer to File (Historical)**

May still be seen on pre-1995 records, to show that further information is available on microfiche.

## **SO - Sexual Offender**

This marker is used by non-VISOR forces in conjunction with Wanted/Missing orders to identify persons who are required to register with police as a requirement of Sexual Offences Act 2003. The marker should be removed on a come to notice basis if the VS marker is present.

## **SUPERVISION (system generated marker)**

This is not an Information Marker but is displayed like one. It is shown on the first screen of an on-line display if the person has a Release Detail where they are under current supervision by the Probation Service. They are under supervision if the Licence/Parole Type is present, with a value other than NOT. The supervision is current if the Supervision/Licence Start Date is not in the future or is blank, and the Supervision/Licence End Date is not in the past or is blank. In full display form, the accompanying text for the marker is SEE CUSTODY HISTORY.

## **UD - Unconfirmed Dead**

The subject has been reported as dead but the report has not yet been confirmed.

## **UN - Uses Nominal Details of**

The subject is known to use the details of another person (who is not a PNC subject) when arrested or dealt with.

## **VS - VISOR Subject**

Marker generated by the VISOR system to indicate that there is an entry for the subject on VISOR. The text of the information marker shows the category of offender (e.g. Registerable Sex Offender) and the risk level of reoffending (e.g. High Risk).

## Finding a record

### Searching by Name

To look for a particular person's record on the PNC, the operator will need as much of the following information as you can provide:

<b>Name:</b>	Surname followed by forename(s). e.g. SMITH/JOHN
<b>Age:</b>	Date of Birth, e.g. <b>06-03-1951</b>
<b>Sex:</b>	Male, Female, or Unknown
<b>Colour:</b>	White, Non-White, Unknown
<b>Height:</b>	In feet/inches or metres/ centimetres

These are often called the NASCH FACTORS (Name, Age, Sex, Colour, Height). For a Names check the minimum needed is either a surname or an ID number.

As names are not unique, the PNC could select several records where the NASCH factors are similar. Knowing the birthplace can help to narrow the choice. Ask subjects for any other names they may have used, e.g. maiden or previous married names, that could be recorded as aliases, and check these as well. The system is designed to compensate for possible inaccuracies in the information, for example names may be spelt differently, dates of birth and heights may be slightly wrong. The PNC uses a range of values in searching records.

## Searching by ID numbers

An operator can also search for a record on the Names database using numbers that are unique to the individual and therefore reliable means of identification.

- Driver No. – as shown on the driving license, usually the number starting with the first five letters of the surname.
- Any other ID number, e.g. military service number, N.I. number
- CRO No. (Criminal Record Office number).
- Arrest/Summons number.
- Local reference numbers.
- DNA barcode.

Always endeavour to obtain individuals' ID numbers when gathering information to record on PNC. This could be vital for accurate identification purpose in future criminal investigations.



## Disqualified Driver reports

The PNC Names record holds details of any disqualifications from driving. Note that people disqualified from driving are not necessarily forbidden to drive in all circumstances. If someone is disqualified until they pass a driving test they can drive, but all the conditions of a provisional licence apply, e.g. they must be accompanied, must display 'L' plates.

Disqualification from driving is imposed by a court. A disqualification can be for life, for a fixed period, until a driving test is passed, or a combination of these. If a court cannot make a disposal for some reason, e.g. it has referred the case to a higher court, it may still rule that the subject must not drive in the meantime, and impose an interim disqualification.

**N.B.** Although disqualification information is held within a Names record, more comprehensive details can be found on the Drivers Licence database (see page 30). Prior to taking any action on a disqualified driver's report a Drivers Licence check must be made to ensure accurate information. The Drivers Licence data is owned by DVLA and therefore definitive. For further information, contact your local DVLA Liaison Officer, usually located within the PNC Bureau.



## Local Cross References (LX)

Local references can offer you extra information about the subject of the record, or indicate that somebody else needs to know about that person's movements.

There are three types of local reference that you can ask your operator to put on a record:

- **Intelligence** – If there is an intelligence reference on a record, you should telephone the contact person named in the reference. You can use this type of reference to follow the movements of, for instance, a travelling criminal. Only to be used when a force is actively seeking information.
- **Interest** – The PNC will let the force know automatically if this record changes. The force will receive the details via the Daily Activity File (DAF).
- **Information** – The force has further locally-held information about the person that may be of value to anyone else with a policing interest.

## Printed reports from the PNC Names database

PNC Names printouts have been designed to produce information automatically that is needed for different purposes. There are several types:

- Screen print – of whatever is on the screen at the time; for police use only.
- On-line print – all or part of a record, depending on the needs of the operator.
- Police print – many options, allowing a print of any or all parts of the record. A police print could contain everything that is known about a subject, and could be many pages long. It should be used for policing purposes only.
- Disclosure print – for authorised disclosure to non-police agency vetting enquiries. A disclosure print includes only information relevant to the agency.
- ICPG print – for use of the Serious Organized Crime Agency (SOCA) only.
- Prosecutors multiple file print – produces the desired number of copies of the above two reports.
- Prosecutors print – gives all the information that the CPS needs for a court appearance.
- Court/Defence/probation print – agreed suitable for direct submission to the court(s).

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- *Witness Print* – used for witness vetting.
- *Probation Service Print (Pre-Sentence Report)*.
- *Prison Print* – used for prisoner handling.
- *Source Input Document* – data required for AS processing.

Do use the right printout for each purpose.

Don't photocopy bits of a police print for use by the courts or the Probation Service – you could be providing information that they should not see.

**WARNING:** It is important that you do not show printed Names material to anyone being investigated and you must ensure that all prints are disposed of properly.



## The Source Input Document (SID)

The PNC Names application and QUEST (see page 29) are valuable tools for investigating and solving crime, but only if the information used is accurate and complete. A SID should be completed whenever someone is charged, arrested, reported or summoned.

Some forces use systems such as NSPIS, Niche or other local system to record this information, whilst others may use forms and refer to them differently. You may wish to note here the name or reference number your force uses.

*It is essential that all staff are meticulously careful when completing these forms. Include as much information as you can. Note any ID numbers you can find and check all descriptive details already recorded. Your information could help Names and QUEST solve crime anywhere in the UK. The information you put on the SID today will constitute intelligence opportunities for future investigation if that person re-offends.*

**Don't compromise that investment with poor quality data!**

## QUEST

QUEST (Query Using Enhanced Search Techniques) provides the ability to search the PNC Names database with a view to generating a list of potential suspects using victim, witness or intelligence information obtained during the investigation process. The Names database can be searched using combinations of information held in the variety of 'fields' on Names records as search criteria. These details include:

**Personal** – Name, Aliases, Nicknames, Age, Sex, Colour, Height, Nationality, Occupation.

**Descriptive** – Ethnic Appearance, Eye Colour, Build, Hair Type and Colour, Facial Hair Type and Colour, Accent, Shoe Size, Tattoos, Marks, Scars.

**Criminal** – Previous Offences, MO Keywords, Offence Location Postcodes

**Geographical** – Postcodes of Home or Business Address(es), Places Frequented, Force / Station Codes.

QUEST is also an intelligence gathering tool which can be used to find information such as the number of offenders living in a particular postcode area who use a given MO, the number of persons with convictions for a particular type of offence in your police area, and much more.

Searches can be tailored to give you details of all matching offenders nationally, or restricted to those living in an area identified by a postcode, or by Force and Station Codes.

*Details of all recidivists (repeat offenders) are locked in the PNC Names database; QUEST is the key facility you have to unlock them. By using it you are adopting a proactive approach in your use of the PNC and promoting intelligence-led policing. Remember PNC is being continually updated, therefore if an investigation is ongoing it is worth repeating your QUEST searches throughout as different information may be returned.*

Your PNC Liaison Officer (L/O) will be able to tell you about your force's procedures for different types of offence and who is trained to perform your QUEST searches. L/Os are the PNC experts. Use them!

## Drivers Licences

The PNC Drivers Licence database holds details of all UK Driving Licences issued by the DVLA. This information is currently available to officers dealing with Road Traffic matters only, i.e. where offences are suspected or have been committed under the Road Traffic Act or where a HORT1 can be issued.

A PNC Drivers enquiry can be made either using the subject's Driver Number or a combination of name, sex and date of birth. This will provide details of the subject's current licence status, e.g. Full or Provisional, categories of vehicle they are permitted to drive, any restrictions or endorsements and home address. It will also display specific details if the subject is currently disqualified from driving, such as the disqualification date(s) and conditions imposed by the court when sentenced, e.g. disqualified until test passed (DTTP).

Information on the Drivers database should be the definitive source for determining a person's legality under the terms of RTA legislation. Appropriate police action should be taken as a result of the DRIVERS information NOT the DD section of PNC Names. If in doubt issue a HORT1.

**N.B. If Driving Licence information is required for any non-RTA investigation this can be obtained through your force DVLA Liaison Officer or Data Protection Offices. This is a requirement under Data Protection Legislation.**

## ViSOR – the Dangerous Persons Database

The Criminal Justice Act 2003 placed a joint responsibility upon the police, probation and prison services in each area to establish arrangements for the purpose of assessing and managing the risks posed by sex offenders, violent offenders and others who may cause serious harm to the public. The database complies with current legislation, including the Human Rights Act and the Data Protection Act. It also supports Multi-Agency Public Protection Arrangements (MAPPA).

It is a powerful management tool for professionals involved in supervising offenders, compiling pre-sentence reports and investigating cases of sexual abuse. The application also provides an audit trail so that the authorities can ensure effective offender monitoring is taking place.

ViSOR is electronically linked to the PNC Names application, and the presence of a ViSOR record is flagged via an Information Marker on the corresponding PNC record. The text of the marker shows the category of offender (e.g. Registered Sex Offender) and the risk level of re-offending (e.g. High Risk).

National procedures are in place to determine what action should be taken when such records are checked on the PNC. Forces have trained ViSOR specialists (usually in the Public Protection Unit), who populate and interrogate the data as appropriate.

## IDENT1

IDENT1 is the name of the biometrics platform administered by NPfA. It provides access to the national fingerprint and palm print collections to help identify persons taken into custody and people involved in cross border crimes. In addition, the police service has benefited from the creation of a serious crime section. All tenprints submitted are automatically searched against the unidentified marks held in the serious crime area.

Many forces use LIVESCAN devices that electronically read and code prisoners' finger and palm prints and compare them against the IDENT1 database via on-line datacommunication connections. Speedy search and match results are returned to these users within minutes.

The IDENT1 system identifies some 90,000 scenes of crime marks each year. Together with PNC, it is recognised to be part of the vital national infrastructure for policing.

Since April 2008, UK visa applications collected from visa processing posts worldwide have been submitted to an automated IDENT1 interface for possible identification.

**Mobile Fingerprint** devices give police officers the ability to take fingerprints in an operational environment away from the traditional custody suite. An image is captured of the subject's fingerprints and checked against the National Fingerprint Database. The results of this check are returned to the officer within a couple of minutes and provide information that will establish, or verify, the identity of an individual.



## Vehicles

The PNC holds a considerable amount of information about motor vehicles updated regularly by DVLA. Most records include all of the following: VRM, Make, Model, Colour, Body Type, VIN (i.e. Chassis Number), Engine Number, Date of First Registration, Engine Size, Name and Address of the current registered keeper.

You can check the MOT expiry date and, where the Road Traffic Act applies, the vehicle's Insurance details (see page 43). In the future the Vehicle Excise Licence serial number and expiry date will also be available.

More than one million vehicle records contain additional information in the form of DVLA markers (see pages 36-38) and police reports.

If a vehicle of police interest is not present on the PNC (e.g. a foreign vehicle stolen in the UK) you may ask for a police record to be created. This can only exist if it contains at least one police report.



## Police Reports on the Vehicles database

You can ask your operator to add reports to a Vehicle record when appropriate. A Vehicle record may show any of the following types of report:

- LOS – reported lost, stolen or obtained by deception.
- FOU – found, e.g. apparently abandoned after a crime or repossessed by a finance company. The addition of this report will automatically notify the owner of a LOS report that is already present, and the VRM will no longer trigger a hit on ANFR systems.

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- **INF** – used for conveying relevant information about the vehicle and/or persons connected with it, e.g. warnings issued under s.59 Police Reform Act, 2002 or equivalent Scottish legislation. When specific police action is required you should ascertain whether an ACT report is more appropriate than an INF.
- **ACT** – definite police action is required in connection with an investigation, and the vehicle is of sufficient interest to be stopped immediately. The text must clearly explain the priority, reason and circumstances.

N.B. With the increase in number plate recognition systems across the UK the benefit of using the ACT report as an intelligence-led policing tool is growing considerably (see section on ANPR on page 48).

- **REA** – this report is used to record that a reaction has taken place in response to an ACT report, and that the required intervention has been completed. The addition of this report will automatically notify the owner of the ACT report, and the VFM will no longer trigger a hit on ANPR systems.
- **SEEN** – seen and checked by police, e.g. in suspicious circumstances, or for surveillance purposes. A SEEN report could be helpful if a crime in the vicinity is reported later.
- **REM** – removed by police for law enforcement purposes, e.g. from an unsuitable parking place. The report must show the new location of the vehicle.
- **RES** – used only for restricted information relating to police or other emergency service vehicles, e.g. to prevent inappropriate action being taken. It must not be disclosed over insecure channels. Ensure that the vehicle is dealt with discreetly.
- **COR** – correction report to record information the police have that DVLA does not, e.g. the vehicle is now a different colour to that registered, or has a new keeper. If you are making a correction you should ensure that a copy of the form V79 is completed and sent to DVLA. Who does this will depend on your own force's procedure.

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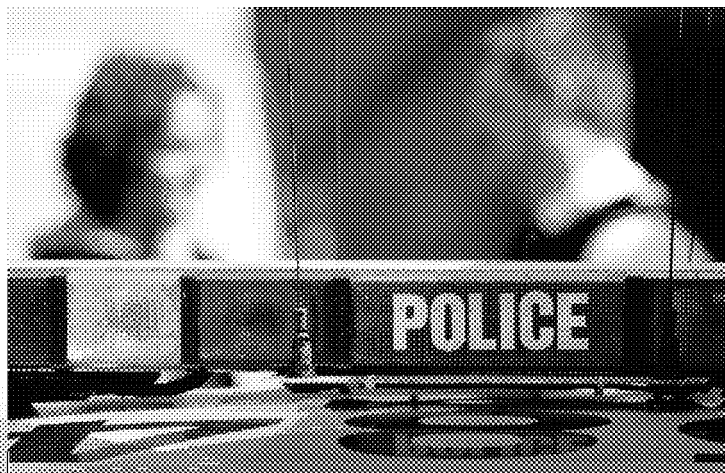
- **DES** - the vehicle has been totally destroyed by fire and the chassis can not legitimately reappear on the road. (The VRM could, however, appear on a different vehicle as a cherished transfer.)

As with data from other sources, do not fall into the trap of accepting what the PNC tells you at face value without testing the information to your own satisfaction.

## Weeding reports

DES reports have indefinite retention and should not be deleted unless added to the wrong record. Other vehicle reports stay on the PNC for a limited time and must be reviewed regularly. They should be weeded when no longer relevant. **Confirmed** reports last longer than those left **Unconfirmed**. The lifetime of ACT, INF and RES reports may be extended by up to 12 months.

Your force will be warned before reports are weeded. It is their responsibility to ensure that no report is weeded if it is still required.



## DVLA markers

*These markers are added to the vehicle record by DVLA and can provide valuable information and intelligence for policing purposes. The most common markers are:*

### CHERISHED TRANSFER

For a fee, DVLA allow the transfer of a VRM from one vehicle to another, and sell new or unused VRMs of interest. These may contain the owner's initials or make up a word. The PNC record holds details of both the replacement and the original VRM.

### DIPLOMATIC PRIVILEGE

The user of the vehicle may have diplomatic immunity. As it applies to the person, not to the vehicle, you should treat such a vehicle as any other - the person covered by immunity might not be the one driving it at the time of any incident.

### PERSONAL EXPORT

The vehicle has been bought and registered in the UK but will be taken abroad on a permanent basis after being used here for a limited period.

### RECORD QUERY

DVLA have received a V79 form from the police informing them of changes to the vehicle.

## SCRAPPED

DVLA have been notified that the vehicle has been scrapped. If a Certificate of Destruction has been issued the vehicle record will also be marked as VOID. In some cases a scrapped vehicle can be legitimately repaired and put back on the road, in which case the owner should have formally informed DVLA, who would then remove the SCRAPPED marker.

## STATUTORY OFF-ROAD NOTIFICATION (SORN)

The vehicle is not taxed because the keeper has declared that it will not be used on public roads. The declaration lasts 12 months and the expiry date appears with the marker. It is a serious offence to use a vehicle on the public road when SORN has been declared.

## VEL EXPIRED

DVLA add this marker to a vehicle when the Vehicle Excise Licence has expired more than three months ago. It does not necessarily mean the vehicle is currently untaxed as the VEL may have been purchased recently.

## VEL VOID

The Vehicle Excise Licence was paid for with a cheque which has subsequently been dishonoured, thereby making it invalid.

## V23 SUBMITTED

If a vehicle is damaged severely enough to be judged a possible 'write-off', i.e. not economically repairable, the police or insurance agencies will submit a V23 form to DVLA. They will then add the V23 SUBMITTED marker to their record and it will appear on PNC. Even if the vehicle is properly repaired and the vehicle is re-used the marker is never removed.

Car thieves sometimes use the identities of written-off vehicles to disguise stolen vehicles for resale. You should be suspicious of vehicles whose records bear a V23 marker until you are satisfied that they are genuine. PNC operators can help by checking the VIN or Engine Number. Consider arranging for expert examiners to attend.

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## DVLA Markers Relating to Change of Keeper

A number of markers are used by DVLA to indicate that they have information relating to keeper changes. These include notification that a local authority has sold an abandoned vehicle; the police have sold a vehicle following a court order, the previous keeper has informed DVLA they have sold the vehicle but the new keeper has not yet registered it; the vehicle is 'In Trade' having been sold to a motor trader.

## Police Markers

Three other markers may be found on vehicle records, generated by certain types of PNC update.

## FOREIGN

The record has been created by police for a vehicle that is registered abroad and has become of police interest, e.g. stolen or involved in a crime in the UK. If you need keeper details for a foreign vehicle, you will need to contact the police in the country of origin.

## POL EXAM

This marker indicates that the manufacturer's VIN has been altered and the true identity of the vehicle has been established by an authorised examiner, who has attached tamper resistant labels to it.

## STOLEN

The vehicle record has an outstanding (unpaired) LOS report present.

## Enquiries on vehicles

The majority of vehicle checks are conducted using the full VRM. You can also check up to 15 VRMs at one time, using the multiple VRM enquiry.

When you do not know the full VRM of a vehicle of interest there are four other ways of searching the PNC to try and identify it:

- By using the full or partial VIN, optionally with the Make. If the Make is not included the search will only retrieve outstanding/stolen vehicles.
- By using a partial VRM, optionally with the Make, Colour, Body Type and Post Centre of the registered keeper's address. **Up to three characters may be missing, though no more than two letters.** If you have enough of the VRM to use this facility you should do so, as it is more efficient than using VODS for this purpose.
- By inputting the full postcode of the registered keeper's address. All PNC operators that can do vehicle enquiries should have access to this. It can tell you all the vehicles registered to an individual or business. It can quickly identify a vehicle wanted in connection with an incident reported by family or friends, e.g. suicidal/missing person, if they know the subject's address.
- Vehicle On-line Descriptive Search (VODS). This is available to trained specialists for use when insufficient information is known to do a standard PNC check (see page 44).



## No trace or incomplete details of a vehicle on the PNC

There are several circumstances when you may find that the PNC does not have full details of the vehicle you are checking:

- You may have given the PNC operator an incorrect VRM, or the operator may have typed it in incorrectly.
- It may be a false number plate that matches nothing on the database. This will merit further investigation.
- It may be a foreign vehicle. It is still worth checking a vehicle registered abroad, as it may be on PNC if it has come to police notice in the UK. Vehicles from Northern Ireland may keep their original numbers when they are permanently transferred to and registered in Great Britain.
- It may be a military vehicle, an imported vehicle or one operating on trade plates. These are not normally recorded on DVLA and PNC.
- It may have a new VRM. If a vehicle is allocated a Cherished VRM the original registration is voided and cross-referenced to the Cherished number.
- It may be too new. With newly-registered vehicles, it can take some time for the information to be supplied to PNC via DVLA.

## Wrong information on a vehicle record

A V79 form should be used to inform DVLA regarding out-of-date or wrong information on a vehicle's record. When DVLA receive this form, they add the marker RECORD QUERY to the record. In the meantime, ask the operator to create a Correction report on PNC.



## Action when a vehicle is reported stolen or lost

The first thing to do is a PNC check. This could tell you that the vehicle has already been recovered somewhere, or found abandoned. If appropriate you can ask for an unconfirmed stolen report to be added to the record immediately. Then record the crime and circulate the details according to local procedure.

Remember to tell the operator of any form of hazard connected with the vehicle, as this may be recorded on PNC and linked to the LOS report. Hazards may also be linked to ACT and INF reports, in order to warn any officer approaching the vehicle. The categories of hazard include:

- Chemical.
- Explosives.
- Occupants Potentially Dangerous
- Radiation.
- Weapons.

You should also notify the operator if there was a child in the vehicle when it was stolen, or if it contained drugs. When a hire vehicle has not been returned on time, local procedures will determine at what stage it should be treated as stolen.



## Action when a stolen vehicle is found

Local procedures vary, but the first thing you should do when you attend an abandoned vehicle is a PNC check. If the vehicle is subject to a LOS report, you should ask for a FOU (Found) report to be added immediately. This will prevent the owner being arrested when he or she collects it. Follow local procedures to arrange any amendments necessary to the crime report.

## Vehicles with no number plates, or where you suspect false plates

If you cannot get the VRM from the tax disc, or if you think that it, too, is false, give the PNC operator the vehicle identification number (VIN). This can usually be found on the chassis plate under the bonnet. It may also appear elsewhere on the vehicle, for example, on the window glass or on the floor next to the driver's seat, depending on the make.

## Disclosing details to a member of the public

PNC information is classed as RESTRICTED and therefore subject to Data Protection and Computer Misuse Acts. It has been agreed nationally that legitimate enquirers may be told whether or not a vehicle or item of plant is stolen.

Exact procedures for disclosure vary from force to force and you must check locally with your Information Security Officer before giving out any information. **You must not disclose keeper details.** Members of the public and others with a legitimate reason, e.g. insurance companies who want ownership information, may obtain it, on payment of a fee, by writing to DVLA.

Members of the public can check whether a vehicle has been reported stolen by contacting one of several commercial companies. Some can also advise whether the vehicle is subject to an existing hire purchase agreement (i.e. not paid for).

## Motor Insurance Database (MID)

A vehicle's insurance status may be checked against the MID via selected PNC vehicle enquiry transactions.

The Motor Insurance Bureau (MIB) manages the Motor Insurance Database, which is the central record of all insured vehicles in the UK. The MID is used by the police to identify and seize vehicles being driven without insurance.

If the Insurance page shows NOT HELD and the driver cannot produce a valid insurance document, the officer must then issue a HORT1 as the database may not yet have been updated with the current cover.

Insurance information is currently available to officers dealing with Road Traffic matters only, i.e. where offences are suspected or have been committed under the Road Traffic Act or where a HORT1 can be issued.

**N.B.** The police can request MIB Insurance information under Section 29(3) of the Data Protection Act 1998 for non-RTA investigations. This documentation can be obtained through your force PNC Liaison Officer who will explain the process.

## MOT Information

Since September 2005 various vehicle enquiry transactions have displayed the MOT EXPIRY field to indicate the expiry date of the vehicle's MOT test certificate. The information is recorded on a central database administered by the Vehicle Operator Services Agency (VOSA) via links to testing stations. The data is supplied to NP1A by DVLA.



## VODS – Vehicle On-Line Descriptive Search

VODS can be used when you do not have enough of the VRM or VIN to perform a standard vehicle check but you do have additional information about the vehicle or its suspected registration location.

A VODS trained operator can find vehicles that match a Make, Model, Body Type, Colour, Year of Registration, Engine Capacity or Postcode area. Any part of the VRM, VIN or Engine Number may be included if known. You can also limit the search to vehicles with a specific DVLA marker or police report, further restricting this to reports relating to a particular date range or force area, and in a variety of other ways.

VODS is a very powerful investigation tool and should be considered whenever descriptive information is known. Your force has trained specialists who will advise you on the viability of performing searches with the information you have gathered. Always follow agreed local procedures when using VODS in an investigation, which will be based on those issued nationally by NPfA.

The VODS facility should not be used if you have sufficient information for a partial VRM check.

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## Property

Certain types of stolen or found property should be recorded on the PNC, if they fall into one of the categories described below and can be identified via a unique serial number.

**PLANT** – "a tool used in the construction industry that is not hand held". Various types of agricultural or construction machinery.

N.B. The value of plant stolen in the UK exceeds £1 million per week, and the recovery rate is very low. Accurately recording stolen plant on the PNC will help to improve this.

For assistance with stolen or found plant contact the Plant & Agricultural National Intelligence Unit at Chalk Farm, email svuplantunit@met.pnn.police.uk or phone 020 7230 7290.

**ENGINES** – used to drive machinery or to propel an item. (N.B. Plant engines should be entered as Plant, marine engines as Marine Craft). Vehicle engines are automatically added to the property Engine file when a LOS report is added to a vehicle record, and likewise automatically removed when a vehicle is recovered unless it is specified that the engine was not with the vehicle when recovered.

**TRAILERS** – an item, not being an item of plant, pulled or towed by a motor vehicle, e.g. Articulated or other Trailer, Horse Box, Caravan, Lorry Container.

**FIREARMS** – including imitation and replica firearms, such as Shotgun, Rifle, Pistol, Revolver, Air Rifle/Air Pistol.

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**MARINE CRAFT** – including marine engines, boats and ships (up to 999 metres in length), personal water craft including jetskis, water bikes and rigid inflatables (NOT airbeds or wind surfboards).

The Maritime and Coastguard Agency hold a Small Ships Register at Cardiff and can assist with some enquiries. Please note that this is a voluntary registration scheme.

**ANIMALS** – any animal or bird that can be identified by a permanent serial number. The most frequently used categories are Dog, Sheep, Cattle and Horse.

#### **Types of unique number**

There are different types of unique number that enable a stolen property item to be recorded on PNC.

**Manufacturer's Number/Serial Number**, put on at a time of construction. If unique it can be used on most property types with the exception of animals (N.B. firearms have both a unique serial number and a patent number – make sure you find the right one).

**Fleet Number**, allocated by the fleet operator.

**Container Number**, for lorry containers.

**Ministry Number**, allocated by the Department of Transport when a lorry trailer is plated.

**Engine, Hull or Sail Numbers**. Hull numbers are used for marine craft and jetskis, sail numbers for marine craft only (N.B. some marine craft have two engines).

**Animal Identity Numbers**, usually marked by a commercial marking company for animals of a higher value, such as livestock or horses. Types of permanent marking available include chip implants, ear tags, freeze marks, hoof brands and lip tattoos.

**If in doubt, try any number you can find on the item! You can search the PNC database by description even if you have only a partial serial number. If a theft of an item of property is reported without a serial number, it can be initially circulated on PNC using the crime reference number until a definitive number becomes available.**

If an item you check is recorded as stolen, ask the operator to record the recovery on the PNC, and take other action as determined locally, e.g. inform the owner, update the crime report.

The PNC Property application is currently underused by the police service, with many forces adding items to their local data collections but NOT to the national collection. The implementation of the SCHENGEN INFORMATION SYSTEM (SIS), described on page 56, will require all forces to populate the PNC with stolen and found items which will automatically update the international database.

## Automatic Number Plate Recognition (ANPR)

ANPR is an intelligence-led policing tool. The ACPO(S) strategic intent with the use of ANPR is to "target criminals through their use of the roads".

It specifically aims to:

- Reduce crime and terrorism.
- Increase the number of offences brought to justice.
- Reduce road traffic casualties.
- Make the public feel safer and more confident in the police service.
- Make more efficient use of police resources.

ANPR data can be used in real time to intercept vehicles known to be of interest (e.g. stolen, uninsured, no vehicle excise licence etc) or as a tool to support investigation into an incident that occurred in the past.

There are three main elements to the National ANPR Infrastructure:

- Mobile or static ANPR capture devices (cameras).
- The Back-Office Facility (BOF) used in every police force to process and store the data captured.
- The National ANPR Data Centre (NADC).

NPfA PNC Services host the NADC, where all force data is forwarded.

Access to NADC data is provided for the purposes of serious and organised crime investigations and counter-terrorism.



A PNC "fast track" data pool of vehicles of interest is provided so that real-time automated ANPR/PNC vehicle checks can be made very rapidly with a minimal load on the PNC. Similarly, an extract file is provided to forces for use in situations where a mobile connection to the PNC is not possible.

The PNC provides ANPR-specific ACTION reports that are used nationally to indicate vehicles that need to be stopped and action taken should they be read by an ANPR device.

ANPR is a proven tool in increasing the efficiency and effectiveness of policing. Since 2002, the use of ANPR technology has led to over 50,000 arrests and up to three times more offences brought to justice when compared to conventional policing methods. In 2006/07 (at the time of publication the most recent year for which figures were available), dedicated ANPR officers arrested 70,592 individuals, representing 61 arrests per officer per year. Currently vehicle seizures for no insurance and other road safety reasons exceed 185,000 and are expected to continue to rise steadily in the future.



## Crimelink

The Crimelink application, launched in 2004, is a specialist national database of unsolved and solved serious crimes in the following categories:

- Murder
- Robbery.
- Burglary – where there are significant distinguishing features.
- Sexual offences.
- Firearms-related crime.
- High Value Load theft.
- Other serious crimes considered appropriate.

The offence should be considered likely to be part of a series running across force boundaries, and sufficient information about the suspect, MO and other details must be available to identify possible links between similar crimes.

Crimelink records can be retrieved, compared and linked, allowing forces to pool information on cases separated by miles or years. When someone is arrested, Crimelink can enable investigators to identify similar cases and charge the suspect with those as well.

All forces will have trained Crimelink specialists to populate and search the database, supporting officers investigating major serial-type crimes.

## Serious Crime Analysis Section (SCAS)

### Linking serious sexual crime. Nationally.

The Serious Crime Analysis Section was initiated by the Home Office in 1998 to collate and analyse serious sexual crime (including murder) on a national basis. The aim of the unit is to identify serial offences and offenders at the earliest possible opportunity.



## Airwave

Airwave is a digital radio service for the police and other emergency service organisations.

All appropriate officers use Airwave radio technology, which brings a host of benefits in the fight against crime. Digital radios provide much greater voice clarity and the encryption built into the service adds security that was lacking in analogue radio systems. Airwave provides wider geographical coverage, including the capability to link to helicopters and officers working on underground railways. The technology provides greater operational flexibility, for example in cross-border operations (between UK police forces).

Another major benefit is that Airwave devices have the capability of performing PNC checks against the Vehicles and Names databases, giving officers vital information directly rather than through a time-consuming intermediary.



## Mobile Data

Developments in mobile data technology are revolutionising policing throughout the UK. By delivering 21st century technology to front-line police officers and staff, police forces are exploiting mobile information capabilities to develop and adopt new ways of working, by improving officers' ability to use and share information when out on patrol.

Devices such as handheld computers are changing the way police officers work. Information is entered only once then used many times, reducing errors, duplication and bureaucracy. By giving officers access to vital information at the point of need, from a variety of local and national systems including PNC, Electoral Roll, Crime and Intelligence systems, mobile information is reducing the occasions when they have to return to the station. Officers are able to spend more time in the community they serve, and to react and respond more quickly and appropriately. Positive identification of a person in the street can remove the need to take them into custody.



## National Firearms Licensing Management System (NFLMS)

NFLMS is a database provided to Firearm Licensing Departments in all 43 forces in England and Wales to support the recording of firearms licenses nationally. At present, Scottish forces have enquiry access to NFLMS. The primary purpose of NFLMS is to record details of all persons who have applied for and been granted a firearm, shotgun or explosives certificate, as well as all persons who have been refused such a certificate, or had such a certificate revoked. It also records details of those and other types of certificates issued under the Firearms Acts, and details of every firearm possessed or authorised to be possessed by virtue of such a certificate. It produces certificates, and supports the forces in effectively administering changes and facilitates an efficient renewal process.

NFLMS facilitates an extensive information sharing capability between forces, through its own operation, and through its interface to PNC. Every Licensing Department can view the records of all persons, certificates and weapons that have been licensed. Records of persons and guns can be electronically transferred from force to force, and their movements tracked.

NFLMS has a direct interface to PNC. Every person described above now has a PNC record, regardless of whether they also have a criminal record. PNC users can view a summary of certificates and applications for a particular person. The data on PNC should reflect the current status in NFLMS, but users must remember that the accuracy of this data is affected by allowances of time, provided by current legislation, for certificate holders to notify changes in their circumstances, or to the firearms they may possess, to the force that issued the certificates.

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No details of firearms or explosives possessed by any individual are recorded on PNC. If this information is sought, NFLMS itself must be checked.

This is now a fully implemented service and is maintained for functional and legislative changes. NFLMS can also provide (where implemented) a dynamic link to force Command & Control systems for their firearms data, via the Gazetteer Updated Command & Control Interface (GUCCI) system. This ensures that when police officers are despatched to a location, they are informed in advance if the address or any nearby location is believed to be occupied by a certificate holder, which might indicate the presence of firearms. This system is currently in use in eight forces.

For further information about NFLMS or GUCCI please address enquiries to: [nflms@rplc.pnn.police.uk](mailto:nflms@rplc.pnn.police.uk)

## National Ballistics Intelligence System (NABIS)

The National Ballistics Intelligence System (NABIS) is a system designed to support the operation of the National Ballistics Intelligence Service by managing the recovery and examination of ballistic items, such as bullets, cartridges and weapons and, by linking to that information, tactical intelligence on people, objects, locations and events that occur throughout the country.

The database is a national system delivered across the Criminal Justice Extranet (CJX) to web browsers on computer terminals and will significantly improve the ability of the police service to extract intelligence relating to the criminal use of firearms.

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NABIS is designed to:

- Act as a registry for all recovered, lost, stolen or surrendered ballistic items.
- Identify and track recovered ballistic items from the moment of recovery through examination processes to the eventual moment of their destruction.
- Record details of recovered items in sufficient detail to enable enquiries relating to firearms incidents to be researched more effectively, identifying potentially related incidents
- Record intelligence relating to recovered ballistic items to enable the linking of those items to people, other objects, locations and events in a manner able to improve the effective investigation of firearms related incidents across the country.
- Record details of ballistic item recoveries in sufficient detail to facilitate operational and strategic analysis of the information with the aim of informing local, regional and national strategic assessments relating to the criminal use of firearms.

For any further information in relation to the database or associated NABIS service please contact [nabis.support@west-midlands.pnn.police.uk](mailto:nabis.support@west-midlands.pnn.police.uk)

Contact your PNC Bureau or Forensic Investigation Unit for further information.

## Schengen Information System (SIS)

SIS is a European data system designed to allow police officers access to alerts issued by member states or countries in respect of persons, vehicles and objects. Criminals do not respect borders so it is extremely beneficial to law enforcement officers in all member states to have the support of their European colleagues in tracing fugitives from justice and stolen property. Each Member State (MS) has a National SIS (N.SIS) which holds a copy of the central database containing details on:

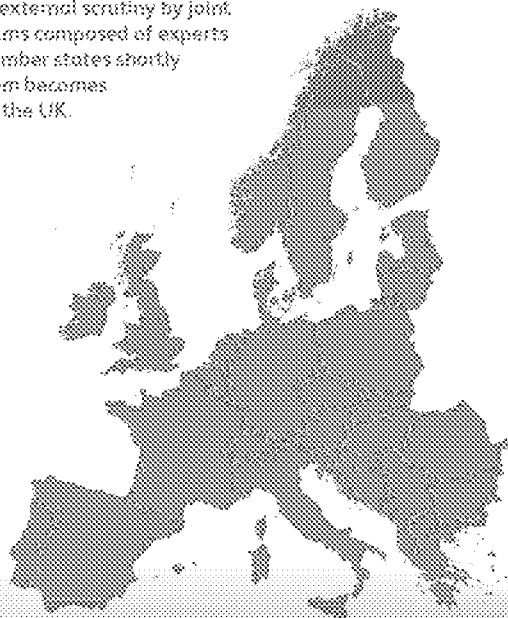
- People wanted for arrest for extradition to a Member State (Article 26 of the Schengen Agreement).
- People who are reported missing and are in need of protection (A.32).
- People sought for judicial purposes (sentencing, witnesses, for trial, A.34).
- People (and/or their vehicles) involved in serious crime/threats to state security whose whereabouts should be reported (A.36).
- Objects that have been lost/stolen: motor vehicles, caravans, trailers, firearms, industrial equipment, boats/boat engines, containers, aircraft, identity documents, issued and blank securities, registered banknotes (serious crime only A.38).



When the UK N.SIS (to be held and maintained by the SIBENE UK BUREAU) is in place, (expected 2011), it will be linked to the PNC and when a PNC check is carried out a simultaneous check will take place on the N.SIS. If a 'hit' occurs the screen will indicate the nature of the 'alert' and the action to be taken by the officer requesting the check.

Most of the information used for UK alerts will be provided from existing data sources, i.e. the PNC for those alerts where data is already held, other agencies where there is no existing database within the PNC (such as DVLA and Passport Service, etc). Appropriate PNC data will be automatically transferred to the N.SIS by live real-time update as the PNC transaction is completed.

*N.B. It is important that data is complete and reliable and that ALL officers are aware of the system. Data quality and knowledge will be the subject of external scrutiny by joint evaluation teams composed of experts from other member states shortly after the system becomes operational in the UK.*



## **IMPACT/Police National Database (PND)**

PND will offer an enhanced capability for the service to directly share, access and search local intelligence data electronically UK-wide. PND will be implemented in phases, with Phase One expected to be available in 2010. Within Phase One there will be approximately 10,000 named users who will be able to access the PND directly. Future PND phases will be developed after consultation with a targeted group of senior stakeholders. PND therefore creates a foundation for future development.

### **Background**

The IMPACT Programme was established in 2005 by the Home Office as a substantial element of the government's response to Sir Michael Richard's inquiry report on the Schom murders in 2002, and responsibility transferred to the NPfA on its vesting in 2007. IMPACT is an IT-enabled business change programme that aims to improve the ability of the police service to manage and share intelligence and other operational information, to prevent and detect crime and make communities safer.

The Programme's mandate, as set out in the 2005 Richard progress report, is:

To deliver an effective, integrated, national, regional and local information sharing and intelligence capability which will improve the ability of the police and partner agencies proactively to use information for intelligence purposes to:

- Prevent crime.
- Bring offenders to justice.
- Safeguard children and vulnerable people.
- Professionalise the investigation process.

## Other PNC Facilities

### Broadcast messages

It is sometimes necessary to send an urgent operational message to all or selected forces, e.g. all airports. The PNC network can be used to transmit this message automatically to an appropriate group of forces, and print it out at each destination. The Combined Directory contains a list of current Broadcast groups and shows which forces are included in each one.

### Bulletin Board

Operators can access PNC news via an on-line Bulletin Board, updated regularly by NPFA staff. On the Live system this includes details of planned service interruptions and recently issued PNC Liaison Officer Letters. The Training Bulletin Board provides details about PNC courses and training records that demonstrate a wide variety of features.

### Combined Directory

The PNC provides a range of reference data in a series of directory tables that are available to all PNC operators. This is particularly useful when you need to identify and contact the owner of a PNC entry, as the table holds the address, telephone number or email address relating to the Force/Station code.

The contents of each table are as follows:

**Address table -- (QA)** This table holds details of all UK, Channel Islands and Isle of Man addresses. It may be searched by entering a postcode to show all associated addresses, or by a textual address to obtain the postcode.

Continues next page >>

**Post Centre table -- (QP)** This table contains the list of valid one-letter or two-letter post centres used at the start of postcodes, e.g. ZE for Lerwick.

**Broadcast Group table -- (QB)** This table shows which groups have been set up for use with the Broadcast facility, and which forces are contained in the group.

**Criminal Courts table -- (QC)** This table lists details of all the courts in the country together with their official codes and contact details, and the force in which they are located.

**Offence Code table -- (QO)** Each offence that may appear on a subject's record is allocated a code that appears in the Police National Legal Database and the PNC Offence Code table. This could be useful when searching for a particular category of offender via QUEST, e.g. Drugs

**UK Police Forces and other PNC Customers -- (QF and QS)**

All organisations that use the PNC are allocated a 2-digit code, e.g. 07 Cheshire Police, 3T Highways Agency. Police forces and some non-police agencies also use 4-digit codes to denote individual stations and departments. There are options to search both the force number and the station code. The information returned is the postal address, email address, fax number and phone numbers, including out-of-hours contact numbers.

**Names Reference table -- (QN)** This table provides lists of valid entries for a variety of attributes found in the PNC Names application. These relate to areas such as Disposals, keywords for MO and Marks/Scars/Tattoos, Institutions, Nationalities, Occupations and many more. It is a valuable source of information that is often overlooked.

## What do I do if I have an idea about the use of PNC or if I want to know more?

Speak first to a trained PNC operator, who can advise you, or put you in touch with your force PNC Liaison Officer or PNC training staff. The facilities available on the PNC develop from suggestions from users. The system is constantly being improved to reflect the way users want to work. We welcome any ideas that can be implemented to improve the service for everyone.

You can record details of your force contact in the space below:

**Contact Name**

---

**Contact Telephone**

---

NPfA gratefully acknowledges the help of those police officers and police staff whose contributions during the compilation of this guide proved invaluable.

## Useful Websites

<b>CESAR</b>	<a href="http://www.cesarscheme.org">www.cesarscheme.org</a>
<b>CRB</b>	<a href="http://www.crb.gov.uk">www.crb.gov.uk</a>
<b>DVLA</b>	<a href="http://www.dvla.gov.uk">www.dvla.gov.uk</a>
<b>FSS</b>	<a href="http://www.forensic.gov.uk">www.forensic.gov.uk</a>
<b>IDENT1</b>	<a href="http://www.npia.police.uk/en/10504.htm">www.npia.police.uk/en/10504.htm</a>
<b>IMPACT/PND</b>	<a href="http://www.npiaextranet.pnn.police.uk/microsite/impact">www.npiaextranet.pnn.police.uk/microsite/impact</a>
<b>MCGA (Maritime and Coastguard Agency, Small Ships Register)</b>	<a href="http://www.mca.gov.uk">www.mca.gov.uk</a>
<b>MIB</b>	<a href="http://www.mib.org.uk">www.mib.org.uk</a>
<b>MOT</b>	<a href="http://www.motinfo.gov.uk">www.motinfo.gov.uk</a>
<b>NCALT</b>	<a href="http://mie.nalt.pnn.police.uk">mie.nalt.pnn.police.uk</a>
<b>NPIA</b>	<a href="http://www.npia.police.uk">www.npia.police.uk</a>
<b>Schengen</b>	<a href="http://www.npia.police.uk/en/9619.htm">www.npia.police.uk/en/9619.htm</a>
<b>SOCA</b>	<a href="http://www.soca.gov.uk">www.soca.gov.uk</a>
<b>SPSA</b>	<a href="http://www.spsa.police.uk">www.spsa.police.uk</a>
<b>UKBA/e-Borders</b>	<a href="http://www.bia.homeoffice.gov.uk">www.bia.homeoffice.gov.uk</a>
<b>VOSA</b>	<a href="http://www.vosa.gov.uk">www.vosa.gov.uk</a>

## Useful Email Addresses

<b>ACRO</b>	<a href="mailto:enquiries@acro.pnn.police.uk">enquiries@acro.pnn.police.uk</a>
<b>NFLMS</b>	<a href="mailto:nflms@npia.pnn.police.uk">nflms@npia.pnn.police.uk</a>
<b>PANIU (Plant &amp; Agricultural National Intelligence Unit)</b>	<a href="mailto:paniu@met.pnn.police.uk">paniu@met.pnn.police.uk</a>
<b>PNC Customer Support</b>	<a href="mailto:pnc.customer.support@npia.pnn.police.uk">pnc.customer.support@npia.pnn.police.uk</a>
<b>PNC Service Desk</b>	<a href="mailto:pnc.service-desk@npia.pnn.police.uk">pnc.service-desk@npia.pnn.police.uk</a>

## software AG

Software AG is the world's largest independent provider of Business Infrastructure Software. Our 4,000 global enterprise customers achieve business results faster by modernising, integrating and automating their IT systems and processes. As a result, they rapidly build measurable business value and meet changing business demands. Based on our solutions, organisations are able to liberate and govern their data, systems, applications, processes and services – achieving new levels of business flexibility.

Our leading product portfolio includes solutions for high-performance data management, developing and modernising applications, enabling service-oriented architecture and improving business processes. By combining our technology with industry expertise and best practices experience, our customers improve and differentiate their businesses – faster.

Software AG has 40 years of global IT experience and over 3,500 employees serving customers in 70 countries.

*Software AG – Get There Faster*

## FUJITSU

Fujitsu Technology Solutions is the leading European IT infrastructure provider with a presence in all key markets in Europe, the Middle East and Africa, plus India, serving large, medium- and small-sized companies as well as consumers. With its Dynamic Infrastructure approach, the company offers a full portfolio of IT products, solutions and services ranging from client to data centre solutions, Managed Infrastructure and Infrastructure as a Service. Fujitsu Technology Solutions employs more than 10,000 people and is part of the global Fujitsu Group, which delivers IT-based business solutions to customers in 70 countries through a workforce of more than 160,000 employees.

For more information, please see: <http://ts.fujitsu.com/aboutus>

## Delivering vital services to policing

### About the NPIA

The NPIA is a non-departmental public body (NDPB) sponsored and funded by the Home Office, with its executive leadership drawn from the police service. Many of its employees are seconded police officers. As a policing organisation, the NPIA acts as a central resource to ACPO and police forces, working with authorities and the Home Office to help improve the way policing works. The NPIA aims to make a contribution to improving public safety by:

- Driving improvement and leading edge practice where it matters, fostering self-improvement and helping to shape the future of policing.
- Delivering and developing critical essential services and infrastructure to support policing now, in and for the future.
- Providing accessible, responsive and joined-up solutions, enabling the police service to get more time into front-line police work.

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