



House-to-House Enquiries Policy (1255/2026)

Abstract

This policy governs how House-to-House enquiries are to be conducted.

Policy

1. Introduction

1.1 House-to-House enquiries are likely to feature in any type or number of investigations or policing incidents. They are not necessarily always resource intensive and the principles are scalable to accommodate cases of both volume and serious crime as well as supporting enquiries into non-crime related matters.

1.2 The use of House-to-House enquiries within an investigation enables investigators to identify suspects / victims / subjects, canvass for witnesses, gather intelligence and local information, securing evidence / passive data, assess community tensions and provide community reassurance in areas that are connected to an incident.

2. Scope

2.1 This policy covers;

The deployment, training and professional development of the House-to-House Coordinators.

3. Policy Statement

3.1 The Force is committed to investigating crime and in doing so achieving the Force priorities. The Force will maintain a minimum number of House-to-House Coordinators trained to meet the strategic demands of the Force.

3.2 Authorised Professional Practices (APPs) that cover House-to-House enquiries,

- College of Policing APP, best practice guidance on how police officers should plan and conduct House-to-House enquiries as part of an investigation.
- Association of Chief Police Officers (ACPO) 2006 Practice Advice on House-to-House Enquiries, detailed guidance on conducting House-to-House enquiries, including methodology, processes, and operational standards for consistent national policing practice. It outlines how enquiries should be organised, recorded, and managed.

Note when the document was published, ACPO has since been decommissioned and superseded by College of Policing APP. The guidance has been incorporated in College of Policing APP site. There is still direct referencing in the College of Policing's current House-to-House strategy page and still directs officers to the 2006 guidance for further in-depth information.

- College of Policing guidance on Passive Data Generators like financial information, other digital images, computer-based electronic evidence, telecommunication information, customer information, including subscriber information that collect information for non-policing purposes but can be used to identify people, vehicles or activity relevant to an investigation.
- College of Policing guidance on Close Circuit Television (CCTV) public or private surveillance installations comprising cameras, recorders and associated equipment for monitoring, recording, transmission and controlling purposes, for use in a defined zone. These systems come in many different forms. The technology involved is continually developing and changing.
- National Police Chiefs' Council (Major Crime Investigation Manual (MCIM 2021)). guidance on homicide and serious crime enquiries, replacing the Murder Investigation Manual to standardise procedures. It emphasises professional curiosity, evidence-based decision-making, and integrates with the National Decision Model (NDM) and Major Incident Room Standardised Administrative Procedures (MIRSAP).

Procedure

1. Overview

1.1 This procedure is for the deployment and management of House-to-House Coordinators.

1.2 The role of House-to-House Coordinators is to provide an organised, structured, methodical and effective approach to House-to-House enquiries. They will be responsible for implementing the Senior Investigating Officer's (SIO's) House-to-House strategy and managing all House-to-House enquiries.

1.3 House-to-House enquiries are most often utilised in residential areas however, the technique can be used in any location where both dwelling and non-dwelling premises are to be found, e.g., town centres, business parks, industrial estates, rural settings.

2. Deployment Criteria

2.1 There are numerous variables to consider when looking to deploy House-to-House Coordinators, some of these are listed below,

- Seriousness and complexity of the investigation
- Type of investigation
- Speed of response required

- Objective of the House-to-House enquiries
- Is the requirement within the ability and training of normal trained officers
- Does the investigation specifically require a specialist House-to-House Coordinator, this will include full APP forms and processes
- Has overtime been considered and if necessary authorised
- What House-to-House has already been completed, is it effective
- Complexity of the House-to-House enquiries required

2.2 Investigations which House-to-House Coordinators should be considered for will likely be complex and/or serious in nature or deemed as critical incidents. The [Serious Crime Act 2007](#) does not define serious and complex crime however, factors that may identify an offence as serious or complex include those which:

- involve the use of violence, including the use of weapons and firearms
- are sexual assaults
- result in substantial financial gain
- cause substantial financial loss to the victim
- are conducted by a large number of people in pursuit of a common purpose
- are a linked series of offences
- involve death or serious injury on the road
- missing persons

These are likely to be deemed as PIP 2 crime.

2.3 House-to-House Coordinators are likely to be deployed to Major Crimes. Major Crime investigations require PIP3 SIO leadership.

2.4 The above list is not exhaustive, but any deployment should be outside the ability of a regular officer and the investigation requiring the need for a strategy to be written, a specialist trained House-to-House Coordinator to be seconded to the investigation and full implementation of national APP House-to-House procedures / Home Office Large Major Enquiry System (HOLMES) indexing.

2.5 The four main objectives for deploying a House-to-House Coordinator, refer to ACPO (2006) Practice Advice on House-to-House Enquiries. Section 1.2 Developing a Strategy

- Identifying suspects and Identifying witnesses (ear, eye and digital)

- Recover evidence
- Gather local information and intelligence
- Provide reassurance

2.6 If the investigation is being managed on HOLMES, then the Major Investigation Public Portal (MIPP) should be utilised for the House-to-House enquiries. This will be the decision of the SIO in consultation with the House-to-House Coordinator.

2.7 In certain high profile or fast time cases it might be that the Deputy SIO or Office Manager (OM) may be the conduit between the investigation team and the House-to-House Coordinator outside of main briefings.

3. House-to-House Coordinator Responsibilities

3.1 The core role of a House-to-House Coordinator is the planning, management, delivery and closure of all House-to-House activity. Responsibilities include, but not exhaustive:

- Acting as part of the investigation or incident management team and attending all relevant briefings.
- Developing a strategy, deployment parameters and bespoke enquiry questions with the SIO or lead investigator.
- Scoping focal locations and any additional identified areas.
- Liaising with the HOLMES Team / OM regarding MIPP creation / management.
- Producing strategies, briefings, enquiry questions and house to house packs as required.
- Creating and maintaining a street index, resource list and enquiry tracking system.
- Briefing, debriefing and ensuring the welfare of enquiry officers.
- Reviewing, quality assuring and submitting completed documentation promptly and produce daily reports / updates.
- Identifying and escalating fast track actions and relevant intelligence.
- Ensuring the secure handling, submission and final delivery of all documentation.
- Coordinating the collection and upload of CCTV and the delivery of leaflet drops where authorised.
- Completing a closing report summarising all House-to-House activity and outcomes.
- Ensuring any new crimes disclosed are recorded in accordance with Home Office Counting Rules (HOCRs).

- Effective management of the budget allocated by the SIO / Deputy SIO.

4. Deployment Profile

4.1 House-to-House Coordinators will generally operate between the hours of 0800 – 2300 hours. However, operational necessity may require House-to-House Coordinators to work outside these hours. For example, deploying earlier to capture commuters at transport hubs, or align with businesses.

4.2 Details House-to-House Coordinators will be held by Force Duties, Major Crime Team (MCT), Duty Detective Inspectors and Force Control Room.

4.3 Force Lead for House-to-House Coordinators will ensure that the contact list is regularly updated and accurate.

4.4 Advice or guidance in relation to House-to-House enquiries as a subject matter expert can be made prior to any physical deployment.

4.5 House-to-House Coordinators selected for deployment should be released to attend an incident as promptly as possible, wherever operationally feasible.

4.6 Where there is difficulty in releasing the House-to-House Coordinator from their usual role to the deployment, it is the responsibility of the selected House-to-House Coordinator to escalate this to their District Commander / Head of Department to adjudicate. If endorsed another House-to-House Coordinator will be sourced by Duties (during office hours), or the requestor to ensure a replacement is found.

4.7 Any deployment of a House-to-House Coordinator from a Neighbourhood Policing Team (NPT) may constitute an abstraction and the Neighbourhood Policing Abstraction Policy (1247) which may be consulted.

4.8 Where House-to-House Coordinators hold additional secondary skills like Police Search Advisors (PoSA) or Police Support Unit (PSU) and this arises tensions around conflicting deployments, then a sensible and logical decision is to be made around what takes priority. Should there be any conflict then Force Duties (if during office hours) will have the final say, outside of this will be Force Silver.

4.9 To ensure maximum operational efficiency, resilience, and staff welfare, House-to-House Coordinators should be deployed in pairs, consisting of a lead Coordinator and a deputy. This structure is essential for managing the high-pressure, resource-intensive nature of House-to-House enquiries.

4.10 Identified House-to-House Coordinators will be seconded to undertake this role. A deployment less than three months will be managed between the SIO, House-to-House Coordinator and the House-to-House Coordinator's Line Supervisor throughout the duration of any investigation or policing incident. They will not be expected to continue working their usual role alongside and will be for line manager to support. A secondment more than three months, would be for the SIO to determine alongside advice from the House-to-House Coordinator, House-to-House Coordinator's line supervisor, Workforce Planning and People Resolution Centre. This will deal with who is responsible for the

costs of the individual during their time performing this role for overtime purposes etc, if backfills needed elsewhere and reallocation of the individual's usual role workload.

4.11 When House-to-House Coordinators are deployed on an investigation this will be their core role irrespective of rank or qualifications to perform other functions.

4.12 Once the House-to-House (H2H) Coordinators have decided that H2H enquiry officer resources are required, the following must be actioned in order to acquire resources,

- Duties and Resourcing Team (within office hours) to identify appropriate officers in accordance with the Resourcing for Policing Operations Policy (Surrey and Sussex) (1167).
- Divisional Duty G99, Response, Investigations, Performance (GRIP) Inspectors to be contacted (out of hours of duties staff) to oversee the identification and deployment of resources. Should there be any conflict in resourcing then Force CIM Critical Incident Manager (CIM), should be contacted and will have the final say.
- Where resources are required from other Divisions the respective District Commander authority must be sought.

4.13 In the event Mutual Aid is required to manage House-to-House enquires (either House-to-House Coordinators or House-to-House enquiry officers) then Operations Planning to be contacted.

5. Media Strategy

5.1 It will be for the Force Gold / SIO and Media to agree any public media releases.

5.2 House-to-House Coordinators must ensure that any reassurance or crime prevention information provided to the public during House-to-House enquiries is consistent with, and limited to, the information contained in current media releases and any approved wording.

6. Equipment

6.1 House-to-House Coordinators should have access to a Force laptop for deployments. Often deployments require House-to-House Coordinators to be away from their home stations, out and about away from the office and co-locating with investigation teams.

6.2 There is no central cost code or budget for House-to-House Coordinators so a business case will have to be written and submitted to the relevant District Commander / staff supervisor equivalent role, seeking authority should a laptop or equipment be required. Any purchase will come from a Divisional / Hub budget code.

6.3 Should the House-to-House Coordinator move department or cease in this role; any equipment like laptops should be managed by the relevant department.

7. Securing of CCTV / Passive Data

7.1 House-to-House Coordinators will brief enquiry officers to secure passive data on first attendance keeping a record of any NICE references and the upload status of any passive data.

7.2 Should House-to-House enquiry officers not upload / secure passive data on first attendance it will be the responsibility of the House-to-House Coordinator to follow this up for a further two times. After which the House-to-House Coordinator will raise this to the investigative team to hand over responsibility for further enquires.

7.3 It will be for the investigation team to review any secured CCTV / Passive data. However, the House-to-House Coordinator should have awareness and understanding of any relevant data obtained for the investigation.

8. Rank of House-to-house Coordinators

8.1 The House-to-House Coordinator role is not rank dependent, however, by nature of the role in having to attend MCT briefings, GOLD groups and staff managing, coordinating and briefing, police Sergeants / staff supervisor equivalent roles are preferable.

9. Training and Development

9.1 The training of House-to-House Coordinators will be the responsibility of the Learning and Professional Development (L&PD) Team.

9.2 The number of trained House-to-House Coordinators will be reviewed annually to ensure resilience.

9.3 Newly appointed House-to-House Coordinators will attend a comprehensive three-day training course which will encompass theory, case study and practical elements to give them the knowledge and confidence to undertake the role.

9.4 House-to-House Coordinators will have personal responsibility around keeping up to date on any relevant changes to legislation or procedure.

9.5 House-to-House Coordinators will be expected to provide continued feedback and points of learning gathered from individual deployments to the lead House-to-House coordinator to enhance future learning and development.

9.6 House-to-House Coordinators will attend any Continual Professional Development (CPD) days that are arranged by the lead House-to-House Coordinator / Force.

10. Supporting Documents

College of Policing (Authorised Professional Practice (APP); House-to-House Enquiries.

Association of Chief Police Officers (ACPO) 2006 Practice Advice on House-to-House Enquiries.

Passive Data Generators | College of Policing

CCTV | College of Policing

National Police Chiefs' Council (Major Crime Investigation Manual (MCIM 2021)).

Criminal Procedure and Investigations Act 1996

Resourcing for Policing Operations Policy (Surrey and Sussex) (1167)

Body Worn Video Policy (Surrey and Sussex) (1133).

Surrey Police and Sussex Police Information Security Policy (722).

Neighbourhood Policing Abstraction Policy (1247)

Government Security Classification Guidance.

[Data Protection Act 2018](#)

[UK General Data Protection Regulations.](#)

Team: Specialist Crime Command Major Crime Team.