



COUNTER CRIME PARTNERSHIP

EXCLUSION ZONE & COMMUNICATION SOLUTION...

STANDARD OPERATION GUIDE



CONTROL ROOM: (01255) 44 6000
WWW.COUNTERCRIMEPARTNERSHIP.UK

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1. INTRODUCTION

COUNTER CRIME PARTNERSHIP (CCP)

CCP is a communication network for retailers, entertainment venues and organisations, aiming to build local working relationships and link communities.

Every Town Centre or Retail Park has its own channel. All channels are monitored simultaneously by a Dispatcher who can relay information between groups, transfer users to 999 or merge channels in the event of a major incident.

Our Control Room also supports members by helping to manage an **EXCLUSION ZONE** that is compliant with all of the latest data protection regulations. Deterrent Stickers and Lanyards are supplied to display membership.

SENTRYSIS

CCP members are granted access to the SentrySIS UK anti-crime database securely using the TE 590 handset and from any PC to add/view real-time local alerts, bar persistent offenders from the **EXCLUSION ZONE**. MG11 Witness Statements can be created for the Police including media and Crown Prosecution Service (CPS) compliant CCTV uploads. Other features include:

- Face Recognition
- ID's Required
- Vehicles Associated With Crime
- Crime Map
- Time of Day Statistics
- Police Briefings

PUSH TO TALK OVER CELLULAR (POC)

Our radios utilise the world's existing infrastructure of cellular and wifi networks so have a virtually limitless range.

BODY-WORN-CCTV & LIVE VIDEO STREAMING

The body-worn cameras can work independently or with an Evidence Management Docking Station for multiple cameras. Video streaming to a manager's office or Control Room is also possible. In the future we are working to incorporate Automated Facial Recognition (AFR).

2. TE 590 RADIO

A. POWER ON

Press and hold the power button, which is also the channel change knob, for 3 seconds. The screen will come on and you will see the word “registering”.

B. PUSH TO TALK & VOLUME

Press and hold the PTT button to speak. Release to listen. Increase or decrease the volume using the + and - buttons below the PTT button.

C. SOS

Press the orange SOS button on the top of the handset to alert your Alarm Group of a problem. The handset will begin transmitting audio without you having to press the PTT button so you can defend yourself and call for help. Your Alarm Group will also be able to hear what is happening around you and your precise location will be displayed in our Control Room.

D. CHANNEL SELECTION

When moving between communities or on a special operation, use the channel change knob on top of the handset OR using the touch screen, press “contacts” followed by “chat” to display the channels list.

E. RECORDING VIDEO

Press to start recording. Select *Olivecast* from the Menu to stop and access.

F. SECURE CHANNEL

This feature allows you to talk with one or more users privately, not using an open channel.

Using the touch screen, select “Contacts”, then “Contacts” again and “Default PTT Folder” to display the list of users. People who are available will be displayed in green. Select one or more and then press the PTT button - You will hear a repeating tone as if making a phone call. The handset of the person(s) you are calling will alert the user with an audible tone and can be answered by pressing the PTT button. When the call is ended, users will drop back to previous channel.

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TE 390



TE 590



T2



T7S



TE M5

3. "AIRWAVE SPEAK" RADIO PROTOCOL

RADIO KEY WORDS

The following key words are used universally across multiple UK agencies. Usage in routine day to day communication is recommended in order for them to become second nature so that rapid, clear and accurate information can be conveyed in the event of a major incident:

Acknowledge (So Far)	Not Known	Reading Back	Thank you
Backup	Nothing More	Received	That Is Correct
Call You Back	Out	Repeat (Say Again)	This is (From)
Code Zero	Over	Repeating (I Say Again)	Urgent Call
Go Ahead	Please	Sorry	Will Do
Negative	Read Back (So Far)	Standby	Yes, Yes

CALLING UP & RESPONDING

This is how to make initial contact with another user: *"Sainsbury's 2-1-9-2, Sainsbury's 2-1-9-2, From Lidl 8-4-4, Over"*.

Do not include any of your message unless there are several operations ongoing in which case *"Sainsbury's 2-1-9-2, Sainsbury's 2-1-9-2, From Lidl 8-4-4, Fire in Pier Avenue, Over"*.

To call for assistance: *"Any users able to assist in Town Centre, This is Lidl 8-4-4, Over..."*

If you are able to talk the response should be: *"Lidl 8-4-4, This Is Sainsbury's 2-1-9-2, Send Your Message, Over"*.

If you are NOT able to talk use: *"Lidl 8-4-4, This is Sainsbury's 2-1-9-2, Standby Unless Urgent, Over"*.

If the exchange is between two parties then it is acceptable not to continue using call signs, however when more parties are involved these should continue to be used. The exchange should be ended with *"Lidl 8-4-4, Out"*.

MARKING INFORMATION

Improve the efficiency of communication by simply emphasising important information with a word or phrase indicating what is to follow:

"The Address is 6-1 Frinton Road, Town Name Holland-on-Sea, Over".

"Please Repeat the Town Name , Over".

"I Repeat the Town Name is Holland-on-Sea, Over"

MARKING FUNCTION

If the purpose of your transmission is particularly important or likely to be misunderstood, mark the function at the beginning:

"...Question - Is that the same person who was arrested last week, Over".

"...Warning - Be careful she was armed with a knife last time, Over".

"...Instruction - Wait for Police to arrive, Over".

"...Information - Police expected at time 1-6-0-0 hours, Over".

"...Request - Can you ask Silver Commander to contact Tango Sierra 0-1, Over".

READING BACK

It is helpful to routinely repeat the message or a summary as a check for both parties that it has been received correctly:

"Tango Sierra 0-2, from Control, the Alarm Code you require is 1-0-6-6, Over".

"Control, Reading Back, 1-0-6-6, Over".

"Tango Sierra 0-2, That Is Correct, Over".

Asking for Read Back: *"Control, I am entering the premises, Acknowledge, Over".*

"Tango Sierra 0-2, Reading Back, you are entering the premises, Over"

NATIONAL AIRWAVE STATUS CODES

STATUS 0	Emergency Assistance
STATUS 1	On Duty
STATUS 2	Available, Resuming Patrol
STATUS 3	Available, In Office
STATUS 4	Refreshments
STATUS 5	En-route to Incident
STATUS 6	At Scene
STATUS 7	Committed, Not Deployable
STATUS 8	Unavailable, Not Deployable
STATUS 9	Prisoner Escort
STATUS 10	At Court
STATUS 11	Off Duty
STATUS 12	Confidential Message
STATUS 13	Call Back
STATUS 14	Urgent Call Back
STATUS 15	Received
STATUS 16	Repeat

16 POINT ETHNIC CLASSIFICATION

W1	White British
W2	White Irish
W9	Other White background
M1	Mixed White & Black Caribbean
M2	Mixed White & Black African
M3	Mixed White & Asian
M9	Other Mixed background
A1	Asian Indian
A2	Asian Pakistani
A3	Asian Bangladeshi
A9	Any other Asian background
B1	Black Caribbean
B2	Black African
B9	Other Black background
O1	Chinese
O9	Other ethnic group
N6	Reported by Third Party

PHONETIC ALPHABET

Alpha	Hotel	Oscar	Victor
Bravo	India	Papa	Whiskey
Charlie	Juliet	Quebec	X-Ray
Delta	Kilo	Romeo	Yankee
Echo	Lima	Sierra	Zulu
Foxtrot	Mike	Tango	
Golf	November	Uniform	

NUMERICAL INFORMATION

All numbers are expressed per single digit 0 (zero) to 9 so 10 would be "1-0".

TIME & DATE

Time is expressed as numerical information using the 24 hour clock so 2:35PM would be "...At Time 1-4-3-5 Hours...".

Dates are expressed in sequence Day, Month, Year so 31st July 1975 would be "...Date of Birth 3-1-0-7-1-9-7-5...".

DESCRIPTIONS

Person	NASCH	Name Age Sex Colour Height
Vehicle	CoMMuTeR	Colour Make Model Type REGISTRATION

CCP SPECIFIC CALL SIGNS

Charlie Romeo	Control Room Team, if working remotely
Delta Sierra	Door Supervisor, not attached to a venue
India Tango	Intelligence Team
Sierra Golf	Security Guard, not attached to a specific premises
Tango Sierra	Tactical Support Team

4. ALARM CALL

ALARM GROUP

This is a group of people specifically on standby to coordinate in the event of a user facing an emergency situation where they have to defend themselves, or for some other reason cannot initially use their radio in the usual way.

SOS (ORANGE) BUTTON

Every handset and vehicle unit has an orange SOS button. Pressing this alerts the Alarm Group to an emergency by sounding an audible alarm and creating a Secure Channel, away from the main channels, between group members and the user who has pressed the alarm.

The user's radio will begin transmitting audio, without them having to press the PTT button, so they can call for help whilst defending themselves. The Alarm Group will also be able to hear what is happening around the user which is useful to assess what the emergency is and its severity.

In addition, the user's precise location will be displayed on Dispatcher Consoles in the Alarm Group and a Dispatcher can start to record the audio if required.

CODE ZERO

Users should be trained to state "Code Zero" in the event of an emergency, followed by their Location and details about what is happening.

ACCIDENTAL ACTIVATION & DURESS CODE

In the event of an accidental activation the user should simply state that they have pressed the button in error. Some CCP groups decide to use a Duress Code - This is a word or phrase alerting the Alarm Group that they *are* in danger, but sounds to a potential attacker like they are calling off any response.

ENDING THE ALARM CALL

After a short time, Alarm Group members should be able to establish why the user has pressed the SOS button. Anyone in the Alarm Group can end the alarm by pressing the red "end" button on their radio's screen. Everyone will drop back onto their previous channel.

5. SENTRYSYS

A. ALERTS

Simple posts by Members to Members for any purpose in keeping with the purpose of the CCP scheme and building effective working relationships.

B. BRIEFINGS

Similar to Alerts, with the addition of being able to attach a PDF document. Typically used by Police, Councils and Community Safety Partnerships to circulate newsletters, advice leaflets, scheme documentation and so on.

C. NOTIFICATIONS

Intelligence that a Member can share directly from the TE 590 Radio, consisting of a text based message, images, CCTV, associated vehicles and the location.

D. INCIDENTS

An Incident is when a crime has been committed that the Member wants to report to the wider community including the Police. It is not essential for the Member to be able to identify the Offender. Images/CCTV can be uploaded using the web portal and any associated vehicle(s) can also be linked. SentrySYS will collate the information into an MG11 Witness Statement to save Police time.

E. ID'S REQUIRED

Help other members identify Offenders.

F. EXCLUSION ZONE

Members agree to enforce the exclusion by not allowing Offenders listed in the Community Exclusion section of SentrySYS into their Premises.

G. SEARCH

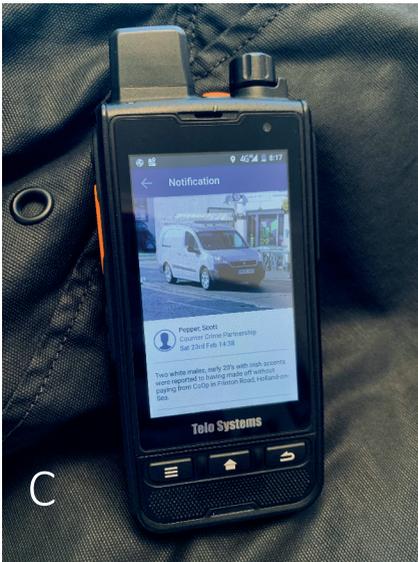
Search thousands of Profiles from all over the UK by all or any of the following: Name, Gender, Ethnicity, Hair Colour, Eye Colour, Know As, Known Marks and/or Build. The CCP Control Room also has the ability to run facial recognition. Likewise, the Vehicles Associated With Crime database can be searched.



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TE M5

6. INCIDENT STATEMENTS

A. INTRODUCTION

Introduce yourself as the Witness including your description and occupation. State if you are also the Victim.

Explain briefly what the Statement is about.

B. PEOPLE

Introduce other people; witnesses first with names and/or descriptions, then Offenders. Use capital letters for SURNAMES.

Say if the person is known to you and if so how. Choose a descriptive way of referring to unknown people for use throughout the Statement. Use the 'highlight' feature in SentrySIS to identify people in different colours where possible.

C. PLACES

Describe locations relevant to the offence clearly. Refer to any exhibited diagram. Write LOCATIONS in capital letters.

D. ACCOUNT

Record your account clearly and in order.

Include routes and directions of travel.

Include hearsay information.

Write DIRECT SPEECH in capital letters.

Refer to additional exhibits.

E. CLARIFICATION

Include additional information which is not yet clear.

Explanation of Jargon or Slang Language.

State Values of stolen or damaged items.

“THE TURNBULL GUIDELINES”

In all criminal cases the prosecution must prove the identity of the person(s) alleged to have committed or participated in the offence. Check your Incident Statement covers the following:

Amount of time - How long did you have the person under observation?

Distance - At what distance?

Visibility - In what light?

Obstructions - Was your observation impeded in any way?

Known - Have you seen the person before? If so, how often? If only occasionally...

Any reason to remember the person?

Time - How long between the original observation and writing this Statement?

Errors - Are there any discrepancies between the description given by you and the actual appearance of the person?

THEFT

The Dishonest Appropriation of Property belonging to another with the intention to permanently deprive the other of it.

ROBBERY

To steal and immediately before or at the time of doing so and in order to do so, uses force on any person, or seeks to put any person under fear of being subjected to force.

GOING EQUIPPED

Where a person, when not at their place of residence, has with them articles for use in the course of or in connection with Theft or Burglary.



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