

MPS SPECIAL NOTICE 18- 02. Friday 29th November 2002.

MPS guidance to BOCU's concerning the use of a MetRadio, within a Local Authority CCTV Control Room

Deputy Commissioners Command,

C3i Project DCC 10 (4-1)

1 Introduction

As a result of ongoing work within the C3i programme this Special Police Notice is issued. It incorporates **Standard Operating Procedures (SOP's)** and associated **Controls** relating to the use of a MetRadio within a Local Authority CCTV control room. They are offered as guiding principles to BOCU's and Local Authorities. It is acknowledged that there will be circumstances where variance from these guiding principles may be necessary. Any such variations and the associated reasons must be fully documented. Adoption of the proposed SOP's will build on the BOCU / Local Authority Crime and Disorder partnership. They will lead to the acceptance of Local Authority CCTV control room staff, as part of the BOCU's 'extended policing family' and so develop safer communities for the people of London. They fully support the mission vision and values of the MPS.

2 Background

Many constabularies have accepted that 'fast time' two-way communication between police command and control centres and Local Authority CCTV control rooms produces operational benefits. This close liaison allows police to deploy fewer units to CCTV controlled areas, and so target their resources more effectively. Where a demand for police comes from an area controlled by Local Authority CCTV, they use CCTV images from the Local Authority CCTV control room, as an additional resource, to verify and clarify the demand being made upon them. This dynamic exchange of information also benefits Local Authority CCTV control rooms. With it they are able to target their CCTV cameras to best effect.

2.1 Requirement

Many MPS BOCU's and Local Authority CCTV control room managers have expressed a need for SOP's and the associated controls, in order to use the MetRadio in their respective Local Authority CCTV control rooms. The C3i project requires corporate SOP's to be in place before 2004. Standardisation is the first step in transition towards a C3i operating environment. These proposed SOP's and controls seek to provide a corporate framework addressing the BOCU CAD room / Local Authority CCTV control room partnership. At the same time they have been designed to provide scope to cater for any necessary local variations.

2.2 Locations of CCTV cameras

The present MPS command & control configuration does not provide BOCU communications staff with information concerning the locations of Local Authority CCTV cameras. With more

Local Authority CCTV cameras being installed year on year, and some Local Authorities adopting mobile CCTV systems, the availability of CCTV images from the scene of an incident becomes more and more commonplace.

2.3 Making best use of the present infrastructure

The infrastructure is already in place for 'live' images from these CCTV cameras to be made available to BOCU CAD rooms. This facility is something the MPS should make best use of. Any proposed procedures, that allows BOCU CAD room's the ability to immediately receive 'live' Local Authority CCTV images from the scene of an incident, must be cost effective and not place any additional work on MPS BOCU communications staff.

2.4 Testing

The C3i Project has sponsored the testing of these proposed SOP's and controls. Such trials have produced benefits that indicate that this functionality should be made available to the wider MPS. These benefits come about, through the adherence to the SOP's, and the associated **controls** concerning the use of an MPS MetRadio, in a Local Authority CCTV control room.

3 C3i communications

It is accepted that, in the future, 'Radio' may not be the communications method used between Local Authority CCTV control rooms and the C3i operational monitor (radio dispatcher) positions. However, in addition to operational benefits, the extensive use of MetRadio **now** in Local Authority CCTV control rooms will provide C3i with a consistent starting position prior to any transition. It will also assist in further examining the police control room / Local Authority CCTV control room, operational partnership, and so facilitate the development of future methods of working. It is envisaged that the final communications process between the C3i centres and Local Authority CCTV control rooms, will provide similar functionality, to that available now through the use of MetRadio.

4 The method of operation.

The Standard Operating Procedure is as follows:

A MetRadio is provided to the appropriate Local Authority CCTV control room. This radio is provided from BOCU resources. It is used by Local Authority CCTV control room operators. They listen to radio demands (requiring police deployments) on the main BOCU talkgroup (normally # 1) responsible for their geographical area. Any demands that are close to their CCTV cameras, either mobile or fixed systems, result in the scene being viewed in the Local Authority CCTV control room. If appropriate the 'live' CCTV images are immediately recorded and 'piped' to the BOCU CAD room, for evaluation by MPS CAD room staff.

This all takes place with no additional work placed upon the BOCU CAD room staff, and no additional technology required by the MPS.

If acceptable to the BOCU and the Local Authority, and after appropriate training, the MetRadio can also be used by Local Authority CCTV control room staff, to pass **urgent** ('Immediate' grade) demands (along with the CCTV images) into the BOCU CAD room.

5 Benefits

With a MetRadio in a Local Authority CCTV control room, the ability of the Local Authority CCTV operators, to prevent or detect crime is greatly enhanced. Local Authority CCTV operators are immediately aware of incidents occurring close to their CCTV cameras.

5.1 Assess the demand

These 'live' images from the scene of an incident are immediately 'piped' into the appropriate MPS BOCU CAD room. Such images allow BOCU CAD room staff the ability to verify and reassess the demand, assist in the risk assessment process, and ensure that the most appropriate resources are assigned to the incident.

5.2 Safety

Such functionality allows CAD room staff the ability to address both police and public safety issues with a more informed, decision making process.

5.3 Resource

In some suitable cases, the use of Local Authority CCTV cameras to 'respond' to tasks such as searching for suspects, looking for missing persons, and locating vehicles of interest to the police, can actually 'save' on the deployment of MPS resources.

5.4 Best video evidence

The 'quick time' access to Police deployment information allows Local Authority CCTV to immediately begin the 'real time' video recording of the scene of an incident. This video evidence is normally best obtained as early as possible during an incident, and preferably before the arrival of Police. Such early 'real time' video recording, improves the quality of video recorded evidence. This can assist Police in identifying witnesses to incidents and increases the chances of the identification, apprehension and / or successful prosecution of offenders.

5.5 Intelligence

An additional benefit from such an operational partnership is the dissemination of 'quick time' intelligence. As Local Authority CCTV operators listen to the BOCU's main talkgroup, they build up a dynamic 'intelligence picture' of what is taking place on their Borough. With the availability of this intelligence, added to the 'slow time' intelligence briefings provided by the BOCU. They are able to use their CCTV cameras to their best effect.

With thousands of Local Authority CCTV cameras throughout London, Local Authority CCTV control room operators often obtain high quality intelligence. A strong partnership with the Local Authority CCTV control room can ensure this shared inter-agency information is used to identify disrupt and prosecute law breakers and those taking part in anti-social behaviour.

5.6 Quicker BOCU notification of incidents identified by Local Authority CCTV

The use of MetRadio within a Local Authority CCTV control room, provides the option for the Local Authority CCTV control room staff, to immediately bring to the attention of BOCU CAD room staff, incidents that they discover, requiring an immediate police response. Any initial MetRadio call originating from the Local Authority CCTV control room **will not** contain

specific details of the incident or its location. The MetRadio call will simply ask CAD room staff to view the live CCTV image(s) (See Paragraph 10.2.7).

These benefits ensure that the BOCU / Local Authority Crime and Disorder partnership deliver 'best value' to the community they serve.

5.7 Pan London response

The interest from Local Authority CCTV control room managers and BOCU's is such that it is anticipated that most (if not all) will wish to adopt this procedure. As it is taken up it will provide the MPS with an ability to quickly disseminate appropriate information to thousands of 'eyes' right across the capital, or to focus on specific geographical areas. The MPS's response to a missing vulnerable person, a vehicle involved in serious criminal activity, or action to counter terrorism, can all be enhanced with the controlled use of Local Authority CCTV.

6 Risks

Advice has been sought from MPS Solicitors Branch, Service Security Branch, Community and Policing Policy and the Human Rights Branch. The major concern of such an initiative revolves around the disclosure of sensitive information to non-MPS staff. This sensitive information can be broadly divided into four main areas:

- a) Information that would receive a rating in accordance with the Protective Marking Scheme (PMS). Namely Restricted / Confidential / Secret / Top Secret.
- b) Personal data relating to and identifying an individual.
- c) MetRadio alarms installed at vulnerable locations (witness protection alarms).
- d) Information that may compromise a sensitive operation.

To address these, appropriate controls must be considered and if appropriate put in place in order to minimise the risks. These safeguards are detailed in Paragraph 10 of this Special Police Notice.

6.1 MetSec (The MPS Security Code)

MetSec provides guidance to MPS staff concerning the transmitting of PMS information, however generally speaking, unless there are urgent operational requirements, no PMS data should be passed over MetRadio.

6.2 The Data Protection Act

The passing of personal data relating to and identifying an individual, can breach Data Protection Act legislation, however the Data Protection Act and Section 115 of the Crime and Disorder Act 1998, allows for some sharing of personal information. Such information sharing is generally acceptable for the prevention and detection of crime and / or the apprehension or prosecution of offenders.

6.3 MetRadio (temporary witness protection) alarms

Where MetRadio alarms are installed in vulnerable premises, each situation must be evaluated to ascertain if the "alarm information" transmitted on MetRadio is appropriate for the Local Authority CCTV control room. Where "victims" are involved they should be consulted about this matter. If it is decided that the information is not suitable for the Local Authority CCTV control room, then consideration should be given to setting the MetRadio alarm to transmit on another permanently monitored talkgroup.

6.4 Information that may compromise a sensitive operation

All MPS departments are aware that the MetRadio is not a secure means of communications. No sensitive operations should take place on BOCU #1. Some SO departments have already used Local Authority CCTV control rooms to assist them in incident management, and all consider Local Authority CCTV during the planning stage of any operation.

All MPS staff appreciate that non-MPS personnel, may have access to MetRadio transmissions.

7 Technical issues.

All Local Authority CCTV Control Room managers, should seek advice from their CCTV systems providers / installers, to ensure that the use (especially the transmit function) of MetRadio close to any sensitive technology, will not effect their CCTV control room functionality. This is particularly important for those using digital transmission or digital recording of CCTV images and to those with computers in their CCTV control rooms.

8 Holistic assessment

The risks and issues must be regularly assessed and balanced against the benefits gained by the use of a police radio in a Local Authority CCTV control room.

8.1 Duty of care

Additionally the MPS expects its communications staff to carry out a risk assessment of every demand for police attendance. The MPS has a duty of care, for both its staff and the general public, and must use all the facilities available, to discharge this duty. This should include Local Authority CCTV images. The speedy access to 'live' CCTV images from the scene, are important sources of reliable information. Its availability can greatly assist MPS communications staff, in making the correct risk assessment of the demand to be dealt with.

9 Opportunity

A pragmatic approach must be taken with the risks balanced against each other, along side an appreciation of the operational benefits available to the MPS. These proposed SOP's, and the recommended 'controls' associated with them, looks to balance the need to quickly share operational information, against the risks around confidentiality, and so provide an opportunity for those operational benefits to be made available to all BOCU's and Local Authority CCTV control rooms.

10 Controls to be put in place

A MetRadio should not be provided to the Local Authority CCTV control room, until the following controls are accepted and put in place jointly by BOCU's and Local Authority CCTV control rooms. These controls are safeguards and should form part of a 'partnership' document detailing the Crime and Disorder partnership between BOCU and Local Authority CCTV control room. They must be agreed by both the BOCU commander and the Local Authority CCTV manager (or an appropriate Local Authority officer with supervisory responsibility for the CCTV control room). To cater for local issues, any variance from these controls will also be fully documented.

However it is stressed that the provision of a MetRadio to a CCTV control room, is only available to Local Authority operated CCTV control rooms.

10.1 BOCU procedure before implementation

The following six areas of work must be addressed by the BOCU. These are predominately educational matters that must be passed onto all BOCU operational staff. BOCU Commanders must be fully satisfied that they are all addressed prior to these SOP's being implemented.

10.1.1 General

All BOCU operational staff must appreciate that the general purpose concerning the use of a MetRadio in a Local Authority CCTV control room, is to support and enhance the BOCU / Local Authority, Crime and Disorder partnership. The specific purpose will be documented within a Crime and Disorder partnership document. This document will be regularly reviewed and updated. Examples of the purposes of such a partnership include:

- The prevention of crime and disorder.
- The detection apprehension and prosecution of offenders.
- Maintaining or improving public safety.

10.1.2 Liaison officer

BOCU Commanders wishing to adopt these SOP's will appoint a named member of BOCU staff to act as a Local Authority CCTV liaison officer. Their initial role will be to work closely with the Local Authority CCTV control room manager or the Local Authority officer with direct supervisory responsibility for the Local Authority CCTV control room, in the implementation and monitoring of these SOP's and associated controls. This liaison officer will be responsible for arranging:

- The training of Local Authority CCTV control room staff in the use of MetRadio.
- The instruction of Local Authority CCTV control room staff around identifying types of demand with respect to MPS 'call grading' procedures.
- The education of MPS BOCU staff around the issues linked to this operational partnership.
- The creation and administration of the Crime and Disorder partnership document, detailing this operational partnership.
- The collation and dissemination of intelligence between both organisations.
- That the security of MPS information and intelligence is not at risk, and is correctly used.
- The monitoring and evaluating the CCTV / CAD room SOP's.
- A regular risk assessments of the CCTV / CAD room SOP's, with the risks balanced against the benefits available to all involved.
- Any additional safeguards that may be required to address any local situations.

And carry out any other tasks that provide value to the Crime and Disorder partnership. (Examples include, reviewing Local Authority CCTV images in connection with reported crime, co-ordinating intelligence led activities involving Local Authority CCTV, liaison with SO / CO departments).

10.1.3 Legislation

All BOCU operational staff must be aware of the legislation that Local Authority CCTV operators have to work to. Specifically the Regulation of Investigatory Powers Act 2000, the Data Protection Act 1998, and the Human Rights Act 1998.

10.1.4 Control of Local Authority CCTV cameras.

- The knowledge of CCTV legislation by Local Authority CCTV operators.
- The CCTV camera skills and local knowledge of the Local Authority CCTV operators.
- The fact that recording takes place in the Local Authority CCTV control room.

All dictate that for the majority of situations, the 'Control' (Pan Tilt Zoom) of Local Authority CCTV cameras should generally be left to Local Authority CCTV control room staff.

10.1.5 Call Grading

BOCU CAD room staff will always be responsible for the 'grading' of any demand (including any CCTV activated demand) and making a risk assessment of the incident. To assist them they may wish to use the priority telephone line to communicate with the Local Authority CCTV control room and investigate the demand further.

10.1.6 Sensitive data

Police officers and CAD room staff must ensure that whenever possible, no sensitive or personal details are transmitted over the BOCU main deployment talkgroup (normally BOCU # 1). This is especially important when seeking information from the PNC or Crim-Int. They must be aware that other radio talkgroups are available to operational staff, for use when sensitive or personal details need to be communicated.

The MetRadio, one-to-one calling facility is also available to CAD room staff and supervisors. Some BOCU's also have access to Mobile Data Terminals (MDT).

10.2 Requirements of the Local Authority CCTV Control Room

The following requirements are stipulated on the Local Authority CCTV control room. BOCU Commanders must be fully satisfied that they are all in place prior to these SOP's being implemented. Any necessary variance from these controls will also be fully documented.

10.2.1 Local Authority CCTV Manager

The position of Local Authority CCTV control room manager should be filled by a direct employee of the Local Authority. Where this is not possible the Local Authority officer with direct supervisory responsibility for the Local Authority CCTV control room will be responsible for ensuring that all Local Authority, matters within this Special Police Notice, are adhered to. The CCTV control room manager or the Local Authority officer with direct supervisory responsibility for the Local Authority CCTV control room, will work closely with the BOCU nominated CCTV liaison officer concerning the implementation and monitoring of these SOP's.

10.2.2 Hours of operation

The Local Authority CCTV control room should be in operation 24 hours a day, 7 days a week. Where this is not taking place, BOCU's should encourage all Local Authority CCTV control rooms to provide a 24 hour a day, 7 days a week service.

10.2.3 Vetting

Local Authority managers (or the Local Authority officer with direct supervisory responsibility for the Local Authority CCTV control room) will ensure that all Local Authority CCTV control room operators, first line supervisors, and all persons working regularly in the CCTV control room are vetted to 'Basic Disclosure' level (or higher). This procedure is actioned via the Criminal Records Bureau, Disclosure Service an executive agency of the Home Office. For further assistance please see www.disclosure.gov.uk or telephone 0870 90 90 811. Other than those vetted, no other persons will be able to listen to the police radio. Procedures must be in place ensuring that the police radio is turned off when the Local Authority CCTV control room receives any un-vetted visitors, for example contractors carrying out repairs to equipment.

Should such vetting disclose anything detrimental against any member of Local Authority CCTV control room staff, it will be for the Local Authority to deal with as they believe appropriate. The Local Authority must maintain the integrity of their working environment and the confidence of their respective BOCU. If they are unable to provide such an assurance to their BOCU, then a MetRadio is not to be use in the Local Authority CCTV control room.

10.2.4 Confidentiality

All information transmitted over the MetRadio should be considered as personal data (under schedule 1 of the Data Protection Act 1998). Under no circumstances may information received over a police radio be used for any private purposes, or passed on to any third party.

All individual Local Authority CCTV control room staff and supervisors must sign a declaration agreeing to abide by these conditions. Any breaches of these 'controls' would constitute gross misconduct within the Local Authorities disciplinary code. All staff must be aware that any such breaches may also constitute a criminal offence.

Some Local Authorities are already considering the use of the *Official Secrets Act* as an additional means of ensuring compliance.

10.2.5 MetRadio

The MetRadio will be securely located in an occupied environment. It will always be the property of the respective BOCU. A daily audit will take place in the Local Authority CCTV control room showing the presence and condition of the police radio.

The main radio operating talkgroup of the BOCU will be permanently 'monitored' (listened to) by Local Authority CCTV control room staff. These staff will inform the police control room when radio monitoring cannot take place, and again when monitoring recommences. Local Authority CCTV control room staff **will not** use any other talkgroups unless specifically requested to do so by the BOCU CAD room.

10.2.6 Operation

The MetRadio will only be used on the primary BOCU deployment talkgroup. Should a BOCU operate with more than one main deployment talkgroup, further liaison with the Local Authority CCTV control room will be necessary. BOCU's must examine if Local Authority CCTV cameras are predominately situated within one geographical area applicable to one deployment talkgroup. Or if not, and staffing allows, could the Local Authority CCTV control rooms operation, be spilt and aligned to the same geographical areas used for the BOCU's main deployment talkgroups, and two (or more) MetRadios provided.

BOCU's using MDT must also consider if the Local Authority CCTV control room staff can add any value to demands passed to MPS resources via MDT. If so CAD room staff should

consider passing the demand via radio or using the dedicated landline to inform CCTV of the demand.

10.2.7 Purpose of MetRadio

There are three functions applicable to the use of MetRadio in a Local Authority CCTV control room.

- I. The primary purpose of the MetRadio is to allow Local Authority CCTV control room operators the facility to listen to police deployments, and then use their CCTV cameras in response to such calls, immediately recording the incident and passing any appropriate CCTV images into the BOCU CAD room.
- II. It's secondary use is to provide the option of allowing the Local Authority CCTV control room to pass (transmit) **urgent** ('I' grade calls) demands to the BOCU CAD room.
- III. Finally its use provides Local Authority CCTV control room staff with a continually up to date intelligence picture concerning crime and disorder incidents taking place within the Borough.

If BOCU's and Local Authorities take up the transmit option, any transmissions from the Local Authority CCTV control room, on the MetRadio, would **only be for urgent matters**. These transmissions would only be made, after Local Authority CCTV control room staff were adequately trained in MPS radio procedures, and instructed in correctly identifying 'I' grade calls. This training would be provided by MPS BOCU staff, prior to the transmit facility being allowed. Should the MetRadio, or radio network fail, then the 'dedicated' telephone hot line will be used in accordance with present operating procedures. All non-urgent communications between the two control rooms (CCTV & CAD) **will not** take place over the MetRadio. Incidents requiring an urgent police response, originating from the Local Authority CCTV control room will be transmitted by MetRadio, from the Local Authority CCTV control room to the respective BOCU CAD room. These transmissions will request CAD room staff to view the CCTV images being 'piped' through to the CAD room.

In order to ensure officer safety and to allow for a full risk assessment to take place prior to any deployment, any initial radio call originating in the Local Authority CCTV control room will not contain specific details of the incident or its location.

10.2.8 Local Authority CCTV control room call signs

The Local Authority CCTV control room will use an MPS designated phonetic call sign.

These will be allocated centrally.

These call signs can be obtained from:

**Operations Support Office
Central Communications,
DCC 10 (4-3)
020 7230 4641 (64641)
MSS address: CIOPS**

Should BOCU's already be using a locally arranged 'call sign' for their Local Authority CCTV control room, they must still liaise with DCC 10 (4-3) to establish if it is suitable.

10.2.9 Local Authority CCTV recording of images and record keeping

All Local Authority CCTV images 'piped' into the BOCU CAD room, either in response to an MPS radio transmission, or originating from the CCTV control room, will be 'real time' recorded within the Local Authority CCTV control room. The length of time these 'real time' recorded images will be kept, is for negotiation between the BOCU and the Local Authority CCTV control room manager. This will be in accordance with legislation.

Local Authority CCTV control room staff will only note in the CCTV control room 'log' information received via the police radio that is relevant to the CCTV control room operation, and necessary in order to function efficiently.

10.2.10 Location of CCTV cameras

Local Authority CCTV control rooms, will have the exact locations of their CCTV cameras (or some other form of location identification) shown in text form, on the live images they 'pipe' in to the BOCU CAD room.

All these Controls and any necessary local variations must be documented and put in place before a MetRadio is supplied and the proposed SOP's can be implemented.

11 **Process Diagrams**

The SOP's proposed in this Special Police Notice do not increase the workload of BOCU CAD room staff. The benefits come about because:

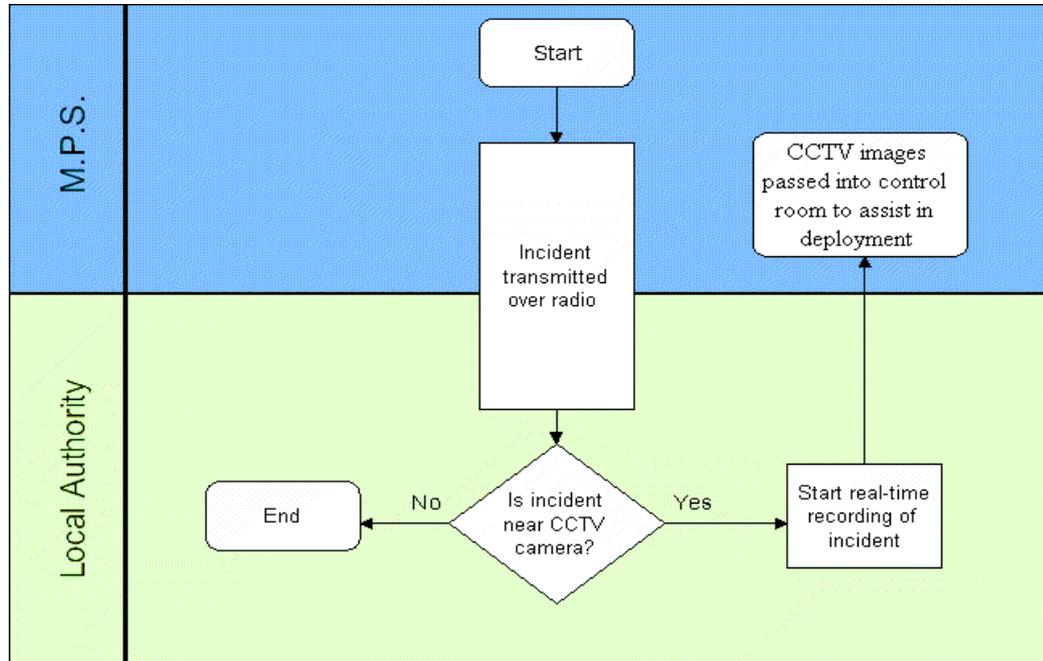
- The MPS is making best use of images from the Local Authority CCTV control room

And, because the CCTV staff have access to the BOCU primary MetRadio talkgroup

- The Local Authority CCTV control room is making best use of its CCTV camera network.

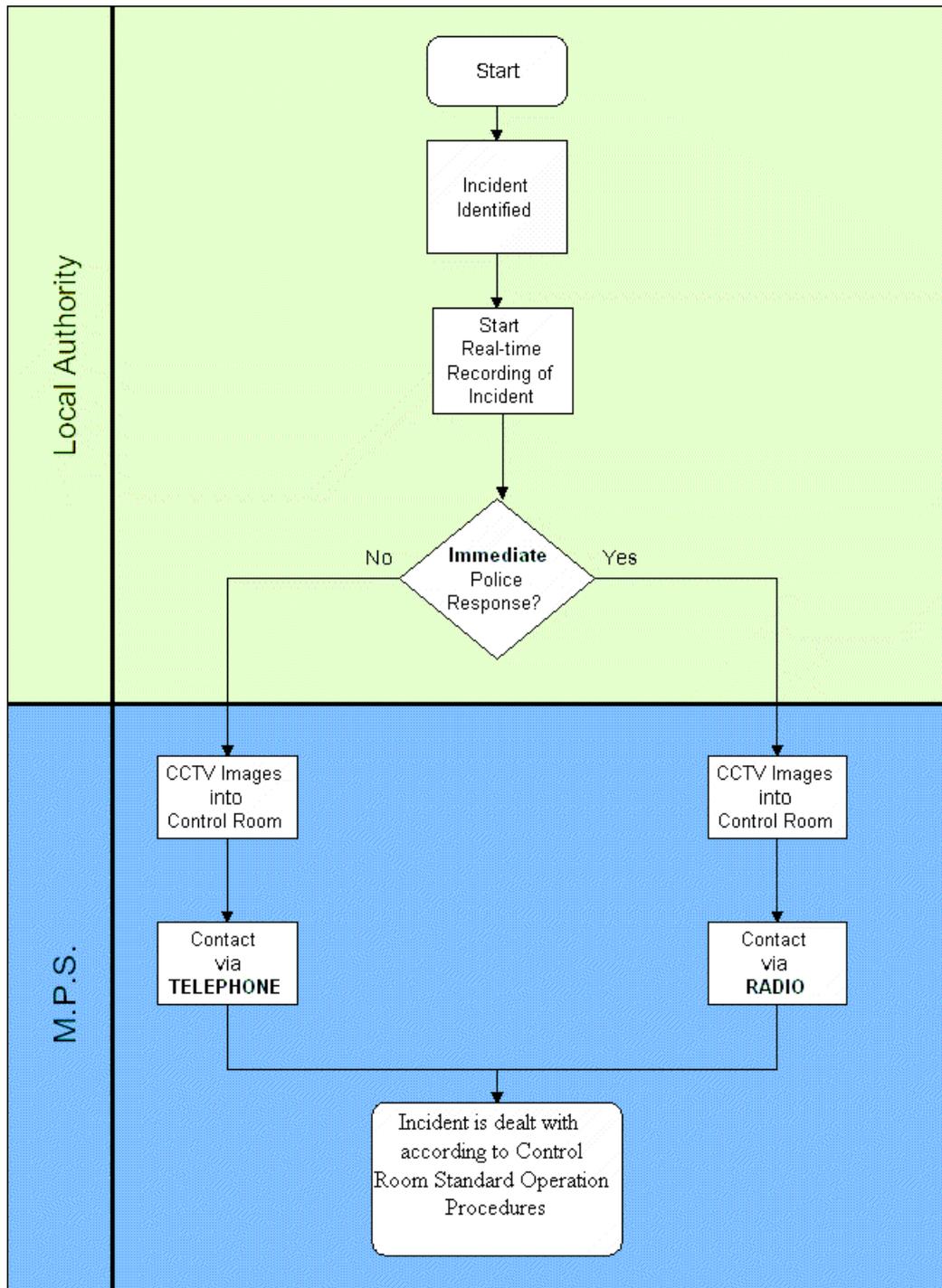
The full details concerning the SOP's are detailed within this Special Police Notice, however the following two diagrams have been produced to show the key steps involved in the operational partnership.

Incidents originating from MPS sources



Speedy relevant communications between both control rooms is the key to an effective crime & disorder partnership.

Incident originating from Local Authority CCTV control room



Speedy relevant communications between both control rooms is the key to an effective crime & disorder partnership.

12 Conclusion

With such controls in place and the SOP's implemented, the BOCU primary talkgroup, containing a steady stream of 'outgoing' demands for Police attendance, is always available to the Local Authority CCTV control room. These transmissions contain the location and type of demand, plus any descriptions of suspects / motor vehicles / registration numbers. This information is invaluable to Local Authority CCTV control room operators. It continually gives them up to the minute intelligence of what is occurring in their Borough. With this information they can use their CCTV cameras to the best advantage and where appropriate immediately record and pass these images into the BOCU CAD room.

It also gives Local Authority CCTV control room operators the ability to pass **urgent** demands for police, quickly to the point where deployment decisions are made. It is anticipated that such a dynamic partnership will significantly contribute towards making London a safer place.

Both the Local Authority CCTV control room and the MPS BOCU individually contribute towards crime reduction on their Borough. This proposed operational partnership results in each individual partner making the best use of the other as a resource, in order to more efficiently address 'fast time' crime and disorder issues on their Borough, and so jointly produce a better service for their local community.

13 Review

BOCU's and Local Authorities that wish to adopt these SOP's should ensure that the operation is constantly reviewed and that the benefits they provide fully justify the risk involved. Fully documented annual reviews of these controls and SOP's should take place, either during the annual review of the Crime and Disorder Partnership or annually when the Local Authority CCTV control room evaluation takes place.

14 Enquiries

Enquiries about this Special Police Notice should be referred to Chief Inspector Steve Benn (Service Communications Officer) on extn 63791 or Police Constable Mick Harrison (C3i Project Officer) on extn 68723.