



COUNTER CRIME PARTNERSHIP

BUSINESS CRIME REDUCTION TOWN-LINK RADIO & **EXCLUSION ZONE** MANAGEMENT

RADIO USER GUIDE



CONTROL ROOM: (01255) 568 777

WWW.COUNTERCRIMEPARTNERSHIP.UK

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1. INTRODUCTION

COUNTER CRIME PARTNERSHIP (CCP)

CCP is a Shared Radio & Exclusion Zone Scheme for Towns. The aim is to create a Secure Environment to work, shop and enjoy ourselves.

Retailers, Entertainment Venues and Security Industry Authority (SIA) licensed individuals can join CCP. We all talk with each other about Shoplifters, Anti-Social Behaviour and if appropriate, we help each other when situations arise.

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

LONG TERM EVOLUTION (LTE)

CCP Radios utilise the existing infrastructure of cellular and wifi networks so have a virtually limitless range.

SENTRYSIS

The CCP Control Room also supports members by helping to managing an **EXCLUSION ZONE** through SentrySIS, that is compliant with all of the latest data protection regulations.

CCP members access the SentrySIS Business Protect database using the TE 620 handset, our mobile phones or from any PC/Laptop connected to the Internet.

We can look up Profiles, including pictures, of Offenders whose names we hear on the radio and add or view real-time Incidents. Other features include:

- Facial Recognition
- ID's Required
- Vehicles Associated With Crime
- Crime Map
- Time of Day Crime Statistics
- Positive Measurable Outcome Reports

Read about the operation of SentrySIS in Section 5 of this guide...

2. TE 620 RADIO

A. POWER ON

Press and hold the power button for 3 seconds. Allow 15 to 25 seconds to start.

B. PUSH TO TALK

Press and hold the PTT button to speak. Release to listen.

C. VOLUME

Increase or decrease the volume using the + and - buttons.

D. EMERGENCY BUTTON

In the event of being attacked, when we may have to use our hands to defend ourselves, press the orange SOS Emergency Button on the top of the radio to call for emergency assistance.

The radio will begin transmitting audio and video (from the front camera) to the CCP Control Room and your Local Alarm Group without us having to press the PTT button. The precise location will be displayed in the CCP Control Room.

Remember that the Local Alarm Group will be able to hear so give a commentary of what is happening.

E. CHANNEL SELECTION

When moving between towns or on a special operation, use the channel change knob on top of the handset OR using the touch screen, press “Groups” and then the Channel you would like to connect to. If required, please ask the CCP Control Room for the facility to listen to multiple channels at a time.

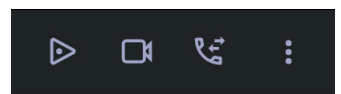
F. SECURE CHANNEL

This feature allows us to talk with another CCP Members privately, not using an open channel.

Using the touch screen, select “Users”, select the Member and then select the type of call - Push-to-video, Video or Push-to-talk from the top menu.



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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 CCP Member: *“Iceland, Iceland, From Aldi, Over”*.

Do not include any of your message unless there are several operations ongoing in which case *“Iceland, Iceland, From Aldi, Fire in Pier Avenue, Over”*.

If able to talk the response should be: *“Aldi, This Is Iceland, Go Ahead, Over”*.

If not able to talk say: *“Aldi, This is Iceland, Standby Unless Urgent, Over”*.

To call for assistance: *“This is Aldi. We have an aggressive man in store. Is anyone able to assist, 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 *“...Aldi, Out”*.

MARKING INFORMATION

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

"The Address is 1-4-9 Harwich Road, Town Name Little Clacton, Over".

"Please Repeat the Town Name , Over".

"I Repeat the Town Name is Little Clacton, 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 the Police Officer 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 0-1, From Control, the Alarm Code you require is 1-0-6-6, Over".

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

"Yes, Yes, Over".

Asking for Read Back:

"Control, From Tango Sierra 01, I am entering the premises, Acknowledge, Over".

"Tango Sierra 0-1, 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 3A	Available, At Home (CCP addition)
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

Remember that we are in communication with some people who have not read this manual, so please only use these Classification if absolutely necessary.

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...”.

CCP DESCRIBING A PERSON

Name | Gender | Age | Clothing - Bottom To Top | Distinguishing Feature

“Male, 5-0 Years Old, White Trainers, Grey Joggers, Red T-Shirt and Yellow Bag...”

CCP SPECIFIC CALL SIGNS

Charlie Romeo	Control Room Team, when 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. EMERGENCY ASSISTANCE

LOCAL ALARM GROUP

This is a group of CCP Member who volunteer specifically to be on standby and coordinate in the event of another CCP Member facing an emergency.

EMERGENCY BUTTON

Pressing the orange button alerts the Local Alarm Group and the CCP Control Room to the emergency by sounding an audible alarm and automatically creating a Secure Channel (see Section 2F) between the Local Alarm Group, the CCP Member who has pressed the Emergency Button and the CCP Control Room. The precise location of all CCP Radios are displayed in the CCP Control Room.

The radio of the CCP Member who has pressed the Emergency Button will begin transmitting audio and video (from the front camera), without having to press the PTT button, so we can call for help whilst defending ourselves.

The Local Alarm Group will be able to hear what is happening, so if possible give a commentary of what is happening and exactly where you are.

STATUS ZERO (CODE ZERO)

Only use the Emergency Button if necessary. Otherwise stay on the main channel and state, for example, *This is Iceland, Status Zero, Status Zero*, followed by your precise location and details about what is happening.

This keeps everyone on the channel in the loop and gives the opportunity to CCP Members who are not part of the Local Alarm Group, but may be closer, to assist.

ACCIDENTAL ACTIVATION & DURESS CODE

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

ENDING THE ALARM

The Local Alarm Group or CCP Control Room can end the Secure Channel.

5. SENTRYSYS

A. PROFILES

Look up a face to the name of an Offender whose name you hear on the Radio.

B. INCIDENTS

An Incident is when a crime has been committed that we would report to our fellow CCP Members.

Images and CCTV can be compliantly uploaded and shared.

It is not essential to identify the Offender by name - Facial Recognition may match to an Offender already in the system. If not, then the profile picture will be added to ID's Required for other CCP Members to potentially identify.

Any vehicles involved will be added to a national Vehicles Associated With Crime database. Shopping Centres with Automatic Number Plate Recognition (ANPR) cameras can subscribe to OnSiteAlert to be alerted if these Vehicles arrive.

C. ID'S REQUIRED

Help identify Offenders by suggesting names for the Offenders in this list.

D. NOTIFICATIONS

Information that a Member can share directly from the TE 620 Radio, consisting of a text based message, images, CCTV, associated vehicles and the location. Also used for Wanted and Missing Persons.

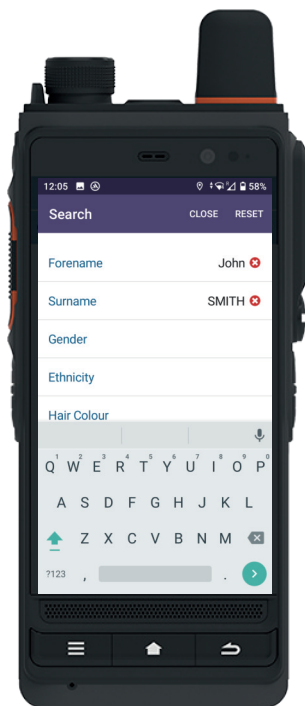
E. BRIEFINGS

Typically used by Police, Councils and Community Safety Partnerships to circulate newsletters, advice leaflets, scheme documentation and so on.

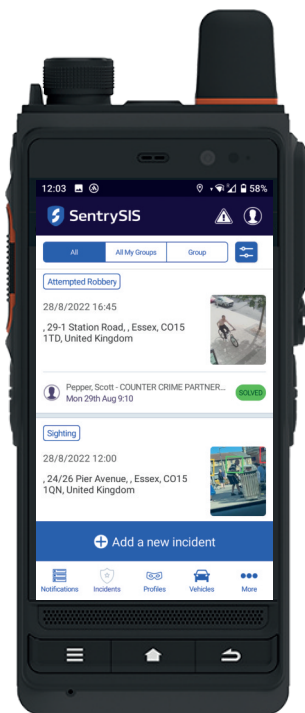
F. CONNECT

Compliantly chat Member to Member or in Groups, for any purpose in-keeping with the intention of the CCP scheme and/or building effective working relationships.

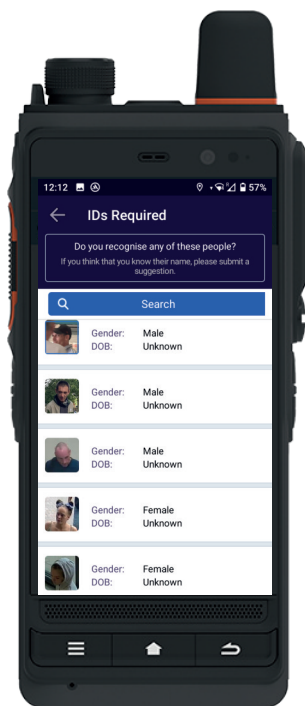
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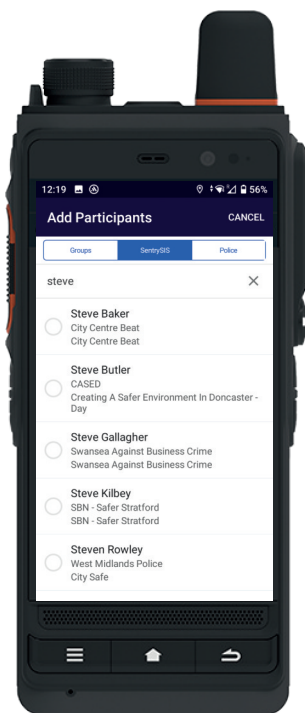
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6. INCIDENT STATEMENTS

Use capital letters for DATES, PLACES, SURNAMES and DIRECT SPEECH.

A. INTRODUCTION

Explain briefly what the Statement is about, for example *This Statement is about a Theft of Meat to the value of £74.95 from ALDI, in CLACTON on MONDAY 2ND MAY 2022 by a man I know to be John SMITH.*

Introduce yourself as the Witness including your Occupation, Duties and how long you have held the position. If CCTV is involved briefly describe your appearance.

B. PEOPLE

Introduce other people; Witness(s) first with names and/or descriptions, then the Offender(s). Say if the Offender is known to you and if so how. Choose a descriptive way of referring to unknown people for use throughout the Statement.

C. PLACES

Describe locations and addresses relevant to the offence.

D. ACCOUNT

Record your account clearly and in order.

Include route and directions of travel.

Include any *I said, He said* Direct Speech, but also include Hearsay.

When referring to CCTV include Camera Number and Time.

Refer to additional exhibits, for example if you retrieved a Weapon or Clothing.

E. CLARIFICATION

Include additional information which is not yet clear.

Explain any Jargon or Slang Language.

State values of stolen or damaged items and if any was recovered.

“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?

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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