

RADIO PROTOCOL

To Begin:

Turn the radio on.

Signing onto the Nitenet Radio

It should beep to let you know that it is on. If it does not beep check the volume or to see that the radio has been turned on. Hold the button on the side for 2 seconds to allow the radio to connect to the network. Speak across the speaker versus into the speaker in order to reduce feedback. Say, "Xray Victor this is Bedford Street Angel 1 or 2 signing on, over."

The police should acknowledge that they have received your request. If they don't try again or move location.

Bedford Nite Net Radio- Procedures:

1. Security of Radio

Security is essential, the radio must be kept in a secure location when not in use. When in use, it must be under someone's specific control. It should never be left unattended.

2. Clarity

There must be no ambiguity or misunderstanding in any message passed over the air.

Absolute clarity is of paramount importance and cannot be over emphasised. You must hold the radio towards your mouth and press the transmission button firmly before speaking.

3. Test Calls

It is strongly suggested that you conduct a "Test Call" when you commence duty with the radio. This will ensure that your radio equipment is capable of both transmitting and receiving messages. (Signing on is the ideal opportunity for this)

4. Brevity

AIR SPACE IS AT A MINIMUM

The Bedford Nitenet radio is on permanent talk-through and when you are transmitting, nobody else can do so.

During busy times, the radio channel can become overloaded, and messages therefore must be kept short.

Speak clearly and at a speed which will enable all recipients to make notes of the relevant details.

DO NOT GABBLE, GET EXCITED, USE SLANG TERMS OR TRANSMIT BURSTS OF MORE THAN 15 SECONDS AT A TIME.

5. Standard Expressions

These will be used to save time and help avoid confusion during transmissions. It is essential that all users understand their meaning and become fully familiar with them,

Thereafter, use of the appropriate standard expressions will save time.

Expression

YES YES – yes

NO NO – no

GO AHEAD – pass your message now

OVER – transmission ended

SAY AGAIN – re-transmit your message

STAND BY – message received and noted, but I am not able to reply or deal with it at this time, but will make contact as soon as possible.

6. General

Messaging should be under the control of a responsible person i.e. Manager/ Supervisor/ Security Staff

The contents of the messages handled by you are confidential; they are only to be communicated to other persons who participating in Bedford Nitenet.

Be aware that radio transmissions are not always secure and care must be taken to avoid the transmission of any material which could be of special interest or use to an unauthorised person who may be listening.

7. "ASSISTANCE"

Any person who is under physical attack or in imminent danger of being so must give their call sign, location, and use the word "ASSISTANCE".

All participants must note that the word "ASSISTANCE" must not be used under any other circumstance, as it will result in other participants attending the location given as a matter of urgency.

Any person requesting the urgent attendance of the police or other participants at a given location must use "BACK UP" and state the reason for this request.

BSA NightNet/Radio Tips:

1. **Don't wait for something to happen** before you radio; if you see a situation emerge which could potentially get worse radio at that point and ask CCTV to keep an eye on it.
2. If an **ambulance** is needed **call 999 first**. After you have done this, then radio CCTV to explain the situation and your decision.
3. When reporting an incident on the radio remember to **SLIDE**:

Situation - What has actually happened?

Location - Where are you?

Injuries - What injuries are there?

Description - What do the people look like? Age? Etc.

Emergency services - Have you called an ambulance? Do you want the police to attend?

4. Try to begin your Night Net calls with - 'X-ray Victor this is Street Angels'.
5. Don't be scared to make a wrong judgement; if you are unsure then radio anyway. It is better to radio in something only for nothing to happen, rather than not radio in something that does develop in a bad way.
6. Speak slowly and clearly, using simple language.
7. If you hear a radio conversation describing people as ICI or IC2 etc. they are referring to the 'Identity Code system' below:
 - ICI White person
 - IC2 Mediterranean person
 - IC3 African/Caribbean person
 - IC4 Indian, Nepalese, Pakistani, Maldivian, Sri Lankan, Bangladeshi, or any other (South) Asian person
 - IC5 Chinese, Japanese, or South-East Asian person
 - IC6 Arabic, Egyptian or Maghreb person
 - ICO Origin unknown