

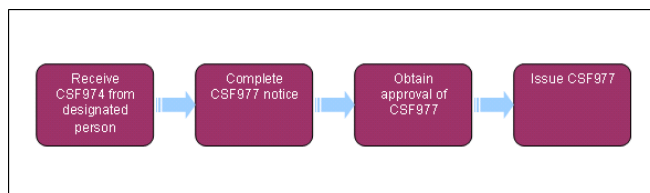


RIPA - SPOC Issues Notice

This procedure is used by the communications single point of contact (SPOC) and the designated person (authorising manager) when an approved CSF974 application form is returned to them by a designated person (the authorising manager). Criminal legal enforcement investigators (at EO or HEO grade) can apply for information relevant to criminal enforcement to be requested from CSPs, under the Regulation of Investigatory Powers Act (RIPA). The purpose of this procedure is to produce a notice for the provision of information under RIPA and issue it to a communication service provider CSP.


The SPOC completes a CSF977 notice with details of the approval, the CSP concerned, the information required and the form in which it should be delivered by the provider. They then pass the notice to the designated person for final approval and on its return send it to the designated CSP by the preferred contact method. The SPOC records every step on the CSF976 contact log and allows ten days for the return of the information.

For more information refer to the Policy, Law and Decision Making Guidance 



Receive CSF974

SPOC action

- After receiving the approved Regulation of Investigatory Powers Act (RIPA) application by email from the designated person (authorising manager), update the Communications Data spreadsheet with the following information: **Authorised by the designated person** – choose **Yes** from the drop down box **Date authorised and returned to the SPOC** – include the date in the format day/month/year
- Save the completed application and e-mail in the shared folder, or in the secure cabinet for sensitive cases
- Update the CSF976 SPOC log with the date the authorised application has been returned by the designated person.
- Log onto **Outrigger Home Office's** communication service provider (CSP) **Look Up Tool**, using the UiD and Pwd password issued. Complete the **Outrigger Access** log held in the shared drive, for audit purposes:
 - If the name of the CSP is not known, enter the mobile number in the box on the left hand side of the screen and select **Look Up**.
 - If the CSP's name is known, select the **CSP List** button at the bottom of the left hand side of the screen.
 - This opens an excel spreadsheet holding the contact details for each CSP. The column widths may need adjusting on opening the file. 



The Spreadsheet holds the following information:

- name of CSP
- control room telephone number (the main number to be used to contact the CSP)
- out of hours number
- police email – this is the email address to be used by the CMG
- court email – ignore this column
- company Information. This holds contact and address details of the CSP.

Select the individual fields to see all relevant information for the provider.

- Complete the CSF977 notice with the following information: Unique reference number from the CSF974 application Statutory purpose – select **Prevention and Detection of Crime S22 (2)(b)** from the drop down list Insert the name of the designated person who approved the application including their rank/position of senior executive officer Insert the date and time the notice was given (use the date the notice is being completed) Describe the communications data required. This should be taken from the application The Child Maintenance Group's (CMG) notices are always ranked as grade three for the purposes of the data communications group



Only include a target date if there is a time pressure on the case (e.g. an impending court date). The CSP have a statutory time limit of 10 days to provide the CMG with the information. However, this can be extended up to a month by the RIPA designated person if they believe the information may be time consuming or difficult for the CSP to collect. Select an option for delivery of the information. (email, post, fax to SPOC or provide other delivery details.) CSPs will only be allowed to email the communications data to the CMG if they use an SCN internet connection. This will be shown as part of their email address. The preferred option is by post if email is not available Insert SPOC name and contact details

6. Email the CSF977 notice to designated person for the final check using the dedicated RIPA email account and marking in the subject field **FAO Designated Person**.
- 7.

Update the CSF976 SPOC log for the individual application with the action taken and the date.

Designated person action

- 8.

You have ultimate responsibility for the notice and therefore must be assured that it is correct. Check that the CSF977 notice has been completed correctly with the following information:

- Unique reference number from the Application
- Statutory purpose – Prevention and Detection of Crime S22 (2)(b)
- Name of the designated person who approved the application including their rank/position of senior executive officer
- Date and time the CSF977 notice was given (use the date the notice is being completed)
- The DCG grade will always be Grade three for the CMG's notices
- Does the communications data requested match the data shown on the application form
- Choose the most appropriate method for returning the information
- Check the SPOC details are correct

9. If all the information is correct return the notice to the SPOC by email using the dedicated email account and marking in the Subject field FAO SPOC.

- 10.

Delete the emailed CSF977 notice from Sent Items and from Deleted Items. Once the email has been deleted from the Deleted Items box:

- Select the **Tools** menu
- Select **Recover Deleted Items**
- Select the application form email in **Deleted Items**
- **Delete**

- 11.

If any of the information is incorrect highlight the errors and return the notice to the SPOC to rectify before issue.

SPOC action

12. Amend any errors the designated person has identified, liaising with the designated person to ensure any comments are understood.
13. Using the preferred contact method found in the Look Up tool send the approved CSF977 notice to the CSP.
14. Save the CSF977 Notice and email from the designated person and to the CSP (if issued by email) with the unique reference number, in the communications data shared folder in the individual folder for the application.
15. If the CSF977 notice is for a sensitive case, print a hard copy of the email and the notice, delete the email from Sent Items and the Deleted Items and save the hard copy documentation in the secure locked cabinet.
16. Complete the RIPA Communications Data spreadsheet with the date the notice was sent to the CSP.
17. Update the RIPA Communications Data SPOC log for the case with the action and date taken. Include hyperlinks to any emails sent, unless a sensitive case.
18. Wait 10 days for the return of the communications data. If the circumstances of the case warrant it (e.g. the information is difficult to retrieve) the designated person can authorise an extension of up to one month. For more information refer to RIPA - Information Returned in related items.
- 19.

If the communications data has not been received within the statutory time limit of 10 days and a longer period has not been agreed by the designated person when the notice was given, take the following actions:

- Contact the CSP by telephone if a number is available to confirm the reason for the delay.
- If a telephone number is not available, contact the CSP by email.
- Remind the CSP of the request and the unique reference number of the notice.
- BF the case for 25 days from data the notice was served. The 25 day period includes weekends and any bank holidays occurring during the period. The BF data needs to take into account these additional days to ensure there is sufficient time for the designated person to reassess the application and take next steps.
- Update the Comments box on the Communications Data spreadsheet with the details of the contact including data, time and response from the provider.

[CSF974 Application](#)

[CSF976 SPOC log](#)

[CSF977 Notice](#)

[RIPA - Apply For Information](#)

[RIPA - SPOC Considers Referral](#)

[RIPA - Information Returned](#)

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