

BACIL RADIO

TRAINING



The BACIL radio is the key tool that helps link Businesses in Leeds, in the fight to combat crime and disorder. To make this happen, all members of staff who have access to the BACIL radio must be able to use the radio confidently and effectively.

How to pass information over the BACIL radio:

- Hold down your 'press to talk' button for one or two seconds, wait for the 2 beeps before you pass your message.
- Keep the 'press to talk' button down throughout passing your message.
- Hold the radio 2 – 3 inches away from your mouth to avoid distortion.

Tip: You only have 30 seconds to pass your message,
So keep your messages short, accurate and clear.

Your messages should follow the structure below:

1. Before passing your message, take a second to compose yourself. Think about what you need to say and if your message will be understood by other users. Remember a rushed message is a poorly received message.
2. State your premises name; do not use call sign's.
3. Tell everybody who you are contacting. E.G 'Leeds Watch, 999 or All Users.'
4. Give a full person description. When describing a person's ethnicity do not use IC codes, this gets confusing and can lead to information being interpreted the wrong way.
5. Give a description of what the situation is.
6. State the direction they are travelling in.

Example:

“This is the BACIL store on Briggate, can all users be aware of a white male, 6ft tall, wearing a red jacket, dark coloured jeans and green trainers. He’s carrying a large black material bag. This male has just attempted to conceal items of fragrance into his bag but was deterred by staff. He is currently walking up Briggate on the left hand side heading towards The Headrow.”

Tip: If the message you are passing is of high importance, at the end of your message ask for any user to acknowledge the message was received.

Who listens and uses the BACIL radio?

The BACIL radio is used by over 350 members made up of retail shops, bars, clubs, café’s and restaurants. At the moment messages that are passed over the air can be heard by all radios. The support services that are available to you through BACIL radios are:

1, ‘999’ Units:

BACIL radios are carried by Police Community Support Officers (PCSO’s) in the City Centre. PCSO’s are there to assist with situations you may come across in your line of work. They are not on the BACIL radio to provide a personal police service to BACIL members, please be aware that PCSO’s have other tasks and duties in their role and will not be available at all times. If you need urgent police assistance please dial 999.

2, Leeds Watch:

Leeds Watch controls the entire camera system throughout Leeds’ inner and outer city locations. Leeds Watch is on the BACIL radio to monitor people that are passed over the radio in the city centre. This is at times a high pressured job role; please do not get frustrated if you do not get a response from Leeds Watch. The reason is they are actively looking for the person you have passed over, and working towards getting the best CCTV footage possible, I can assure you the message will have been received.

3, British Transport Police (BTP):

BTP carry BACIL radios, please contact BTP if the person you are passing over the radio is heading towards the train station. Also, BTP will regularly pass over descriptions of people coming into the city centre.

BACIL radio Good Practice

- Always allocate the BACIL radio to a confident member of staff during your premises opening hours.
- If a person is passed over the BACIL radio that is near your store, please go to the front of the store and refuse entry to your premises if applicable.
- Use appropriate language (sexist, racist or other discriminatory expressions including swearing will render you liable to expulsion from BACIL)
- Inform the city NPT / PCSO's / Leeds Watch of incidents, with onus placed on those involving crime and disorder.
- The 'Panic Button' is to be operated when a person is under physical attack or in imminent danger. When the panic button is pressed, there will be an intermittent bleeping alert that comes over the radio. The airway will open up and other radio users will be able to listen to the situation you are in. Please try and inform users of your location if the panic button needs to be used.
- Be aware that BACIL radio's are often on stores sales floors, therefore 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.

Please Note:

- West Yorkshire Police cannot always guarantee a response to the BACIL Radio.
- West Yorkshire Police agree to receive information and messages from BACIL Radio users.
- CCTV Operators will prioritise their work according to established working practices.
- CCTV Operators WILL NOT act as a controlling agent on the networks

Radio Maintenance:

Basic Radio Maintenance:

1. Turn the radio off when it is charging to maximise battery life.
2. Request for a radio check over the air every time you turn on the radio for your shift.
3. If you find a problem with you radio, please remove the battery and re-insert it.
 - Faults – after following the procedure in the Radio Operational Guidelines in your BACIL folder, if a fault is found to be other than a user problem, then maintenance procedure shall be invoked.
 - Rental – in the event of a confirmed breakdown of a hand portable radio, and upon receipt of that radio at M-R-S Communications workshops, a repair will be affected or a replacement BACIL Radio will be despatched the same working day to the customer.
 - Maintenance of base station – in the event of a confirmed base station failure, an M-R-S Communications engineer will be despatched immediately to the site to resolve the problem or replace the faulty unit. This is effective 365 days of the year.
 - Battery – in the event of an interruption of the power supply to the base station, a battery back-up system will automatically keep the system operating for up to 3-4 hours. Warning tones are sounded automatically on switch-over from mains to battery back-up.

IF THERE IS ANY MORE INFORMATION YOU WOULD LIKE,

PLEASE CONTACT THE BACIL OFFICE ON [0113 241 3012](tel:01132413012),

OR E-MAIL SEAN@BACIL.ORG TO ARRANGE AN INTERACTIVE

TRAINING SESSION IN YOUR STORE.