



Service Level Agreement

between

**The Chief Executive
of the Child Exploitation and Online Protection
Centre (CEOP)**

and

**The Association of Chief Police Officers
of England and Wales**

2010

Operational Procedures

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Section 1: Introduction

1.1 Introduction

- 1.1.1 This Service Level Agreement (SLA) concerns the co-operation and exchange of services between the Child Exploitation and Online Protection (CEOP) Centre and the police forces of England and Wales.
- 1.1.2 The Agreement is intended to serve as a general guide to operational co-operation between the parties. It is not designed to be too prescriptive, or all embracing, but to allow the required flexibility in activities that are undertaken individually, jointly or in co-operation between the parties.
- 1.1.3 The Agreement also seeks to make clear the realistic expectations and intentions of the parties to it. Whilst not legally binding, both parties shall respect the Agreement as if it were so.
- 1.1.4 Nothing contained within the Agreement alters the constitutional position of Chief Constables, and their operational responsibility to investigate crime within their relevant police areas, or the responsibilities of the Chief Executive of CEOP. Nothing in the Agreement shall be construed as taking precedence over police forces' own aims and objectives, or those of CEOP.
- 1.1.5 Where necessary and appropriate, reference should be made to other forms of agreed procedure or guidance.
- 1.1.6 This agreement is parallel to any agreement between Chief Constables and the Director General of SOCA
- 1.1.7 In matters on the management of officers seconded to or by CEOP, individual arrangements will be made on each occasion.

1.2 Parties to the Agreement

- 1.2.1 The parties to this agreement are:
- (i) The President of ACPO, on behalf of the police forces of England and Wales;
 - and
 - (ii) The Chief Executive of CEOP.

Section 2: General Statements

2.1 Structure and Remit of the Child Exploitation and Online Protection Centre

- 2.1.1 Safeguarding and protecting children is a complex and widening agenda dependent on multidimensional collaboration including social services, charities, law enforcement agencies, government departments, private sector and academic specialists. The Child Exploitation and Online Protection (CEOP) Centre was established in April 2006 to raise public awareness about the nature and extent of child exploitation on line and the preventative steps that can be taken. CEOP's business model mirrors the multi-agency nature of the problem it seeks to address by adopting a comprehensive and holistic partnership approach, whereby law enforcement, industry, government and the voluntary sector combine knowledge, skills and resources to best effect. In accordance with the Home secretary's instruction on establishing CEOP, the Chief Executive of CEOP is required to be a serving Chief Officer of ACPO rank.
- 2.1.2 CEOP is affiliated to the Serious Organised Crime Agency (SOCA), formally reporting to the Home Office via a committee of the SOCA board known as the CEOP Board. Due to the different area of criminality targeted by CEOP, it also holds a bilateral relationship with the Specialist Crime Directorate of the HO for relevant aspects of its business. The CEOP Board, which incorporates representatives from SOCA, the Home Office, ACPO, CEOP and a number of independent child protection and or industry and police members, is responsible for strategic direction and control, whilst its Chief Executive and senior management team have control and management responsibility of CEOP's operational activities.
- 2.1.3 CEOP's remit is to work with law enforcement, children's services, local and national government departments and other relevant agencies to help protect children from sexual abuse and bring child sex offenders to account. Its work is of direct relevance to a number of the 15 work areas falling under the ACPO Crime Business Area and Violence Portfolio, namely Child Abuse Investigation, Combating Child Abuse on the Intranet, Child Trafficking and Travelling Sex Offenders. There are also clear crossovers with many of the other work areas in that portfolio, such as Sexual and Violent Offenders, Human Trafficking, Extreme Pornographic Images and Missing Persons, as well as within other Portfolios, for example, Citizen Focus, Criminal Justice and Information Management, plus the work of the National Policing Improvement Agency and the National Undercover Working Group.
- 2.1.4 CEOP has been established as a Centre of Excellence for this specific area of law enforcement and child protection activity, providing central coordination for police forces and uniting efforts across force jurisdiction areas through a single gateway for information and intelligence, and by providing a number of support mechanisms for police forces through an integrated approach across its three

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Faculties, namely Intelligence (including offender management), Operations and Harm Reduction.

- 2.1.5 CEOP will normally work to ACPO minimum standards, although as currently CEOP sits under the governance of SOCA, at times it must comply with their agreed standards and operating protocols where they differ from ACPO standards.
- 2.1.6 In line with Section 11 of Children Act 2004, CEOP has made arrangements for ensuring that all its functions and services provided are discharged with regard to the need to safeguard and promote the welfare of children. Responsibility for compliance rests with the CEO CEOP.

2.2 Support to Forces

- 2.2.1 CEOP will provide intelligence packages and reports of allegations of crime, to Chief Constables, on a geographical basis, with priority of this provision focusing on any force within whose jurisdiction an identified victim or potential victim resides. Thereafter, the priority will be to identify the address of the alleged offender and provide it to the responsible force or agency. There will be considerable cross border work that is disseminated from CEOP, for example where multiple victims and/or offenders are involved across different force areas. In such circumstances, there will be a requirement on forces to coordinate their investigations with other relevant forces and/or other statutory child protection agencies directly. Any decision around the coordination between forces and other statutory agencies should be based on which force is best placed to deal with the various issues involved, from the perspective of the victim(s), their families, and the investigation.
- 2.2.2 Where a force has responsibility for an operation involving a matter falling within CEOP's remit, and irrespective of whether or not that operation results from intelligence material provided to the force by CEOP, subject to CEOP's support and coordination function, CEOP shall endeavour to make available to the force the intelligence, support, advice and guidance services described in subsequent sections of this document.
- 2.2.3 CEOP will also provide specific specialist operational support services on request, subject to tasking. The level of direct involvement of CEOP staff supporting force operational activity will be dependant on the level of risk to children, the benefits of the expertise that CEOP can provide and the availability or not of such expertise locally.

2.3 Operational Primacy

- 2.3.1 Chief Constables receiving intelligence packages and other support from CEOP will, except in those circumstances set out in 2.3.2 below, normally have operational primacy with regard to investigating and prosecuting any operation.

2.3.2 On an exceptional basis, however, where due for example to the volume (of potential suspects or victims) or due to the complexity of the case it is appropriate for it so to do and with the specific agreement of the appropriate ACPO level officer(s), force(s) will cede the lead to CEOP which will then take operational primacy and have overriding responsibility for leading, managing and investigating operations. These will generally be complex network cases.

Section 3: CEOP's Core Functions

3.1 Intelligence Referrals

- 3.1.1 CEOP will refer intelligence packages and reports of crime via its intelligence staff to a nominated force Liaison Officer, investigation agency, or Regional Tasking & Co-ordination Group as appropriate, for consideration of action. CEOP will submit intelligence packages to forces using a range of standard National Intelligence Model products and in line with Management of Police Information best practice.
- 3.1.2 All operations which require an urgent and immediate response will be referred by CEOP to the force's nominated single point of contact for CEOP. Those that require placement out of office hours will be directly referred to the Duty Detective Superintendent, or equivalent, via the duty inspector in the force's control room if necessary. In all such cases the intelligence package will also be copied to the Force Intelligence Bureau.
- 3.1.3 CEOP will refer intelligence packages and crime reports to the force within whose jurisdiction a potential victim or alleged offender resides. In cases where this would indicate more than one force, the primacy of child protection principles will apply. Further guidance on cross border investigations can be found in the relevant ACPO guidance.
- 3.1.4 Where an intelligence package is referred by CEOP to a force, the force will, within a timescale appropriate to the nature/urgency of the case, inform CEOP about what initial action they intend to take and any further subsequent developments, particularly if an arrest is made.
- 3.1.5 The force will, within one month of the end of their investigation, inform CEOP of the results gained from all operations and intelligence referred to it by CEOP and upon which it has acted. CEOP will pursue outstanding responses as necessary.
- 3.1.6 Where a force refers a case to CEOP, CEOP will decide whether it is appropriate to provide short term direct assistance or long term development. For example, short term assistance might involve assistance with an optimum forensics or arrest strategy and/or specialist child protection advice from one of CEOP's Child

Protection Advisors. Long term intelligence development strategies within CEOP might include liaison with other forces and agencies, help with the identification of potential victims or assistance with the investigation of an on-line distributor of abusive images referred to CEOP by the force.

- 3.1.7 CEOP will act as a conduit for international law enforcement agencies to send child abuse intelligence reports to forces. CEOP should also be copied in to child abuse intelligence reports disseminated by UK forces. Except in exceptional cases CEOP does not currently have the capacity to disseminate intelligence internationally on behalf of UK forces, but this will be reviewed in the future.

3.2 Offender Management – Child Sex Offenders

- 3.2.1 Forces are legally required to ensure that the Violent Sex Offenders Register (ViSOR) is up to date regarding personal details, travel and other activities of registered sex offenders as notified to them. Forces are also responsible for uploading data onto the Impact Nominal Index (INI), or its successor, to ensure that intelligence is available to all law enforcement agencies in line with the recommendations of the (2005) Bichard Inquiry.
- 3.2.2 CEOP will provide assistance to forces in the interpretation of the complexities of legislation or other legal issues, for example, where child sex offenders attempt to exploit legal loopholes or engage in frequent travel to avoid detection.
- 3.2.3 On request CEOP's UK Tracker Team will assist forces in locating the highest risk missing child sex offenders and may provide support to UK MAPPP's in the management of the highest risk child sex offenders, subject to CEOP's internal tasking criteria. Examples of assistance in the UK includes advising on or conducting appropriate covert and/or overt tracking methods, such as specific intelligence checks, financial investigation methods, behavioural analysis or the use of covert internet investigators.
- 3.2.4 Forces are also encouraged to make appropriate use of CEOP's 'Most Wanted' website, where an offender remains at large despite a force and CEOP having carried out all normal checks. A full appropriate risk assessment will be carried out prior to disclosure. In addition, this facility may be useful to forces in providing a deterrent to offenders considering absencing themselves from notification obligations.
- 3.2.5 Forces should ensure that missing offenders are fully debriefed once located and full analysis made of their lives whilst missing. CEOP can advise or assist on this, if required, and may request case studies from the force where appropriate.

3.3 Travelling Sex Offenders



- 3.3.1 CEOP has the lead role in the development of intelligence on and the disruption of any British national who travels abroad to abuse children. CEOP's Overseas Tracker Team will provide assistance to UK forces in disrupting the activities of the highest risk child sex offenders who travel to abuse children, and will work to identify, locate and support the prosecution of UK nationals who travel for the purpose of sexually exploiting children and are not registered sex offenders.
- 3.3.2 This will be carried out in partnership with overseas law enforcement agencies, the Foreign and Commonwealth Office (FCO), UK and foreign embassies, the Home Office, Non Governmental Organisations and charities, as well as relevant UK forces, as appropriate.
- 3.3.3 When an offender who is not currently managed by a UK police force is located, CEOP will refer the case to the force responsible for the offender's last known UK address. CEOP will continue to assist, on request, with advising on disruption techniques. This could include, for example, prosecution overseas, extradition procedures, and determining the feasibility of using extra-territorial legislation.
- 3.3.4 CEOP will expect UK forces to submit dissemination packages on specific individuals to international law enforcement agencies themselves, but must be copied in to all such submissions. CEOP will also provide training packages and other appropriate assistance and guidance to support forces in achieving this effectively.

3.4 Analysis and Strategic Threat Assessment

- 3.4.1 CEOP is responsible for carrying out an annual national strategic threat assessment on the threat to children from child sex offenders that may seek to abuse or harm them (the CEOP Strategic Overview). Forces will, in compliance with this agreement, contribute data on:
- The sexual abuse and exploitation of children where technology may be a factor in that abuse (grooming, image distribution and manufacture);
 - Missing child sex offenders, and
 - Travelling child sex offenders.
- 3.4.2 Whilst VISOR can provide some of this data, this cannot as yet be used to generate statistical reports and additional information is required by CEOP in order to conduct meaningful analysis of national trends. Forces will nominate a single point of contact to collate and report this data from their jurisdiction to CEOP in a timely manner (a minimum of three months notice will be given by CEOP for this data request).

3.4.3 CEOP will initiate or participate in appropriate research projects based on this data, and will provide feedback to forces of specific trends identified through their analysis.

3.4.4 CEOP will provide advice to forces on request regarding suitable techniques for the analysis of force specific data of this nature and/or other child protection related material. This may be focused on general awareness-raising of the analyst's role or to support the development of the forces' own 'in-house' analytical procedures, and will be arranged on a case by case basis. Any such advice will be consistent with NIM and in line with ACPO/NPIA guidance.

3.5 Supporting Tasking and Coordination

3.5 Forces may refer intelligence packages or requests for service to CEOP where they believe:

- that the subject matter falls within CEOP's specific remit;
- an alleged or potential CEOP relevant crime crosses force or international boundaries, and
- where CEOP can provide either specialist skills and support, with particular emphasis on:
 - Safeguarding and child protection;
 - Image Analysis and Victim identification;
 - Education and awareness-raising;
 - Offender management;
 - Behavioural analysis;
 - Computer forensics;
 - Covert internet investigation;
 - 'Crimes in Action' (such as kidnap and extortion) where there is a clear child protection element, see 3.7 below.

3.5.2 Where an operation results from an intelligence package provided by CEOP to a force or other investigating body, CEOP will provide upon request, subject to its own internal tasking process, such additional intelligence or support services in support of the investigating SIO commensurate with the perceived risk at the time of risk assessment and within the capability of CEOP.

3.5.3 For joint operations between CEOP and another police force(s), a planning group should be formed. The principal role of the planning group will be to agree the strategic aims, objectives, scope and overall policy guidelines of the operation, monitoring and review procedures, lines of command, resources that will be necessary to conduct the operation, and an appropriate media strategy. This will include the completion of an Operational Agreement Template in each case. Where appropriate, a Gold Group including, if required, ACPO representatives

should be formed. The planning group and any subsequently formed Gold Group will be fully cognisant of and compliant with relevant CPIA and disclosure requirements. Where information is disseminated between CEOP and forces and is used in an investigation, the disclosure officer appointed by either body must notify the originating SPOC of the use of that information. Where there is potential for information from sensitive sources to be referred to in criminal proceedings, there will be early notification to the body producing the material and no decision will be made in relation to disclosure without appropriate consultation. No application for Public Interest Immunity will be made in relation to information without formal notification to and liaison with the originating body.

3.6 Forensics Support

- 3.6.1 CEOP will consider the provision of support to forces regarding the forensic examination of computer hardware where this falls outside that force's normal capabilities. This may include, for example, examination of hard drives, portable storage devices and physical images seized by the force as part of any ongoing investigation.
- 3.6.2 Forces will remain responsible for biological forensics relevant to their operation, and for the prosecution of offences supported by all forensic evidence, whether this has been collected by CEOP and/or the force.

3.7 Image Analysis and Victim Identification

- 3.7.1 The Image Analysis and Victim Identification Team (IAVIT) consists of specialist investigators who are experienced in identifying victims of crime from digital intelligence products. The IAVIT will provide victim identification advice to law enforcement agencies or, on the submission of a digital intelligence product to the VIT for further investigation and internal management approval, an identification service.
- 3.7.2 CEOP will assist forces on request where:
- A suspected victim or offender has been identified by the force, to see if they are also known to CEOP;
 - Abuse of a child has been uncovered by the force, where it is known that they have been photographed, videoed/filmed or otherwise recorded, to see if the images are known to CEOP;
 - A large collection of images has been seized by the force from an individual suspected to be involved in an on-line group, to see if the particular image set is known to CEOP;
 - This is required to identify, locate and safeguard any children whose images are captured from an online investigation or a suspect's hardware;

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- Any other circumstances out of the ordinary, where the force believes CEOP could be of assistance, which fall within CEOP's specific remit and where assistance is feasible and appropriate.

3.7.3 CEOP holds the national 'hash set' library for the UK, which it will make available to forces as appropriate. It also provides services to support the G8/Interpol database, which replicates the CEOP library on a global scale.

3.7.4 CEOP may request images of abuse from a force at the conclusion of a prosecution, in order to help identify victims in the images and/or to circulate 'hash sets' of images to other forces, where relevant, to avoid duplication of effort. Forces involved will be updated by CEOP as and when victims in the set are identified.

3.7.5 Where CEOP identifies victims of abuse or offenders through its work, it will inform the force for that area for them to instigate action locally and to arrange such social services support as may be necessary. Should CEOP need to contact social services directly, they will always notify the local police force of this action.

3.8 Covert Internet Investigators

3.8.1 CEOP has responsibility for the national coordination of all covert internet investigation work in the UK targeting on-line paedophiles.

3.8.2 Covert Internet Investigators (CII) employed by CEOP will, depending on CEOP's operational demands and management consideration, be available to any force or agency with a proven need for the application of or access to CEOP's specific CII skills.

3.9 Financial Investigation

3.9.1 Forces will notify CEOP of any website with a UK link to a commercial distributor of abusive material (such as a 'pay for view' website with a UK resident registrant), to ascertain whether this is currently under investigation, to coordinate efforts and avoid duplication of work across forces

3.9.2 Where CEOP is notified of such cases by another route (such as via the Internet Watch Foundation) they will identify and notify the relevant force to enable them to carry out appropriate investigation, and will advise on and assist with financial investigation options to support the investigation as required.

3.9.3 CEOP will also assist forces, where necessary, with financial investigation enquiries for missing offenders, referred to them via MAPPA. Similarly, where convicted offenders are identified using credit cards to purchase child abuse images on line, CEOP will facilitate notification to the relevant industry.

3.10 Behavioural Analysis

3.10.1 The Behavioural Analysis Unit will provide specialist support to crimes in action and other cases involving sexually motivated crimes against children primarily with regard to profiling, risk assessment and interview strategies. It is hoped that in many cases, the force will have officers trained in behavioural analysis through CEOP's Training Academy programme, which can lead to an academic qualification in Forensic Behavioural Analysis.

3.10.2 This support will complement the resources provided by the National Policing Improvement Agency.

3.11 Engagement with SOCA and Other Agencies

3.11.1 CEOP will act as a conduit for interaction with other agencies as appropriate regarding national and international child protection issues.

3.12 International Liaison

3.12.1 CEOP will liaise with overseas law enforcement agencies, Interpol and Europol, E-borders, the travel industry, Government and other public bodies, including UK and foreign embassies and non government organisations, as required. In most cases, this will include liaison with SOCA's International Department and relevant overseas SOCA Liaison Officers.

3.12.2 This liaison role is to avoid duplication of effort by different forces in such work and to provide appropriate support regarding:

- information sharing and other joint working relevant to tracking and locating missing offenders believed to be overseas,
- capturing data to assist with offender profiling, and
- identification of hotspot destinations for child sexual abuse.

3.12.3 Where CEOP receives an intelligence pack from overseas, they will refer it to the force where an identified potential victim or alleged offender was last known to be resident.

3.12.4 CEOP will additionally support any force wishing to liaise with an overseas force or agency by facilitating a contact in that country. Any further support overseas will be by arrangement, on a case by case basis.

3.12.5 CEOP is actively engaged with the Virtual Global Taskforce (VGT), which aims to work together with law enforcement agencies around the world to fight child abuse on-line. The VGT comprises the Australian Federal Police, CEOP, Italian

Postal and Communication Police Service, Royal Canadian Mounted Police, US Department of Homeland Security and Interpol. Its objectives are to make the internet a safe place; to identify, locate and help children at risk, and to hold perpetrators appropriately to account.

- 3.12.6 The VGT plays a key role in identifying possible criminality on-line where this is targeting children and young people for exploitation. This includes the VGT's 'Report Abuse' on-line facility, whereby CEOP will support forces in developing close interaction where reported offences are subsequently referred to them.

3.13 Legal Issues

- 3.13.1 CEOP will provide appropriate assistance in legal issues to police forces relating to child protection where this is concerned with policy issues or other specialist advice relating to child sexual abuse and exploitation. To support this role, it will survey forces for related legal concerns which it will then address on their behalf with the Home Office, normally via the ACPO Combating Child Abuse on the Internet legal sub group.

- 3.13.2 It is important, however, that this is not seen as a replacement for or alternative to the services provided by force lawyers or the Crown Prosecution Service. Disclosure of material - CPIA and provide witness statements to support prosecutions

3.14 Training

- 3.14.1 CEOP deliver, as part of their role and remit, specialist training and other support services for professionals working in child protection and offender management. The prospectus showing services and courses available is included in Appendix A. Forces are encouraged to make full use of these services.

- 3.14.2 The majority of these courses have now been credit-recognised by the University of Central Lancashire (UCLAN) as part of CEOP's Training Academy programme. Participation in the programme, along with successful completion of the various modules, can lead to a post-graduate qualification in Forensic Behavioural Analysis.

3.15 Education

- 3.15.1 Forces are encouraged to make use of CEOP's award-winning education services within their community safety programmes or by officers who work directly with schools and other youth environments. This includes a comprehensive educational package called ThinkuKnow, which can be accessed free of charge, along with training to deliver it, at www.ceop.police.uk.

- 3.15.2 ThinkuKnow is designed to engage and empower children and young people, along with their parents and carers, on issues relating to internet safety and to help reduce incidents relating to threats from grooming and other sexually inappropriate behaviour. It is supported by a Children and Young People's Forum, known as the Youth Advisory Panel (YAP), comprising of up to 100 children and young people between the ages of 11-17 from around the UK.
- 3.15.3 The purpose of the YAP is to ensure that CEOP is child- focused in all its activities and that young people have a voice in how CEOP reacts to the threat posed to them by sexual predators, particularly within the online environment and especially when it comes to educational resources aimed at protecting their peers.
- 3.15.4 CEOP will expect feedback from forces regarding the use of this material, including the circumstances under which it has been used and with how many children, and, where appropriate, will seek the force's involvement in qualitative analysis of its impact.

Section 4: Force Agreements

4.1 Costs

- 4.1.1 Intelligence products are provided by CEOP to forces without charge, as are generic educational products provided for the wider community and which forces can utilise locally.
- 4.1.2 When CEOP responds to a force request for support, recharging for any costs incurred by CEOP will be a matter to be negotiated between CEOP and the requesting agency on a case by case basis.
- 4.1.3 Access to Covert Internet Investigators, services provided by the UK and Overseas Tracker Units and general specialist advice will generally be provided free of charge. CEOP will not normally seek reimbursement for other costs incurred other than in exceptional circumstances and not without prior agreement with the force.
- 4.1.3 Except where specifically covered elsewhere in this agreement, forces will not charge CEOP for any support requested by it and subsequently delivered. This will normally include arrest, custody and detention facilities, and other costs associated with the prosecution of offenders. Where CEOP require additional force specialist services, arrangements for these will be agreed on a case by case basis.
- 4.1.4 CEOP will normally charge forces for training delivered to them, and will be charged by forces for any attendance by CEOP staff on courses provided by them.

4.2 Liaison Officers

- 4.2.1 Forces will appoint a Liaison Officer to act as a single point of contact for all interaction with CEOP, or to act as a conduit to other appropriate personnel where necessary. The Liaison Officer should be a child protection or public protection officer or in exceptional circumstances another designated specialist working role, have appropriate child protection training and be located in a specialist unit within a force.
- 4.2.2 Both CEOP and the force should endeavour to inform the local force Liaison Officer (or their deputy) of all relevant issues pertaining to the force. 4.2.3 Arrangements will be made by the force to ensure speed of response out of hours, or outside the rostered working hours of the Liaison Officer, for example, enabling the Liaison Officer to be contacted via the duty inspector in the force's contact centre.
- 4.2.3 This is not intended to bypass the tasking and coordination arrangements within a police force and the Liaison Officer will need to ensure local engagement with these processes at the appropriate stages. 4.2.5 For authorisations relating to Part III of the Police Act 1997 and/or Part II of the Regulation of Investigatory Powers Act 2000, Liaison Officers will need to facilitate contact with an officer of ACPO rank through the Force Covert Authorities Bureau.
- 4.2.4 A pilot is due to commence towards the end of the 2009/10 financial year to explore the potential of offering the option of in-force 'CEOP Franchises', whereby a specially selected officer from each force will receive intensive training with CEOP and will be provided with direct access to CEOP's systems from within a force location. Appendix B sets out some of the considerations to be explored by the pilot in assessing this option.

4.3 Warrants and Authority Procedures

- 4.3.1 The procedures in respect of communications shall be carried out in accordance with Part I of the Regulation of Investigatory Powers Act 2000 (RIPA).
- 4.3.2 The procedures in respect of all applications for covert surveillance (defined within the Covert Surveillance Code of Practice, pursuant to Section 71 of RIPA as directed surveillance, intrusive surveillance and entry on and interference with property and wireless telegraphy) shall be carried out in accordance with the provisions of the Police Act 1997, and Part II of RIPA.
- 4.3.3 In all cases of covert law enforcement activity where there is no legislative framework, the provisions of the relevant ACPO Manual of Standards will apply.

4.4 Post-Arrest Support

- 4.4.1 With no detention or interview facilities of their own, if a CEOP staff member (with the necessary powers) makes an arrest, the appropriate force will assume responsibility for prisoner handling (custody procedures, Forensic Medical Examiner facilities, obtaining fingerprints and DNA samples, access to legal advice, refreshment facilities, gaoler and documentation, facilities for the safe storage of exhibits and property) and identity procedures where applicable.
- 4.4.2 If necessary, forces directly or through outsourced arrangements will provide additional security at court hearings at which a CEOP-led operation is being prosecuted and, where required, support/protection for jurors where prevailing circumstances and/or risk assessments identify such a need.

4.5 Specialist Personnel

- 4.5.1 In appropriate cases, forces will provide to CEOP, on request, specialist personnel or equipment including scientific support, computer forensics, financial investigators and vehicle examiners, having regard to local demand upon such resources.

4.6 Undercover Officers

- 4.6.1 Where a force responds to a CEOP request for the services of an undercover officer, costs will be a matter to be negotiated between the force and CEOP. Forces should not bear burden of the operation conducted for another force or agency where supplying force has no other interest.

4.7 Firearms Advisers and Use of Firearms

- 4.7.1 CEOP has no specialist firearms capability. It is considered highly unlikely that any of its operational or other activities will require firearms support. If that is required however, CEOP will liaise with either SOCA or the appropriate Chief Constable to request such support.

4.8 Secondments

- 4.8.1 CEOP actively encourages the secondment of officers from police forces across its functions, normally for a three year tenure. It also recognises the opportunity for closer working with forces through the secondment of CEOP staff to police forces and is keen to enable this wherever practicable.

- 4.8.2 Specific secondment arrangements regarding responsibilities of the home and host organisation for the duration of any secondment will be formally agreed before the secondment takes place.

Section 5: Operations - Joint Undertakings

5.1 Communications

- 5.1.1. Where CEOP and a force or other investigating body undertake a joint operation, where a force operation is primarily inspired by an intelligence package supplied by CEOP, or where the operation is otherwise materially supported by CEOP, the force and CEOP will agree and comply with a joint media engagement strategy.
- 5.1.2 The strategy will include agreement on whether CEOP or the force is to take the media lead/s and the shift in lead or emphasis at the various stages of development prosecution and aftermath. That agreement will initially be dictated by the decision on who is to lead on prosecution and will apply to publicity at both arrest and trial phases.
- 5.1.3 CEOP and forces' corporate communications staff will ensure the role(s) of the respective organisations receive due mention, if operationally desirable, in all written and verbal press releases or briefings, as agreed in the media strategy for the operation.
- 5.1.4 CEOP and forces will not discuss each other's operations or operational policies with the media without prior consultation, which will involve appropriate SIOs / Chief Officers, and Heads of Corporate Communications or equivalent.

5.2 Availability

- 5.2.1 Service availability of both CEOP and forces will be a 24-hour response. The call-out procedure for CEOP officers will be via the CEOP On-Call officer, on 0870 496 0333.

5.3 Child Protection Operations (including Kidnap or Extortion)

- 5.3.1 The response to a force request for support on an alleged Kidnap and Extortion offence will follow normal protocols and CEOP will not normally be a primary responder. However, if there would seem to be a child protection aspect to the operation falling within CEOP's remit and field of expertise, after normal protocol has been followed and if the force SIO requests it, CEOP will endeavour to respond in accordance with the proposals set out in Appendix C.

5.4 CHIS Management

- 5.4.1 While accepting the principle of CHIS management by one Controller with the flexibility of joint handling, a police force will, where appropriate and suitable, allow control of a CHIS to be passed to CEOP for the purposes of a specific operation. In such cases, CEOP will require sight of all background material in order to ensure appropriate control of the source and to ensure any subsequent PII issues are adequately managed. Similarly, CEOP will, where appropriate and suitable, allow control of a CHIS to be passed to a police force for a specific operation.
- 5.4.2 In such cases, the originating force/CEOP may reserve the right to be involved in decision making in respect of disclosure issues concerning CHIS and will, in all cases, be consulted prior to any application in any court proceedings regarding the role and/or identity of such CHIS.
- 5.4.5 CEOP has a generic National Strategy document which can be provided to forces and which sets out further details of operational considerations applicable to CEOP's role.

5.5 Complaints about members of Joint Operations

- 5.5.1 Any complaint about individual/individuals will be referred to the lead force. The lead force will ensure that the relevant Police force/CEOP, responsible for the individual, is fully informed.
- 5.5.2 It will be the responsibility of the relevant police force/CEOP to follow their own disciplinary procedures in cases of misconduct.

Section 6: Working Arrangements

6.1 Consultation

- 6.1.1 Opportunities for consultation with senior members of CEOP include the following:
- Representation at ACPO Conferences;
 - Meetings of ACPO work areas chaired by the CEOP CEO, namely Child Abuse Investigation, Combating Child Abuse on the Intranet, Child Trafficking, Extreme Pornographic Images and Travelling Sex Offenders.

6.2 Health and Safety / Welfare Support

- 6.2.1 If any member of CEOP is to work under the direction and control of another force/agency, then that force/agency must provide a written health and safety risk

assessment for the deployment. The individual concerned and their manager must be satisfied that the risk assessment is comprehensive and that control measures are adequate. The individual should be included in a health and safety briefing before the deployment.

- 6.2.2 In turn, if a member of another force/agency is to work under the direction and control of CEOP, then the appropriate CEOP manager must ensure that the individual has been included in the operational risk assessment for the deployment, and has been fully briefed on the health and safety control measures in place. CEOP must also be prepared to provide a copy of the risk assessment to the individual and his/her manager.
- 6.2.3 Due to the potentially distressing nature of working with child abuse images, and the management challenges this introduces, particular consideration is required with regard to any officers or staff exposed to such material as part of their working role. CEOP can provide guidance for forces with regard to optimum working conditions and psychological support for such officers or staff.

6.3 Protective Marking

- 6.3.1 All Protectively Marked CEOP assets, regardless of medium, received by a force shall be handled, stored and processed in accordance with the HM Government Manual of Protective Security, as laid down by CEOP and ACPO Policies, to ensure that the confidentiality, integrity and availability of those assets is maintained at all times. In all cases, ACPO minimum standards at least will be followed with regard to retention, storage and sharing of data and information.
- 6.3.2 The term 'asset' is used to describe any official item, e.g. photographs, negatives, fingerprint lifts and associated reports and documentation, papers, drawings, images, disks, equipment, and all forms of electronic data.
- 6.3.3 No person, solely by virtue of his or her rank and status, should have automatic access to operational and/or non-operational CEOP information.
- 6.3.4 A clear desk policy must be applied when dealing with CEOP documents. All sensitive documents are to be put away in a locked drawer or cabinet whenever the user is not physically present to supervise them. All CEOP operational communications and exhibit management issues are designated as no higher than CONFIDENTIAL. When not in use, material graded CONFIDENTIAL or above is to be stored in an approved, locked, security container as detailed in current policy. Normal office furniture and filing cabinets are not to be used for the storage of such material.

6.3.5 Sharing of information between forces and agencies, and retention, storage and disposal arrangements shall, at all times, meet ACPO minimum standards.

6.4 Resolution of Disputes

6.4.1 In the event of any dispute as to the provisions of this agreement, it will be the initial responsibility of local management to resolve the problem. This may involve escalation to the appropriate CEOP Head of Faculty and Assistant Chief Constable for the force concerned. If, however, a dispute has not been resolved within 10 working days it will be referred to the Service Level Agreement co-ordinators, namely the signatories set out in section 7.

6.4.2 Any disputes outstanding after a further 10 working days will be notified to the CEO of CEOP and the Chief Constable of the relevant force, who will monitor the situation and provide guidance and advice as necessary in an effort to resolve the issue.

6.4.3 In the event of no resolution within 30 working days, the matter will be referred to the ACPO portfolio lead for Violence and Public Protection.

6.5 Commencement Date and Amendment Procedure

6.5.1 This agreement will take effect upon signature by both parties and will expire on 31st March 2012.

6.5.2 Both parties shall review the effectiveness of the agreement annually, following which it may be amended by written agreement between the parties.

6.5.3 Discussions to review and renew the agreement should commence three months prior to the expiry date. Termination of this agreement will only take place after 60 days notice of one party to another.

6.5.4 This Service Level Agreement is binding nationally and takes precedence over any regional or local agreements previously agreed.

6.5.5 The Chief Operations Officer of CEOP is appointed as the provisional Service Level Agreement co-ordinator. There is the potential to appoint another ACPO officer to CEOP in the near future, whereupon this would fall to their portfolio. A member of an appropriate ACPO Business Area will be appointed on behalf of ACPO to monitor compliance with the agreement. These officers will be responsible for reviewing compliance and maintaining currency of the Agreement.

Section 7: Signatories

Signed on behalf of CEOP

Signature:



Jim GAMBLE QPM
Chief Executive Officer, CEOP

Signed on behalf of the
Police forces of England & Wales

Signature:



Keith Bristow QPM
Head of ACPO Crime Business Area

**APPENDIX A:
LIST OF CEOP SUPPORT SERVICES**

Specialist Operational Support Faculty

Tasking of

- Covert internet investigation;
- Financial investigation
- Computer forensics
- Operational support to forces

Support on image analysis and victim identification:

- Searches against ChildBase (the UK's national database of images) victimid@ceop.gsi.gov.uk
- Access to hash sets / forensic support - victimid@ceop.gsi.gov.uk;
- Access to Interpol Resource Centre - victimid@ceop.gsi.gov.uk;
- Access to expert investigators (UK and international) - victimid@ceop.gsi.gov.uk
- Training on victim identification techniques - complete tasking application form.

Intelligence Faculty

- Access to national intelligence agencies and security services - CEOPtasking@ceop.gsi.gov.uk
- Offender management assistance and expertise - CEOPtasking@ceop.gsi.gov.uk
- Offender lifestyle analysis - CEOPtasking@ceop.gsi.gov.uk
- Support to public protection arrangements and panels in N Ireland, Scotland, England and Wales - CEOPtasking@ceop.gsi.gov.uk
- Potential tasking of foreign law enforcement - CEOPtasking@ceop.gsi.gov.uk

Harm Reduction Faculty

Specialist training for professionals working in child protection and offender management:

- Foundation Course in Understanding Child Sex Offenders - training@ceop.gov.uk
- Interviewing Child Sex Offenders - training@ceop.gov.uk
- Sex Offender Risk Assessment & Mgmt in the Community - training@ceop.gov.uk
- Use of the Internet by Child Sex Offenders.- training@ceop.gov.uk
- Understanding the Sexual Offences Act 2003 - training@ceop.gov.uk
- Bespoke training or other specialist training - training@ceop.gov.uk

Training / conferencing facilities:

CEOP HQ, Pimlico, London enquiries@ceop.gov.uk

Educational resources:

- Participation in national education campaign – www.ThinkuKnow.co.uk <mailto:>

NOT PROTECTIVELY MARKED

- Access to a range of on and offline educational resources – www.ThinkuKnow.co.uk
Access to national Children and Young People’s Panel - education@ceop.gov.uk

Specialist services:

- Access to behavioural analyst - Complete tasking application form;
- Support on interviewing sex offenders - Complete tasking application form;
- Advice on interviewing techniques - Complete tasking application form

Access to industry expertise:

saferbydesign@ceop.gov.uk

Communications support

- Media liaison on joint operations - 0870 000 3434
- Corporate materials and publications - press@ceop.gov.uk
- Presentation and speaker requests - enquiries@ceop.gov.uk
- Conference / events information - press@ceop.gov.uk
- Website links and online contents - press@ceop.gov.uk
- Information on the Virtual Global Taskforce - international@ceop.gov.uk



APPENDIX B: CEOP 'FRANCHISES'

Note:

The following is an initial view as to how the CEOP Franchise concept will work. CEOP is about to engage with a small number of forces to work out exactly what the CEOP franchise will encompass, and this pilot phase will consider all practical and organisational issues related to this concept, including ascertaining the level of commitment required to discharge the proposed activities. This will include the drafting of appropriate policy and procedures to cover management, confidentiality and other aspects of the arrangement.

CEOP FRANCHISES

To further extend CEOP's ability to support forces, to protect children, manage sex offenders , and reduce harm; to facilitate better liaison between forces and CEOP and to enable easier access by forces to CEOP's products and services, CEOP plans to offer forces a local CEOP Franchise.

This will consist of a nominated member of each force (or representative for a local grouping of forces) who will receive specific training and be provided with direct access to CEOP systems and products. This person, the Local CEOP Representative (LCR), will act as a representative of CEOP both within their home force and also, potentially, within their local force region.

The role of the LCR will encompass:

- Acting as a local Tactical advisor;
- Having and maintaining knowledge of the child protection business area;
- Providing advice on strategy for local tactical delivery, explaining risk and level of response (based upon CEOP values and priorities) ranging from disclosure project to online offender;
- Understanding when specialist support (education, BAU, offender management, victim ID etc) is required locally and liaising with appropriate CEOP management to access/deliver that support;
- Participating within the CCAI External Support & Coordination forum;
- Supporting and enhancing local response to protect and support vulnerable children;
- Identifying areas of key local learning and best practice which needs to be fed back into CEOP to maximise learning.
- Arranging for and/or delivery of local CEOP training as appropriate;
- Providing feedback on CEOP service delivery and performances;
- Identifying and capturing CEOP service gaps;

NOT PROTECTIVELY MARKED

- Acting as an Ambassador within the local geography, improving public confidence and reputation;
- CEOP will arrange for the LCR to undertake an appropriate and focused CEOP induction training course. This will be held onsite in CEOP's HQ and take x days;
- T&S/expenses costs covering this induction course will be borne by CEOP, as will the costs of attending other appropriate meetings and familiarisation/training courses in CEOP. Forces will cover any local costs incurred by the LCR in delivering their role;
- The LCR will be given access to CEOP's systems. As CEOP maintains and operates at a CONFIDENTIAL level, the LCR will need to undergo an appropriate vetting/security check before such access is granted. The LCE will also need to be CRB checked, which will be arranged and funded by CEOP;
- CEOP will provide such equipment as is necessary to allow the LCR to access CEOP systems. The force will provide an ADSL or similar communications line to facilitate this;
- Undertake the standard CEOP psychological assessment.

**APPENDIX C: PROPOSED ASSISTANCE BY CEOP TO CHILD PROTECTION OPERATIONS
INVOLVING KIDNAP AND EXTORTION**

These proposals are put forward for discussion at this stage:

CEOP will contact the force SIO (ideally within one hour) to undertake any specific risk assessment on the nature of the threat and to provide consultancy advice.

CEOP will offer and provide on request such intelligence or operational support to the SIO as may be commensurate with the perceived risk at the time of the risk assessment and within the capability of CEOP.

This may include arranging for specific support from CEOP's Partner organisations both nationally and internationally.

If deemed necessary, following full disclosure, risk assessment and discussion between the force SIO and CEOP liaison officer, provide a mutually agreed intelligent response to the situation to any location within England, Wales, Scotland and Northern Ireland (or elsewhere if appropriate).