



CIVIL NUCLEAR CONSTABULARY

Email

[REDACTED]

The Executive Office
Civil Nuclear Constabulary
Building F6 Culham Science Centre
Abingdon
Oxon
OX14 3DB

Tel: 03303 135400

Website: <https://www.gov.uk/cnc>

26th October 2021

Dear [REDACTED]

I am writing in response to your request for information regarding the below. Your request has been handled under Section 1(1) of the Freedom of Information Act 2000. In accordance with Section 1(1) (a) of the Act I hereby confirm that the CNC/CNPA does hold information of the type specified.

I wish to make the following request under the Freedom of Information Act:

- 1. Does your force have provide guidance or force orders / directions provided to Police Officers and Staff in respect of dealing with members of the public making video recordings or taking photographs within Police buildings or the vicinity of Police premises or places protected and policed by the Civil Nuclear Constabulary. (please could you provide a copy any such documents or screenshots).**
- 2. Do you provide any advice to Police Officers / Staff in dealing with auditors / members of the public photographing / video recording Police officers / staff, if so could you please could you provide a copy of the advice.**
- 3. During training are CNC Police Officers / staff provided with training in dealing with members of the public taking video or photographs and how to deal with them and law.**
- 4. Over the past 12 months could you please provide a copy of any CNC Police logs related to interactions with Auditors / members of the public related to taking photographs and video, I appreciate that some**

of the information may be subject to GDPR and understand if you have to apply redactions.

5. Can you enquire with professional standards within you're force as to how many complaints have been received in respect of police interactions with members of the public in respect of photography and video recording in public places such as police premises and the vicinity of such buildings or where CNC Police Officers have policing powers as constables and the outcome of such investigations.

1. Yes – NPCC guidance provided to all CNC employees, supported recently by three corporate communications, these have been attached to the response.
2. As above.
3. Yes in accordance with organisational and national guidance.
4. Between 01/10/2020 and the 20/10/2021 we are aware of seven occasions in which CNC officers in the course of their duties have encountered what could be termed as “Auditors” and subsequently the interaction may have been recorded and uploaded to the Auditors Social Media, such as ‘You Tube’”. We are unable to neither confirm nor deny that no other information is held in respect of terrorism related activity by virtue of 23(5) Security Bodies, s24(2) National Security, and s31(3) Law Enforcement.

Section 23 is an absolute class-based exemption and there is no requirement to conduct a harm or public interest test.

Section 24 and Section 31 are both qualified exemptions and as such there is a requirement to evidence any harm confirmation or denial that any other information is held, as well as consider the public interest.

Section 24(2) (National Security) and Section 31(3)(Law Enforcement) NCND - Harm Test in respect of confirming if additional information is held

Any disclosure under FOI is a release to the public at large. Whilst not questioning the motives of the applicant, confirming or denying that any other information is held in relation to interactions, which could include terrorism related activity would show areas of Police vulnerability.

The threat from terrorism cannot be ignored. It is generally recognised that the international security landscape is increasingly complex and unpredictable. Since 2006, the UK Government has published the threat level, the UK continues to face a sustained threat from violent extremists and terrorists and the current threat level is set at ‘substantial’. This means that an attack is likely.

The public expect Police Forces and other law enforcement agencies to use all powers and tactics available to prevent and detect crime or disorder and maintain public safety. Law enforcement tactics would be compromised which would hinder the prevention or detection of crime if the Police were to confirm or deny if any other information is held. This would impact on Police resources and individuals would be placed at risk.

Public Interest Considerations

Section 24(2) – National Security

Factors Favouring Confirmation or Denial – The public are entitled to know how public funds are spent and resources distributed within policing as a whole. To confirm whether any further information exists around interactions, which could include terrorism related activity would inform the public that the Police allocate their resources appropriately. In the current climate with the call for transparency of public spending this would enable improved public debate and give further reassurance to the public.

Factors Against Confirmation or Denial – Security measures are put in place to protect the community that we serve. If the Police were to confirm or deny any further information is held, this would allow terrorists and individuals intent on carrying out criminal behaviour, to identify areas of the country with increased/reduced terrorist activity, which potentially will assist them with avoiding detection. This would ultimately increase the risk of harm to the general public and significantly undermine any ongoing or future operations to protect the security or infrastructure of the United Kingdom and increase the risk of harm to the public.

Taking into account the current security climate within the United Kingdom, no information which may aid a terrorist should be disclosed. To what extent this information may aid a terrorist is unknown, but it is clear that it will have an impact on a Force's ability to monitor terrorist activity.

The public entrust the Police Service to make appropriate decisions with regards to their safety and protection and the only way of reducing risk is to be cautious with what is placed into the public domain. The cumulative effect of terrorists gathering information from various sources would be even more impactful when linked to other information gathered from various sources about terrorism.

The more information disclosed over time will give a more detailed account of the tactical infrastructure of not only a Force area but also the country as a whole. Any incident that results from such a disclosure would by default,

affect National Security. To confirm or deny if information of this nature is held would render national security measures less effective. This would lead to the compromise of ongoing or future operations to protect the security or infrastructure of the UK and increase the risk of harm to the public.

Section 31(3) – Law Enforcement

Factors Favouring Confirmation or Denial – Confirming or denying if any other information is held would lead to better public awareness into the intricacies of how operational policing is conducted. This may lead to more information (intelligence) being submitted from the public which may culminate in a reduction of crime.

Factors Against Confirmation or Denial – Confirming or denying if any other information is held would compromise the effective delivery of operational law enforcement. It could allow terrorists and individuals intent on carrying out criminal behaviour, to identify areas of the country with increased/reduced terrorist activity, which could hinder the prevention and detection of future crime. This would lead to more crime being committed and would undoubtedly place individuals at risk.

Balance Test

The points above highlight the merits of confirming or denying whether any other information pertinent to this request exists. The security of the country is of paramount importance and the Police Service is charged with enforcing the law, preventing and detecting crime and protecting the communities we serve. As part of that policing purpose, various operations with other law enforcement bodies may or may not be ongoing. The Police Service will never divulge whether or not information is held if to do so would place the safety of individual(s) at risk or undermine national security. Whilst there is a public interest in appropriately and effectively engaging with the threat from criminals, there is a very strong public interest in safeguarding national security. As much as there is a public interest in knowing that policing activity is appropriate and balanced in matters of national security, this will only be overridden in exceptional circumstances. At this moment in time, it is our opinion that for these issues outlined above, the balance test favours neither confirming nor denying that any other information relevant to your request is held. No inference can be taken from this refusal that this information does or does not exist.

5. As no timeline was given we have gone back for the last three years and found no such complaints.

The Civil Nuclear Constabulary is a specialist armed police service dedicated to the civil nuclear industry, with Operational Policing Units based at 10 civil nuclear sites in England and Scotland and over 1600 police officers and staff. The Constabulary headquarters is at Culham in Oxfordshire. The civil nuclear industry forms part of the UK's critical national infrastructure and the role of the Constabulary contribute to the overall framework of national security.

The purpose of the Constabulary is to protect licensed civil nuclear sites and to safeguard nuclear material in transit. The Constabulary works in partnership with the appropriate Home Office Police Force or Police Scotland at each site. Policing services required at each site are agreed with nuclear operators in accordance with the Nuclear Industries Security Regulations 2003 and ratified by the UK regulator, the Office for Nuclear Regulation (ONR). Armed policing services are required at most civil nuclear sites in the United Kingdom. The majority of officers in the Constabulary are Authorised Firearms Officers.

The Constabulary is recognised by the National Police Chiefs' Council (NPCC) and the Association of Chief Police Officers in Scotland (ACPOS). Through the National Coordinated Policing Protocol, the Constabulary has established memorandums of understanding with the local police forces at all 10 Operational Policing Units. Mutual support and assistance enable the Constabulary to maintain focus on its core role.

We take our responsibilities under the Freedom of Information Act seriously but, if you feel your request has not been properly handled or you are otherwise dissatisfied with the outcome of your request, you have the right to complain. We will investigate the matter and endeavour to reply within 3 – 6 weeks. You should write in the first instance to:

Kristina Keefe
Disclosures Officer
CNC
Culham Science Centre
Abingdon
Oxfordshire
OX14 3DB

E-mail: FOI@cnc.pnn.police.uk

If you are still dissatisfied following our internal review, you have the right, under section 50 of the Act, to complain directly to the Information

Commissioner. Before considering your complaint, the Information Commissioner would normally expect you to have exhausted the complaints procedures provided by the CNPA.

The Information Commissioner can be contacted at:

FOI Compliance Team (complaints)
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you require any further assistance in connection with this request please contact us at our address below:

Kristina Keefe
Disclosures Officer
CNC
Culham Science Centre
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OX14 3DB
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Yours sincerely
Kristina Keefe
Disclosures Officer

Document information

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Auditors/Social Media Bloggers – Initial Guidance

The National Police Chiefs Council has agreed to these guidelines being circulated to and adopted by Police Forces in England, Wales & Northern Ireland.

Guidelines produced by the NPCC should be used by Chief Officers to shape police responses to ensure that the public experience consistent levels of service. The implementation of all guidance will require operational choices to be made at local level in order to achieve the appropriate police response. The purpose of this guidance is to assist force personnel to conduct themselves accordingly when interacting with self-proclaimed Auditors and Social Media Bloggers. This guidance will be updated and re-published as necessary.

Any queries relating to this document should be directed to either the author detailed above or the NPCC Business Support Office on 020 7084 8959/8958.

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1. Auditors/Social Media Bloggers

- 1.1 There is an increasing number of reported incidents within the United Kingdom regarding Auditors and Social Media Bloggers. The Auditors/Bloggers are members of the public who attend police stations, other public/civil service building including Ministry of Defence sites

or incidents with the purpose of capturing staff on camera and live-streaming to social media platforms or uploading with edited content.

- 1.2 Auditing/Blogging is a behaviour that has common practice in the USA for a number of years and is developing a growing community of auditors, subscribers and viewers throughout the United Kingdom.
- 1.3 The Auditors use security concerns surrounding the filming of staff and premises, alongside limited powers to prevent it. They appear to provoke staff and site security into potentially embarrassing reactions, often asserting that staff are overstepping legal boundaries. They are also well versed in their own rights and often cite legislation in their interactions with staff. Any perception they are under police surveillance is likely to be challenged robustly and, potentially publicly.
- 1.4 Auditors/Bloggers should not be confused with hostile reconnaissance which by its nature is covert. Hostile reconnaissance will cover and test
 - Security vulnerabilities
 - Patrol routes
 - Shift patterns
 - Layout of a venue
 - Security practices

If you have reasonable suspicion that it is hostile reconnaissance please report into your regional counter terrorism unit.

2 ACPO Guidance for Photographers 2010

- 2.1 Auditors/Bloggers have referred to the ACPO Guidance for Photographers 2010 document during some of their recordings. For the purposes of this guidance document, the following points taken from the ACPO guidance for Photographers 2010 will continue to act as the guiding principles.
 - There are no powers prohibiting the taking of photographs, film or digital images in a public place. Therefore, members of the public and press should not be prevented from doing so.
 - We need cooperation with the media and amateur photographers. They play a vital role as their images help us identify criminals.
 - We must acknowledge that citizen journalism is a feature of modern life and police officers are now photographed and filmed more than ever.
 - Unnecessarily restricting photography, whether for the casual tourist or professional is unacceptable and it undermines public confidence in the police service.
 - Once an image has been recorded, the police have no power to delete or confiscate it without a court order.
- 2.2 The College of Policing also has guidance that can be accessed through the Media Relations APP and the Public Order APP, which Chief Constables and local commanders may wish to use alongside this guidance.

3. How to respond to Police Auditors

- 3.1 It is important to remain calm and professional if responding to a situation where someone is recording a public/civil service premises and/or staff. Their first interaction could be with anybody in policing, but is likely to be front counter staff. It is equally important to have an

appropriate response if questioned by these groups, with the knowledge that they are looking for an inappropriate response by police, or to be unlawfully detained.

- 3.2 When contacting such groups, remember that your first words will often dictate the remainder of the contact, as with any other contact. A professional greeting such as, "How's it going today?" will often work better than, "What are you doing out here?" or "Why are you recording our police building?"

Remember that absent reasonable suspicion, this type of contact would be considered a consensual contact, and to avoid any coercive, demanding, or aggressive questioning.

- 3.3 These individuals frequently ask if they are being detained, or what the basis is for their detention. Absent reasonable suspicion, an appropriate response would be to tell the person(s) that they are:

- Not being detained;
- They are free to leave at any time;
- They are free to continue with their activities.

- 3.4 If an attempt to obtain personal details should be made, the Auditor/Blogger must be informed that there is no legal requirement for them to do so. The exception to this is if there are reasonable suspicions an offence is taking place or as part of a force's Track and Trace process if they enter a police premises.

- 3.5 Some Auditors/Bloggers also respond by saying they feel threatened or intimidated by staff. If they do, it is acceptable to ask them:

- How your presence is threatening to them;
- Explain what are you doing to make them feel threatened;
- You can also reinforce that you are simply asking them questions, and that they are not being detained.

- 3.6 Other law enforcement agencies have confronted such groups by saying that they received a call of suspicious behaviour by these persons. These groups immediately respond by asking what is suspicious about their behaviour. Be honest - if responding based on a call for service of suspicious persons, it is appropriate to say why you are there. Such a response might be similar to the following:

- "Someone called regarding your activity. I would like to ask you a few questions about what you are doing out here. You are not being detained, and are free to leave at any time."
- "Some people find it suspicious and concerning that you are recording our premises and staff. I would simply like to find out what you're doing out here and also be able to reassure our community about what's happening."

- 3.7 If there is nothing suspicious about their behaviour, it is perfectly acceptable to respond as such. It is also acceptable to ask them what they are doing, why they are recording, and what their purpose is for recording such activities.

- 3.8 It is especially important to note that when a call taker is receiving and generating a call for service concerning a suspicious subject or of suspicious activity, that the call taker obtain facts from the reporting party that articulate what is suspicious. It is of equal importance that dispatchers relay these facts to responders.

- 3.9 If the event is generated by a member of staff's observations, it is important that the primary responder clearly communicate the circumstances to other responders. Doing so will help prevent a detention being unnecessarily imposed, in the event that reason for a detention did

not exist. Effort should be made to capture these individuals with Body Worn Video (BWV) in the event identification becomes necessary and to provide evidence of behaviours should a complaint be made.

4 Powers

- 4.1 If you do feel the Auditor/Blogger's behaviour may represent a genuine security risk or risk to the personal information of staff to be misused, be clear and confident of the powers at your disposal, and CLEARLY ARTICULATE why you are using them. Do not seize a camera or phone unless you deem it evidential.
- 4.2 Section 43 of the Terrorism Act 2000 should be a LAST RESORT, and only when reasonable suspicion exists. You should consider other possible remedies such as the Anti-Social Behaviour Act 2014, if applicable.
- 4.3 Consideration could be given to using powers under s136 Mental Health Act if it was felt the individual was suffering from acute mental ill health and in immediate need of care and control. It is suggested to seek the advice of a clinician in advance to ascertain if the individual is known to local mental health services and receiving care or treatment.

5. Circulation of Guidance

- 5.1 All staff should be briefed on this guidance. There have been incidents when unsuspecting members of staff have been approached when entering or exiting various parts of the building. Auditors/Bloggers will also notice any unintentional indiscretions such as defective car, uniform etc., all of which can be uploaded onto their channel. Staff should not use any type of inappropriate or offensive language when interacting with Auditors/Bloggers.
- 5.2 Staff should report all incidents to local intelligence teams for information gathering purposes.
- 5.2 All first line managers of those who are recorded should be informed to help manage any welfare issues that arise.
- 5.3 The force's Corporate Communications Department should be notified of any incidents in order to support any subsequent public confidence issues and responses that may be required.

Reminder – advice on being filmed while at work

In December 2020, I issued a message highlighting to officers and staff about how self-appointed 'auditors' are growing in popularity and are keen to exploit interactions with police officers and staff to show them in a bad light.

We recently had such an interaction at Heysham, where an auditor arrived on site to film, interacted calmly and rationally with officers, and which led to a 20-minute video being uploaded onto his YouTube channel, where he has over 45,000 subscribers.

The officers involved handled the conversation excellently, were non-confrontational, accepted the person's reasons for not giving his details, and were careful not to escalate the situation in any way. As a result, this led to the vlogger himself being very complimentary about the CNC, and those commenting below the video on his channel also forming a positive view of the Constabulary.

Obviously, someone filming at a nuclear power station will be a cause for concern, however it is important that should such an incident occur where someone is filming that we respond in a consistent way. We must also recognise that any member of the public can film if they are on public property, which includes any space to which the public has the right of access, including the areas surrounding the sites we protect.

The NPCC has released [guidance on how to deal with auditors and social media bloggers](#), which I would advise you all to read. It is important, as in all matters when dealing with members of public, that we are all mindful of our actions and consider our conduct. Below is some advice to help in such a situation:

- Provide your name and shoulder number if asked
- Remain calm and professional if responding to a situation where someone is recording a public/civil service premises and/or staff
- Allow individuals to film if they are on public property
- If you know the individual, then address them by their name
- Have an appropriate response if questioned by an individual, with the knowledge that they are looking for an inappropriate response by police, or to be unlawfully detained. Remember that your first words will often dictate the remainder of the contact. A professional greeting such as, "How's it going today?" will often work better than, "What are you doing out here?" or "Why are you recording here?"
- At times individuals have asked if they are being detained or what the basis is for their detention. Without reasonable suspicion, an appropriate response would be to tell the person(s) that they are not being detained, they are free to leave at any time and they are free to continue with their activities
- Be honest - if responding based on a call reporting suspicious people, it is appropriate to say why you are there. You could say: "Someone called regarding your activity. I would like to ask you a few questions about what you are doing out here. You are not being detained and are free to leave at any time." or "Some people find it suspicious that you are recording our premises and staff. I would simply like to find out what you're doing out here." If there is nothing suspicious about their behaviour, respond as such. It is acceptable to ask them what they are doing, why they are recording, and what their purpose is for recording such activities.
- If you do feel the individual's behaviour may represent a genuine security risk or risk to the personal information of staff to be misused, be clear and confident of the powers at your disposal, and clearly explain why you are using them. Do not seize a camera or phone unless you deem it evidential

- Section 43 of the Terrorism Act 2000 should be a last resort and only used when reasonable suspicion exists
- If an individual identifies themselves as from the media, contact the Corporate Communications team with the name of the individual and their organisation
- Officers who deal with these individuals are advised to record the incident either as a security breach or submit intelligence if the person is known to you

Finally, if you have been filmed, let your line manager know. They are there to provide any necessary support and advice and recommend any further actions that you may need to take.

I hope this reminder gives you a useful oversight of this growing issue across policing and the confidence to interact with those who may be deliberately seeking a reaction from you.

ACC Louise Harrison

Message from ACC Harrison - filming and social media bloggers

Dear all,

Frontline officers have been briefed recently about the rise of social media bloggers and self-appointed 'auditors' who are keen to exploit interactions with police officers and staff to show them in a bad light.

Recently a number of our colleagues in Home Office forces have been filmed and recorded during various types of incidents and the footage put on YouTube and shared on social media, attracting at times a lot of comment and criticism.

We know that as an AFOs protecting critical national infrastructure, you are less likely to be exposed to incidents of these nature that Home Office colleagues, however it is important that should such an incident occur where someone is filming that we respond in a consistent way. We must also recognise that any member of the public can film if they are on public property, which includes any space to which the public has the right of access, including the areas surrounding the sites we protect.

There will shortly be some NPCC guidance on Auditors and Social Media Bloggers that we will circulate when published, however it is important, as in all matters when dealing with members of public, that we are all mindful of our actions and consider our conduct. Below is some advice to help in such a situation:

- Provide your name and shoulder number if asked
- Remain calm and professional if responding to a situation where someone is recording a public/civil service premises and/or staff
- Allow individuals to film if they are on public property
- If you know the individual, then address them by their name
- Have an appropriate response if questioned by an individual, with the knowledge that they are looking for an inappropriate response by police, or to be unlawfully detained. Remember that your first words will often dictate the remainder of the contact. A professional greeting such as, "How's it going today?" will often work better than, "What are you doing out here?" or "Why are you recording here?"
- At times individuals have asked if they are being detained or what the basis is for their detention. Without reasonable suspicion, an appropriate response would be to tell the person(s) that they are not being detained, they are free to leave at any time and they are free to continue with their activities
- Be honest - if responding based on a call reporting suspicious people, it is appropriate to say why you are there. You could say: "Someone called regarding your activity. I would like to ask you a few questions about what you are doing out here. You are not being detained and are free to leave at any time." or "Some people find it suspicious that you are recording our premises and staff. I would simply like to find out what you're doing out here." If there is nothing suspicious about their behaviour, respond as such. It is acceptable to ask them what they are doing, why they are recording, and what their purpose is for recording such activities.
- If you do feel the individual's behaviour may represent a genuine security risk or risk to the personal information of staff to be misused, be clear and confident of the powers at your disposal, and clearly explain why you are using them. Do not seize a camera or phone unless you deem it evidential
- Section 43 of the Terrorism Act 2000 should be a last resort and only used when reasonable suspicion exists
- If an individual identifies themselves as from the media, contact the Corporate Communications team with the name of the individual and their organisation

- Officers who deal with these individuals are advised to record the incident either as a security breach or submit intelligence if the person is known to you

Finally, if you have been filmed, let your line manager know. They are there to provide any necessary support and advice and recommend any further actions that you may need to take.

I am confident that our frontline officers are courteous and professional in their dealings with the public, however I hope this advice gives you a useful oversight of this relatively new issue across policing and the confidence to interact with those who may be deliberately seeking a reaction from you.

ACC Louise Harrison

Being filmed at work and the auditor movement

I have issued two messages recently about self-appointed 'auditors' and their growth in popularity. The most popular videos appear to be those where the person filming has interactions with police officers and staff, with the hope of showing them in a bad light.

Both Hartlepool and Heysham have recently had auditors filming near the site with the videos being loaded onto YouTube and attracting thousands of views and comments. The officers involved handled the conversations well, were non-confrontational, and were careful not to escalate the situation in any way.

Obviously, someone filming at a nuclear power station will be a cause for concern, however it is important that should such an incident occur where someone is filming that we respond in a consistent way. We must also recognise that any member of the public can film if they are on public property, which includes any space to which the public has the right of access, including the areas surrounding the sites we protect.

As a police officer on patrol in the community and protecting vital national infrastructure, it is becoming increasingly likely that you will be filmed as you go about your role. While not ideal, it now appears to be standard practice to record everything and particularly interaction between the police and public and we cannot stop anyone from carrying out their lawful business. The introduction of body worn video to the CNC in the coming months will be a useful tool for this type of interaction.

The NPCC [guidance on how to deal with auditors and social media bloggers](#), offers some excellent advice and I would urge you all to read it. It is important, as in all matters when dealing with members of public, that we are all mindful of our actions and consider our conduct. Below is some advice to help in such a situation:

- Provide your name and shoulder number if asked
- Remain calm and professional if responding to a situation where someone is recording a public/civil service premises and/or staff
- Allow individuals to film if they are on public property
- If you know the individual, then address them by their name
- Section 43 of the Terrorism Act 2000 should be a last resort and only used when reasonable suspicion exists
- Have an appropriate response if questioned by an individual, with the knowledge that they are looking for an inappropriate response by police, or to be unlawfully detained. Remember that your first words will often dictate the remainder of the contact. A professional greeting such as, "How's it going today?" will often work better than, "What are you doing out here?" or "Why are you recording here?"
- At times individuals have asked if they are being detained or what the basis is for their detention. Without reasonable suspicion, an appropriate response would be to tell the person(s) that they are not being detained, they are free to leave at any time and they are free to continue with their activities
- Be honest - if responding based on a call reporting suspicious people, it is appropriate to say why you are there. You could say: "Someone called regarding your activity. I would like to ask you a few questions about what you are doing out here. You are not being detained and are free to leave at any time." or "Some people find it suspicious that you are recording our premises and staff. I would simply like to find out what you're doing out here." If there is nothing suspicious about their behaviour, respond as such. It is acceptable to ask them what they are doing, why they are recording, and what their purpose is for recording such activities.

- If you do feel the individual's behaviour may represent a genuine security risk or risk to the personal information of staff to be misused, be clear and confident of the powers at your disposal, and clearly explain why you are using them. Do not seize a camera or phone unless you deem it evidential
- If an individual identifies themselves as from the media, contact the Corporate Communications team with the name of the individual and their organisation
- Officers who deal with these individuals are advised to record the incident either as a security breach or submit intelligence if the person is known to you

Finally, if you have been filmed, let your line manager know. They are there to provide any necessary support and advice and recommend any further actions that you may need to take.

I know that you will deal with any interactions of this nature in a professional and calm manner, however I hope this advice will give you the confidence to interact with those who may be deliberately seeking a reaction from you.

ACC Louise Harrison