



NICE ■

Community Portal Manual

02 Responding to Requests for CCTV Footage



INTRODUCTION	3
HOW TO VIEW AND RESPOND TO REQUESTS.....	4
1. LOGIN AND SELECT REQUESTS	4
2. VIEW REQUEST	5
3. RESPOND TO A REQUEST.....	6
4. ADDITIONAL INFORMATION WHEN UPLOADING FILES.....	7
OTHER AVAILABLE FUNCTIONS.....	8
5. MANAGING REQUESTS.....	8
6. ASSIGN A REQUEST.....	9
7. REJECT A REQUEST	9

Introduction

Thank you for agreeing to register with the NICE Investigate Community Portal. Your CCTV cameras can help Lancashire Constabulary deter and solve crime.

Registering your cameras will streamline the information exchange, making it easier for Lancashire Constabulary to identify which of your cameras may have evidential footage and will it simplify the process of making it available to an Investigating Officer.

This guide covers in more detail how you respond to requests for CCTV footage along with providing detail on all the aspects of the Respond Function within the Community Portal.

In addition there is also a further guide that provide information on the administration functions that exist within the Community Portal. This guide along with more information on the NICE INVESTIGATE Community Portal and how the use of it benefits both yourselves and Lancashire Constabulary can be found at www.lancashire.police.uk/contact-us/register-your-camera.

If you have any questions or have any issues with the registration process please email NICE.SUPPORT@LANCASHIRE.POLICE.UK

HOW TO VIEW AND RESPOND TO REQUESTS

1. LOGIN AND SELECT REQUESTS

When you select the Requests Tab the system automatically shows you the open request(s) that need to be completed. For each request the following information is displayed;

- **Status** – which will be New or In Progress (you can use the filters to expand the display to include requests that have been completed etc.)
- **Priority** – this set by the requesting officer
- **Assigned to** – Where an organisation has multiple users registered with the portal you can assign the request to a specific user or group of users within your organisation. A request does need to be assigned to be completed and returned to Lancashire Constabulary.
- **Created By** – the officer who has generated the request
- **Required by** – when the Officer requires the request to be completed by.
- **Sent to** – who within the organisation the requesting officer sent the request to – if there are multiple users registered the officer may send the request to multiple users

You will also be able to see which of the Requests there have been any additional messages sent and received through the portal.

The screenshot shows the 'REQUESTS' tab in the NICE Investigate Community interface. The page title is 'Requests (6)' and the subtitle is 'View and respond to requests'. There are navigation tabs for 'REQUESTS', 'CAMERAS', 'MY ACCOUNT', 'USERS', and 'GROUPS'. The user is logged in as 'Andrew Wilson' in 'English (GB)'.

Annotations on the screenshot include:

- Status and priority of the request:** Points to the 'Status' and 'Priority' columns of the first request (BIZ101631).
- Select to Access the Request:** Points to the request ID 'BIZ101629'.
- Message Indicator:** Points to a speech bubble icon with the number '1' next to request BIZ101495.
- Which group or user has been assigned to the request:** Points to the 'Assigned to' column for request BIZ101631, which is 'Northern Stores'.
- The name of the Requesting Officer:** Points to the 'Created by' column for request BIZ101631, which is 'Lancashire Police 8'.
- The name of the Requesting Officer:** Points to the 'Created by' column for request BIZ101630, which is 'Lancashire Police 8'.
- Who the officer sent the request too:** Points to the 'Sent to' column for request BIZ101631, which is 'Andy Wilson'.

Request ID	Status	Priority	Assigned to	Created by	Required by	Sent to
BIZ101631	In progress	Medium	Northern Stores	Lancashire Police 8 UK Customer Police 17 September 2021 10:27	18 September 2021 Due today	Andy Wilson
BIZ101630	New	High	Unassigned	Lancashire Police 8 UK Customer Police 17 September 2021 09:26	19 September 2021	Andrew Wilson
BIZ101629	In progress	Medium	Unassigned	Lancashire Police 8 UK Customer Police 17 September 2021 08:43	19 September 2021	Andrew Wilson
BIZ101628	In progress	High	Unassigned	Lancashire Police 8 UK Customer Police 17 September 2021 08:21	19 September 2021	Andrew Wilson
BIZ101623	In progress	High	Unassigned	Lancashire Police 1 UK Customer Police 15 September 2021 15:48	19 September 2021	Andrew Wilson
BIZ101495	In progress	Medium	Unassigned	Lancashire Police 1 UK Customer Police 24 June 2021 08:44	25 June 2021 84 days overdue	Andrew Wilson

To view the details of the request and to upload the required CCTV footage select the blue request id number that will start BIZ

2. VIEW REQUEST

When you have selected the request you want to action the following screen will be displayed.

The screenshot shows the 'Request details' page in the NICE Investigate Community. The page is titled 'Request details' and shows a request with ID 'BIZ101632' in progress. The request is assigned to an officer and has a high priority. The 'Requested cameras' section shows 'A59 Camera, Carr House Lane'. The 'Requestor' section shows details for Matt Bryant, including his name, collar number, phone number, and email address. The 'Request' section contains details of the reason for the request, including a statement from the requestor and a list of reasons for the request. The 'Declaration' section contains two checkboxes for confirmation. The 'Response details' section is currently empty. The 'Upload' section is also empty. The page includes a 'Messages (0)' section on the right side.

1 Requested cameras

2 Requestor

3 Request

4 I am making enquiries concerned with

5 Other

6 Please provide footage for the following date/time periods

Date / Time From	Date / Time To
16/09/2021 13:00	16/09/2021 13:30
17/09/2021 21:00	17/09/2021 21:30

7 Declaration

1. Name of the **Requested Cameras** – a request may contain a requirement for footage from multiple cameras.
2. **Requestor Details** – the officer making the request will input their details here.
3. **Details of the Request** – the officer will provide some detail regarding the request and the reasons for it.
4. The officer will confirm the **Reason For The Request**.
5. If the reason for the request is **'Other'** the officer will state the reason why.
6. The **Time Period** the footage is required for – there may be multiple time periods.
7. **Officer Declaration** in respect of the footage

3. RESPOND TO A REQUEST

Request details

Assigned to: Select assignee

Requested cameras: A59 Camera, Carr House Lane

Requestor

Name and Collar No: Matt Bryant

Phone Number: 01234 567 890

Email Address: matt.bryant@lancashire.police.uk

Request

Details of/reason for request

As well as specifying which camera (s) the footage is required from the officer will provide details of why they need the footage (they will describe this as far as possible, without prejudicing the investigation). The Officer will also detail any specific requests associated with the footage.

I am making enquiries concerned with

The prevention or detection of crime

The prosecution or apprehension of offenders

Protecting the vital interests of a person

Other (please specify)

Other

If the footage is requested for other details an Officer will provide those details

Please provide footage for the following date/time periods

Date / Time From	Date / Time To
16/09/2021 13:00	16/09/2021 13:30

Declaration

I confirm that the personal data requested is needed for the purpose indicated above and a failure to provide that information will be likely to prejudice those matters.

I confirm that the individual(s) whose personal data is sought should not be informed of this request as to do so would be likely to prejudice the matters described above.

Response details

Additional comments *

Please provide any other relevant information

Upload

Please choose the type of items to upload.

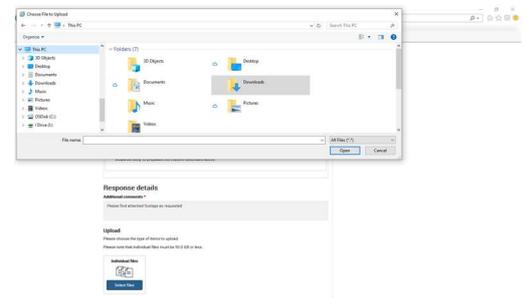
Please note that individual files must be 50.0 GB or less.

Individual files

Select files

1. If you need to send a message back to the requestor at Lancashire Constabulary to clarify any aspect of the request enter the message into the Message box and select send.
2. You can assign an individual or group within your organisation to complete the request.
3. The request will define a time period for when the CCTV footage is required. Access your CCTV system and download the relevant footage ready for upload to the request.
4. When you are ready to respond to the request you can upload files by selecting **SELECT FILES** in the Upload section

When you select Upload Files windows explorer will be displayed.



Simply identify the required file that you need to upload for the request and select open.

When the upload is complete the upload status goes green and a green tick is displayed. You can upload multiple files if required.



5. You can also add any additional comments to the response

- You can save your changes to the response at any time by selecting **SAVE REQUEST**
- When you are ready to submit the response select **SUBMIT RESPONSE**



- You will be asked to confirm the following Response.

Confirm response

In responding to Lancashire Police 1's request with 1 uploaded file(s), you agree to the below terms and conditions for providing information.

I certify that the information provided is a direct copy of the information recorded by this camera system for the requested timeframe and is provided with no intent to mislead. I understand that making a false report to law enforcement is a serious offense and may be punishable by law.

4. ADDITIONAL INFORMATION WHEN UPLOADING FILES

- File uploads must be 50 GB or less.
- The same file cannot be uploaded more than once.
- Folders and/or files with zero bytes cannot be uploaded.
- Navigating away or closing NICE Investigate Community altogether before one or more files have completed interrupts the upload. You are asked if you want to leave the site or not. Click **Stay** and the upload continues. If you choose to click **Leave** the upload will not complete. When you log back in, the files that were in the uploading status will need removing (by clicking the **Remove** button) so you can re-upload them.
- The request can also be saved by clicking on **Save request** and continue actioning the request later.
- The Request can also be rejected by clicking on **Reject request** and a comment added as to why the request has been rejected.

OTHER AVAILABLE FUNCTIONS

5. MANAGING REQUESTS

There are several functions within the Requests Tab that allows you to manage the Request that you have received from Lancashire Constabulary.

You are able to;

- **Filter** your Requests by Status, Priority and who the requests have been assigned to,
- **Sort** the requests, by Date Created, Required by Date, Priority and Requestor Name

Over time you may have multiple requests for footage. Using the filter and sort will enable you to identify which requests are yet to be completed

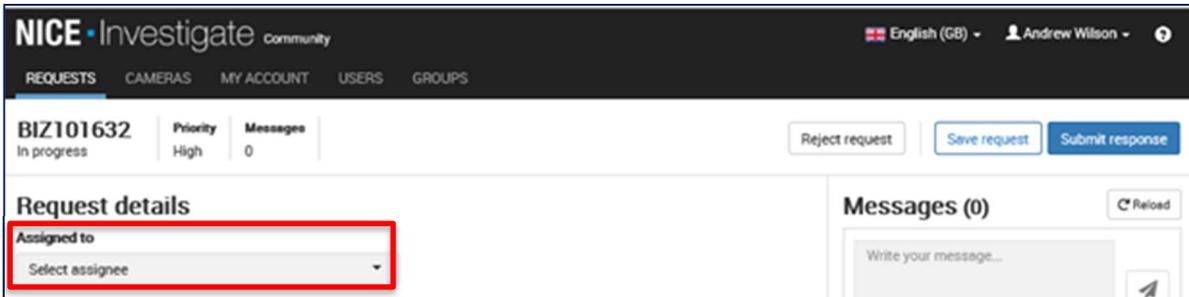
The screenshot shows the NICE Investigate Community interface. The top navigation bar includes 'REQUESTS', 'CAMERAS', 'MY ACCOUNT', 'USERS', and 'GROUPS'. The user is logged in as Andrew Wilson. The main heading is 'Requests (6)' with a sub-heading 'View and respond to requests'. A 'Filter by' sidebar on the left is highlighted with a red box, showing options for Status (New, In progress, Completed, Rejected, Failed), Priority (Medium, High), and Assigned to (Andrew Wilson, Andy Wilson, Norther Stores). A 'Sort by' dropdown menu is also highlighted with a red box, set to 'Date created (Newest first)'. The main content area displays a table of requests with columns for ID, Status, Priority, Assigned to, Created by, Required by, and Sent to.

Request ID	Status	Priority	Assigned to	Created by	Required by	Sent to
BIZ101631	In progress	Medium	Northern Stores	Lancashire Police 8 UK Customer Police 17 September 2021 10:27	18 September 2021 Due today	Andy Wilson
BIZ101630	New	High	Unassigned	Lancashire Police 8 UK Customer Police 17 September 2021 09:26	19 September 2021	Andrew Wilson
BIZ101629	In progress	Medium	Unassigned	Lancashire Police 8 UK Customer Police 17 September 2021 08:43	19 September 2021	Andrew Wilson
BIZ101628	In progress	High	Unassigned	Lancashire Police 8 UK Customer Police 17 September 2021 08:21	19 September 2021	Andrew Wilson
BIZ101623	In progress	High	Unassigned	Lancashire Police 1 UK Customer Police 15 September 2021 15:48	19 September 2021	Andrew Wilson
BIZ101495	In progress	Medium	Unassigned	Lancashire Police 1 UK Customer Police 24 June 2021 08:44	25 June 2021 84 days overdue	Andrew Wilson

6. ASSIGN A REQUEST

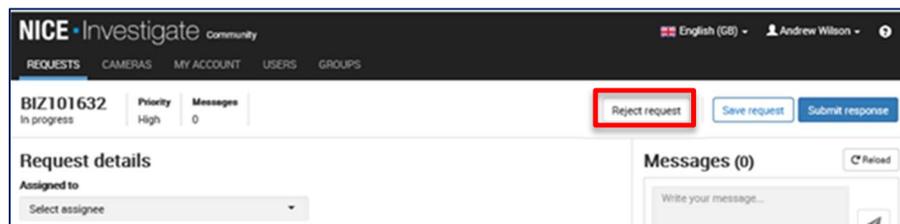
Where you have multiple users registered with the Community Portal you can assign a request to a specific user or group of users.

To assign a request – access the request. All users and groups that have been registered within the Community portal will be available to assign a request to.

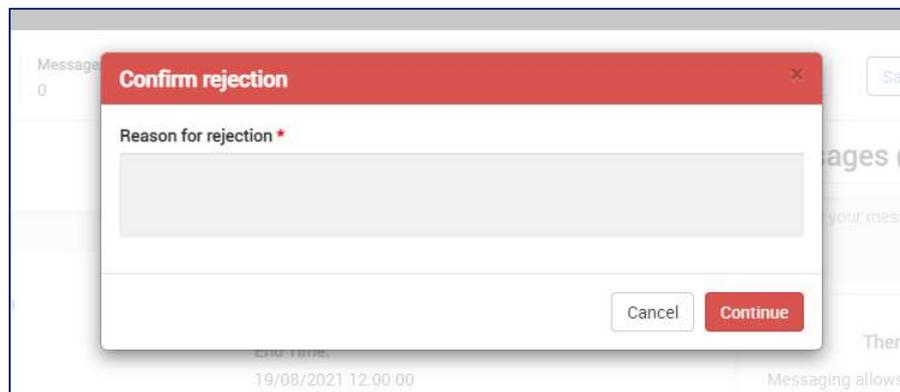


7. REJECT A REQUEST

If you are not able to provide the required footage you are able to reject a request. Access the request and select **Reject Request**



Add a reason for rejection and select **Continue**.



The request will be rejected and a message sent to Lancashire Constabulary. If you select **Rejected** in the filter you can see the status of the request is rejected.

Requests (1)
View and respond to requests

Filter by Reset all Sort by: Date created (Newest first)

Status	Request ID	Status	Assigned to	Created by	Responded on	Sent to
<input checked="" type="checkbox"/> Rejected (1)	BIZ100044	Rejected	Unassigned	Matthew Bryant Lancashire Constabulary 6 August 2021 16:38	6 August 2021 16:41	

1