



RIPA - SPOC Considers Referral

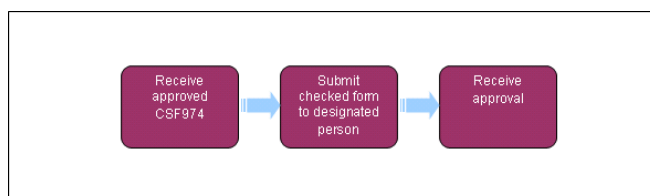
This procedure is part of the preparation of an application for information covered by the Regulation of Investigatory Powers Act (RIPA). The information, which is obtained from communications service providers, (CSO) includes details of billing addresses, bank accounts and telephone numbers. Criminal legal enforcement investigators (at EO or HEO grade) use this procedure to confirm the current location of an individual where other actions have failed.


This procedure is used by the communications single point of contact (SPOC) whenever they receive a CSF974 application form from an Investigator. It ensures that the form has been correctly completed and establishes whether or not the information can be supplied by the CSP, in what form, and at what cost.

If the SPOC accepts that the application is necessary and proportionate, they log its details and their activities, and email the form to the designated person (the authorising manager). If they require further information, they return it to the sender.

If the designated person accepts the application, they complete and sign the CSF974 form and return it to the SPOC. If they reject it, they add their reasons for rejection to the form, return it to the communications SPOC and destroy all related documentation.

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



 This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

Receive approved CSF974

Communications (single point of contact) SPOC:

1. Give the CSF974 application form the next available unique reference number from the communications data spreadsheet.



If you are the applicant, SPOC action must be taken by an alternative SPOC. Under no circumstances should an applicant be the same person as the SPOC.

2. Check the form to establish that each section of the application has been completed.
3. Check that the communication service provider (CSP) can provide the information requested. If there are concerns, contact the CSP using the contact details on Outrigger Home Office's CSP look up tool.
4. Check how much the CSP charges for the information. Charges levied by the CSP are reflective of the effort and cost incurred in providing the information. If the charging information is not already held, contact the CSP.
5. Check if the data sought by the investigator requires the acquisition of excess data (i.e. can the CSP edit their data to provide the CMG with the data requested?). Contact the CSP if there are any concerns.
6. Consider if there are any other factors the designated person (the authorising manager) needs to be aware of to make their decision.
7. Complete and sign section 15 of the CSF974 application form. In sensitive cases, this must be completed by hand.



Do not complete Section 16 – authorisation.

8. If the application needs further information, you must return it by email to the team leader (TL) with details of the information required.

SPOC action

Accept application

9. Open the communications data spreadsheet in the central shared folder, complete it with the required information, and save it.
10. Create a new CSF976 **SPOC Log** for the CSF974 application and complete the log with the action taken so far.
11. Create a new folder in the central shared folder (RIPA communications data) for the application, using the unique reference number as the name of the folder.

12. Save the CSF976 SPOC log for the CSF974 application in the newly created folder.

Reject application

Insufficient information

Team leader action

13. Return the application to the investigator, who completes the information and resubmits the application.

Cost effective

14. Return the application to the investigator, noting in the email the reason for rejecting the application. The email subject field must include **RESTRICTED – PERSONAL – RIPA Application** and you must request a read receipt. (If the case is sensitive, the email must be marked private).
15. Request the investigator to continue with the investigation.
16. Once the read receipt has been received, permanently delete it.

Investigator action

17. Update the criminal investigation file with the reason why the RIPA communications data application was rejected and the next course of action to be taken.
18. Update the notes/freetext facility on the CMS system with the outcome of the RIPA application.

Sensitive cases

SPOC action

19. Print off a copy of the CSF976 SPOC log template, complete it by hand and store in the secure locked cabinet with the application relating to the case.
20. Complete the communications data spreadsheet for the sensitive case electronically, ensuring no personal details are stored on the communications data spreadsheet. The case is identified on the spreadsheet by the unique reference number. Save the new log.
21. Open the new application folder (see **step 12** above) and save in it:
 - A copy of the CSF974 application form from the investigator
 - A copy of the CSF974 application form with the SPOC's assessment
 - Any other documents relating to the application

If there are CSF974 forms for both the paying parent and the receiving parent in the same case, create one folder saved under the case reference number, with two subfolders to contain paying parent and receiving parent information.

22. Email the agreed CSF974 application to the designated person using the dedicated RIPA email account, marking the email **FAO Designated Person**.
23. Update the CSF976 SPOC log with details of the action taken.
24. Update the communications data spreadsheet with the date sent to the designated person and the name of the designated person.
25. Photocopy the hard copy of the CSF974 application and pass the original hard copy application by hand to the designated person located with you.
26. If the designated person located with the you has been involved in the investigation, you must:
 - Contact another designated person
 - Advise that you are going to fax an application for a sensitive case and that you are going to send a test fax first, to which you must receive a response.
 - Fax a sheet of paper with: **TEST – please respond to: (your name and telephone number)**.
 - Once you receive a telephone call confirming receipt of the test fax, fax the application form with a covering sheet marked for the attention of the designated person. Request that the designated person confirms receipt of the fax immediately.
 - If the designated person does not telephone within five minutes, contact them to confirm receipt.
27. Store the copy in the secure locked cabinet, along with all fax papers.

Designated person action

Reject application

28. Enter the reasons for rejection on the CSF974 application form and return the form to the SPOC via the RIPA email account, marking the subject field **FAO SPOC - Rejected Application**. For sensitive cases, telephone the SPOC and follow the fax procedure described in **step 21** above.
29. When confirmation of receipt is received from the SPOC destroy the application and all related fax papers using a shredder if possible (alternatively sufficient destruction to ensure the form is unreadable and placed in confidential waste).

Accept application

30. Complete section 17 of the CSF974 application form by ticking the box which states: **I give notice and require the SPOC to serve it on (insert name of CSP). The notice bears the unique reference number (insert the unique reference number)**. The unique reference number is shown at section 4 of the application form.
31. Sign, date and time the form electronically, then send the approved application to the communications SPOC by email to using the RIPA emailaccount, marking the subject field **FAO SPOC - Approved Application**. For sensitive cases, you must follow the fax procedure described in steps 23 to 25 above.

SPOC action

32. Prepare and issue the RIPA notice to the CSP, and wait 10 days for the information to be returned. For more information refer to [RIPA - SPOC Issues Notice](#) and [RIPA - Information Returned](#).

CSF974 application form

CSF976 SPOC log

[RIPA - Apply For Information](#)

[RIPA - SPOC Issues Notice](#)

[RIPA - Information Returned](#)

[RIPA - Pay Invoices](#)

[RIPA - Weed Applications](#)