

Abstract workshop



„CTAP-25: A structured approach to triaging concerning and threatening communication“

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Individuals, brands, and companies receive communications from the general public because of who they are, what they do or what they are perceived to represent. A proportion of these are inappropriate, intrusive and sometimes threatening. How can risk managers decide which require further action, or alternatively which require no further investment of resources? This presentation describes the development and utility of the CTAP-25 (Communications Threat Assessment Protocol), a structured professional judgement approach to the initial assessment of problematic or concerning communications.

The CTAP was developed by forensic psychologists and psychiatrists, together with security personnel. It was based on three initial elements: a detailed examination of the international academic literature; a study of communications threat assessment procedures adopted by various policing and security agencies in the UK, Europe and the US; and new specific research conducted by its authors and their associates. The current form of the CTAP was evolved over many years through the assessment and management of thousands of concerning correspondence cases. This presentation describes the process of CTAP's development, sets out its place in the risk assessment field and provides vital use cases relating to violence prevention and public safety.

The CTAP-25 is intended to aid in the initial assessment of concerning communications, based on the communication itself and upon the few sources of information likely to be available to a threat assessment team at an initial evaluation. It is structured to enable the user to identify the presence of specific risk factors associated with a higher risk of unwanted outcomes, and to allow the user to allocate cases into one of three concern levels, which determine the necessary priority level and urgency of response. It contains descriptions of a set of 25 items to be considered in each case, together with a scoring sheet, guidance on allocation of concern levels, and an outline framework for the drawing up of appropriate initial management plans. In addition, a Quick Correspondence Screen is appended which is designed for use by those receiving or opening correspondence to identify cases to flag up to risk management personnel. CTAP is more than just a single evaluation - it forms an integral foundation to help identify, assess, and triage cases of concern whether they appear with an individual, a private office or a multi-national organisation. CTAP-25 is widely used within law enforcement, public figure protection agencies, and the education, financial, retail, tech and talent management sectors.

Following this initial introduction, we will highlight how CTAP-25 is used by organisations to great effect. We will also work through a series of case studies from numerous sectors showing the key points at which an effective identification, threat assessment and triage process has been incorporated to save lives and manage complex cases.

Initial inter-rater reliability results for the CTAP will be presented. Its utility, and its role in the risk assessment process will be illustrated through a series of case examples.

At the end of this presentation, the audience will be able to:

- 1) Identify the value of adopting an SPJ designed specifically to support the initial threat assessment process, rather than simply relying on risk assessment tools for this purpose.
- 2) Recognise how best to incorporate key stakeholders and employees in receipt-channels so that cases can be identified at the earliest possible outset.
- 3) Refine their threat management programs in order make them more structured, reliable and defensible in the protection of clients and places of work from communicated harm and fixated risk.