

Communications are Key to Martyn's Law Readiness and Public Protection

Andrew Goodman, Avoira's Head of Critical Communications, looks at the implications of Martyn's Law, and how organisations can strengthen preparedness, improve resilience and meet new compliance requirements through people, processes and technology.



What is Martyn's Law?

Martyn's Law establishes a framework requiring those responsible for certain premises and events to take appropriate and proportionate measures to reduce the risk of harm from terrorist activity.

Central to the legislation is the concept of the "responsible person", the individual or organisation accountable for ensuring preparedness. Measures required under the Act broadly fall into three categories:

1. Procedural: policies, response plans, staff roles and escalation routes
2. People-based: training, awareness and confidence in execution
3. Physical and technological, systems that support detection, communication and response

Importantly, the law recognises that risk varies significantly by venue type, size and use. As such, compliance is not a one-size-fits-all exercise, it is about demonstrating that measures are appropriate to the specific environment.



Which venues are affected and how?

Martyn's Law applies across a wide range of publicly accessible locations, from community spaces through to large-scale entertainment venues.



Under 200 capacity

Premises with fewer than 200 occupants fall outside the scope of the legislation.

However, there remains an expectation that operators will follow good practice. Many smaller venues are already taking steps to review procedures and improve preparedness as a matter of duty of care.



200-799 capacity | standard duty premises

Standard duty premises are required to:

- Register with the regulator (Security Industry Authority)
- Implement “reasonably practicable” public protection procedures

Here, the emphasis is on ensuring that people and processes work under pressure. This includes:

- Recognising suspicious behaviour
- Raising alerts quickly
- Communicating clearly
- Executing actions such as evacuation or lockdown

A key challenge for organisations at this level is not whether procedures exist, but whether they are:

- Understood by staff
- Practically achievable
- Capable of being executed in real time



Enhanced duty premises, and qualifying events, face significantly more detailed requirements.

In addition to procedural readiness, they must:

- Implement measures to reduce vulnerability to attack
- Assess how these measures reduce risk of harm
- Maintain documented security plans
- Review and update those plans regularly

The Act highlights four key areas of focus:

- Monitoring - understanding what is happening in and around the site
- Access control - managing entry and exit points
- Physical security - protecting people and infrastructure
- Information security - protecting sensitive operational data

For these organisations, compliance is not simply a checklist exercise, it requires a structured, ongoing approach to risk, readiness and resilience.



Martyn's Law: Are You Prepared?

Download our quick readiness check to make sure your team are ready.

[Download here](#)

What does “preparedness” look like in practice?

While Martyn's Law sets out requirements, preparedness is ultimately about operational reality.

In practice, it comes down to whether an organisation can respond effectively in the first few minutes of an incident.

This means being able to answer key questions with confidence:

- Can staff communicate instantly and clearly?
- Are escalation routes known and understood?
- Can multiple teams coordinate actions in real time?
- Is there visibility across the site?
- What happens if systems fail?

For many organisations, this assessment process reveals that gaps are not always in policy, but in execution.

Technologies which support Martyn's Law readiness

Technology plays a critical role in bridging the gap between planned procedures and real-world execution.

When implemented effectively, it enhances communication, improves situational awareness and supports faster, more coordinated responses.

Body-worn cameras: enhancing visibility and decision-making

Body-worn cameras are evolving beyond their traditional role as evidential tools.

Modern devices, such as Motorola Solutions' V-Series, offer:

- Live HD streaming to control rooms
- Push-to-talk communication between frontline staff and supervisors
- Automatic multi-camera activation during incidents

This means that when a situation arises, decision-makers are no longer reliant solely on radio descriptions, they can see events unfold in real time.

In practice, this can:

- Accelerate decision-making
- Improve coordination between teams
- Provide a clear record for post-incident review

Learning from Manchester: real-world change

The Manchester Arena Inquiry identified communication and coordination challenges during the response to the 2017 attack.

As part of its response, Greater Manchester Fire & Rescue Service is rolling out body-worn cameras with live-streaming capability.

Deputy Chief Fire Officer Carlos Meakin stated:

"The ability to livestream footage and review it afterwards will strengthen how we support crews on the ground, improve training, and enhance how we respond."

This reflects a wider shift toward equipping frontline teams with tools that improve both real-time response and organisational learning.

Digital radio: dependable communication under pressure

In an incident, communication must work, regardless of environment or network congestion.

Digital radio systems provide a level of reliability that public networks cannot guarantee.

Solutions such as Motorola's MOTOTRBO range offer:

- Advanced noise suppression
- Consistent, clear audio
- Group-wide broadcast capability ("All Call")
- Emergency alert functions

Additional features include:

- Lone worker protection
- Fall detection alerts
- GPS tracking
- Silent data messaging (where speaking may not be appropriate)

For more sensitive environments, TETRA systems, used by emergency services, provide even greater resilience and security.

Integrated Command and Control Systems: a single source of truth

One of the biggest challenges during any incident is fragmentation—different teams working from different information.

Integrated Command and Control Systems (ICCS) address this by bringing together:

- Communications networks
- CCTV feeds
- Alarm systems
- Data and messaging platforms into a single interface.

This creates a real-time operational picture, enabling:

- Faster decision-making
- Better cross-team coordination
- Reduced confusion and duplication

For example, a control room can simultaneously:

- Monitor video feeds
- Communicate with field teams
- Issue alerts
- Coordinate emergency response

This level of integration is particularly valuable in large or complex environments, where multiple stakeholders must work together seamlessly.



Cyber security: protecting critical information

Martyn's Law explicitly recognises the importance of protecting sensitive information.

Operational data, such as security layouts, procedures or system architecture, can present a risk if accessed by malicious actors.

Preparedness therefore includes:

- Robust access controls
- Regular system updates and patching
- Monitoring for unauthorised access
- Secure storage of sensitive data

As physical and digital systems become increasingly interconnected, cyber security is no longer separate from physical security, it is a core component of it.

Cloud and hybrid infrastructure: enabling resilience

Incidents can disrupt physical infrastructure, but operations must continue.

Cloud and hybrid solutions help organisations maintain continuity by enabling:

- Remote system access
- Backup communications
- Data redundancy

A hybrid approach, combining on-premise systems with cloud failover, provides both performance and resilience. This ensures that even if a site is compromised, organisations retain the ability to communicate, coordinate and respond effectively.

What next?

As Martyn's Law moves toward full implementation, organisations have an opportunity to take a structured approach to readiness. This is not about over-engineering solutions, it is about ensuring that people, processes and systems work together effectively. The critical step is understanding your current position.

If an incident occurred today:

- Would communication be immediate and reliable?
- Would escalation be clear?
- Would teams know what to do, and be able to do it?

Preparedness begins with being able to answer those questions with confidence.



Martyn's Law: Are You Prepared?

If an incident occurred right now, could your team coordinate a response in the first 5 minutes?

[Download our quick readiness check](#)



How we can help

We support organisations in translating Martyn's Law into practical, proportionate readiness plans.

Our approach focuses on; assessing current preparedness, identifying gaps and risks, designing integrated, scalable solutions and supporting long-term compliance

If you would like to understand how prepared your organisation is today, we offer a free readiness review.

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