



Freedom of Information Request FOI 18 106

Policies and procedures relating to the recording of staff

Query and response:

1. Are Service Users or the general public allowed to audio-visually record meetings and calls with your staff? If so, do they require permission or are they permitted to do so covertly? Do you have any guidance or policy for the public or service users to record calls when they speak to your staff or call centres?

Dorset & Wiltshire Fire and Rescue Service (DWFRS) do not currently have any specific policies relating to the audio-visual recording of our staff therefore, this information is not held.

2. Do you Inform Users they can record? If the answer is no what is the reason for this?

DWFRS do not currently have any specific policy, procedure or guidance for staff or service users relating to this matter. The reasons for this are not held.

3. What is your organisations protocol on service users recording calls when they speak to your staff? Please provide a copy of your policy, procedure and guideline notes on this issue.

DWFRS do not currently have any specific policies or protocol relating to the audio-visual recording of our staff.

4. Are service users made aware of their right to record the encounter, if they choose to do so? Is this reflected in you policy document on the matter?

DWFRS do not currently have any specific policy, procedure or guidance for staff or service users relating to this matter.

5. Does your organisation have an "Unacceptable Behaviour" policy? If so, please can you provide me with a copy? If such a policy contains points of objectionable behaviour such as telephones calls being recorded by the caller due to them being not necessary or unwanted or needed, and furthermore the staff members may feel threatened or apprehensive, are you aware that denying users the right to record calls goes against the current UK laws?

DWFRS expects all employees to behave appropriately and professionally, therefore what is expected of staff is detailed in a variety of organisational, policy, procedure and other documents rather than through a single policy dedicated to unacceptable behaviour.



6. Are your policies and procedures compliant with the public right to audio-visually record encounters with your staff, without their consent? If not, will you provide appropriate training for your staff so they are fully informed of the Public right to record?

DWFRS do not currently have any policies that address the matter above. Information regarding whether or not training will be provided to staff on this matter is not held.

7. What is your organisations current charging policy for Freedom of Information requests (FOI) or Subject Access Requests (SAR)? If charges are applied are concessions available for those on low income or students?

DWFRS do not charge for responding to Freedom of Information requests or Subject Access requests. The only exception to this would be if a Subject Access request is manifestly unfounded or excessive. Any such charges would be applied in accordance with ICO guidance.

8. What is your organisations complaints policy? Please can you forward me a copy. Does your complaints procedure permit service users evidence such as covert call recordings to form part of the investigation?

Our Compliments & Complaints procedure is publicly available. Under the terms of the Act, a request for information can be refused where one or more exemptions listed in the Act apply. In this case we are claiming the following exemptions to the information that you have requested:

“Information accessible by other means” in Section 21 of the Act. The information requested can be found via the following link:

<https://www.dwfire.org.uk/wp-content/uploads/2016/04/IM-4-Compliments-Compliments-V1.0.pdf>

9. Does your complaints procedure permit service users evidence such as covert call recordings to form part of the investigation?

This information is not held, any complaints and evidence relating to them would be looked at on a case by case basis.