

FOI Ref: FOI/OPCC/18-033

5th November 2018

Dear member of the public

I am writing in response to your request for information under the Freedom of Information Act 2000, dated 5th October, 2018.

I have done my best to respond to each of your questions however, as you will see below, there are a number of questions which are asking for views or opinions.

Each response can be found in red below:

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

No, we do not have a policy for the public to record calls when they speak to staff in the Office of the Police and Crime Commissioner (OPCC).

2 If You have a Unacceptable Behaviour Policy and Procedure can you tell me if one of these are to object to telephone calls being recorded by the caller due to it being not necessary or unwanted or indeed the staff member feels threatened can you explain why you would have such Unacceptable Behaviour Policy and Procedure that goes against current UK law.

Details about how to contact the OPCC and what they can expect can be found on the PCC's website here: <http://www.cambridgeshire-pcc.gov.uk/contact-us/>. Our policy does not include any objections to telephone calls being recorded by the caller.

3 Are your staff the majority of them who answer public calls or when meeting a member of public are staff aware of the policies and the laws ref telephone recordings using the relevant laws laid down by legislation. If the answer is no why not.

The information requested is not recorded information as defined by the Freedom of Information Act therefore we are citing Section 8 of which stipulates that public bodies are not at liberty to respond to questions seeking opinions and/or views. If you are able to provide further clarification, please do re-submit your request.

4 If you have no policy advice or framework for the above will you develop a policy etc. Will you encourage the public to record a 2 way conversation if the answer is no why not.

As this question asks whether a policy may be developed in the future, we are citing Section 8 of the Freedom of Information Act which stipulates that public bodies are not at liberty to respond to questions seeking opinions and/or views. If you are able to provide further clarification, please do re-submit your request.

5 What are your organizations views on charging the public in foi requests and data protection and subject access requests should their information request be free.

As this is a request for an opinion, and not a request for information, this is also covered by Section 8.

What happens in a situation a benefit claimant or non-waged person needs information what do you do to help them or someone who has no spare income.

As this is a request for an opinion, and not a request for information, this is also covered by Section 8.

Is it fair if the public record you then they should charge you for a copy of the recording or video the same fee you charge them.

Any tips and comments will help the public understand the UK's public servants and business policies ref this subject.

As this is a request for an opinion, and not a request for information, this is also covered by Section 8.

6 What do you do and what is your policy when a serious complaint against a staff member is made when a person complains about wrong doing and has evidence of foul play in your organization will you accept covertly or permission based Audio or video evidence in the case.

Do you fully investigate under public interest laws and take note of any criminal charges.

If the answer is no why not.

The Public need to record all calls too many lies now it's time for honesty.

Your comments please

When a serious complaint against a staff member is made, evidence is gathered and the matter investigated in accordance with the policy – link here: <http://www.cambridgeshire-pcc.gov.uk/transparency/complaints-and-conduct/>.

We trust that the information provided above meets your needs. However, if you are unhappy with this response, please see the attached 'satisfied with our service' document, which sets out your rights to appeal.