



DATE:	13th November 2018	FOI REQUEST NO:	222_1819
FOI REQUEST AND RESPONSE			
<p>Please see answers in blue.</p> <p>1) Are Service Users or the general public allowed to audio-visually record meeting and calls with your staff? If so, do they require permission or are they permitted to do so covertly?</p> <p>SWFRS has no formal policy/procedure on this.</p> <p>If a service user asked permission to record a phone call or meeting, the matter would be given consideration taking into account issues such as the nature of the discussion/meeting, who was present, the wishes of each of those individuals, and with information about how that recording may be used (to ensure compliance with any relevant legislation).</p> <p>If a service user were to covertly record a conversation – then we would not be aware of the recording being undertaken so would not have the opportunity to give permission.</p> <p>When choosing to record a conversation, particularly covertly, then it would be the responsibility of the individual making the recording to ensure they are aware of all relevant legislation.</p> <p>No recordings are permitted at meetings of the Fire & Rescue Authority, which is documented in Standing Orders</p> <p>1) Do you have any guidance or policy for the public or service users to record calls when they speak to your staff</p> <p>No.</p> <p>2) What is your organisations protocol on service users recording calls when they speak to your staff or call centres? Please provide a copy of your policy, procedure and guideline notes on this issue.</p> <p>No information held</p>			

3) Do you Inform Users they can record.

No.

If the answer is no what is the reason for this please if so do send me a copy.

There is no requirement for us to inform individuals they may record calls or meetings. No documentation is held in relation to this

4) Are service users made aware of their right to record the encounter, if they choose to do so?

No - whilst the law does not prohibit individuals from recording calls or meetings, it does not create an absolute right for individuals to do so.

Is this reflected in you policy document on the matter?

As previously stated – we do not have any formal policies/procedures in relation to this.

5) Does your organisation have an “Unacceptable Behaviour” policy?
If so, please can you provide me with a copy?

Whilst we do not have an “Unacceptable Behaviour Procedure we do have a procedures which outlines the standards and behaviours we expect all staff to work with. This “Standards and Expectations” procedure is attached.

It is supported by a range of procedures that cover various aspects of our service delivery.

Regarding court staff the public or the court itself.

This is not applicable to SWFRS.

6) 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.

Not applicable. Please see previous answers.

7) Are your policies and procedures compliant with the public right to audio-visually record encounters with your staff, without their consent?

All SWFRS procedures are written to reflect all relevant legislation and/or regulatory frameworks.

9) What is our 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?

SWFRS does not charge for the provision of information provided in response to FOI requests and SARs. A charge would be made only where permitted by the relevant legislation.

10) 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?

Documentation attached.

11) Does your complaints procedure permit service users evidence such as covert call recordings to form part of the investigation? Not specifically, however, any such requests would be considered on a case by case basis.