



Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

Com Sec: 10\3897

June 2010

Dear Mr Zuller MLA

To ask the Minister of Justice what measures and procedures the PSNI has in place to record all calls made by the public to the police 7280/10

The above mentioned question was placed before the Minister of Justice, who has deemed that this is an operational matter for the Police Service of Northern Ireland. Therefore the Chief Constable has been asked to respond directly.

The PSNI has introduced a number of key initiatives to facilitate the recording of calls made by members of the public. These have include technological advances such as

- The provision of standardised, resilient call management technology to provide data for supervisors to manage flow of incoming calls;
- Implementation of Prioritised Call queues for Public vs. Internal callers;
- The provision of specialist voice recorders for non emergency calls for quality assurance purposes;
- The provision of Call-Waiting messages whilst callers are awaiting transfer.
- Additional contact channels via streamlined Text-phone facilities for the auditory impaired

In addition we have also implemented training and improved business processes in these areas, to ensure adherence to National Call Handling Standards.

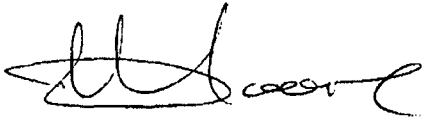
Please be advised that a copy of this letter will be placed in the Library of the Northern Ireland Assembly. If you have any queries regarding this response, please address your correspondence to Command Secretariat, PSNI Headquarters, 65 Knock Road, Belfast, Northern Ireland BT5 6LE.

Command Secretariat, PSNI Headquarters, 65 Knock Road, Belfast, Northern Ireland BT5 6LE
Telephone: 028 90700006, Fax: 028 90700124



Calls within Police Service of Northern Ireland telephone system may be monitored or recorded

I trust this is of assistance.

A handwritten signature in black ink, appearing to read 'D Moore', with a stylized flourish at the end.

DAVID MOORE
Chief Inspector
for Chief Constable

Mr P Butler MLA
Parliament Buildings
Stormont
BELFAST
BT4 3XX