

GWENT POLICE

GWENT POLICE POLICY VOICE MAIL AND DIRECT DIAL INWARD SYSTEM



1.0 Aims of Policy

The aim of the policy is:-

To enable the owner of the Voice Mail extension number, to respond to calls in their absence.

To ensure that the owner publicises the Direct Dial Inward (DDI) number to enable direct contact to be made without using the Switchboard.

To maintain a system of Quality Assurance and Monitoring of Voice Mail Direct Dial Inward (DDI).

PRINTED VERSIONS SHOULD NOT BE RELIED UPON. THE MOST UP TO DATE VERSION CAN BE FOUND ON THE INTRANET POLICIES SITE.

2.0 The Legal Basis

Section 6 of the Police Act 1996 To secure an efficient and effective Police Service

3.0 Human Rights Certificate of Compliance

The policy has been checked for compliance with the Human Rights Act; with particular reference to the legal basis of its precepts: the legitimacy of its aims; the justification and proportionality of the actions intended by it; that it is the least intrusive and damaging option necessary to achieve the aims; and that it defines the need to document the relevant decision making process's and outcomes of actions.

4.0 Compliance with The Welsh Language Scheme

This policy should aims to comply with the organisations Welsh language Scheme in terms of dealing with the Welsh speaking public, impact upon the public image of the organisation and the implementation of the language scheme.

5.0 Risk Assessment and health and safety Considerations

The Gwent Police Service Dynamic Assessment should be applied as necessary. A training package in the use of risk assessment will be provided to all police personnel if requested or required.

6.0 Identification Section

Policy Title: Voice Mail and Direct Dial Inwards System

Reference: 309-1 a issue 1

Chief Officer Lead: ACC

Service Area Owner: Response Policing

Department Responsible: Communications

Links to other Policies/Procedure: Data Protection, Information Security, Health and Safety.

Policy Implementation Date: 1st October 2009

Policy Review Date: October 2011