



**Call Recording Policy (Also refer to Contact Centre  
Call Quality Guidelines 2014)**

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**See also Appendix 1 – Call Quality Guidelines 2014**

## **1. Purpose**

The purpose of this policy is to govern the procedures for call recording with Richmondshire District Council and the management of access and use of telephone recordings.

The implementation of recording of telephone calls was agreed to support effective training and delivery of excellent customer service, and to enable the council to deal efficiently with internal or external complaints.

## **2. Scope**

It is initially intended that all calls to both Customer Services and to the Revenue & Benefits Service are recorded. The use of recordings is to be restricted to limited and specified purposes only, in order to minimise intrusion. Should it be deemed appropriate this may be rolled out to other Services.

This policy outlines:

- Recorded information
- Purposes of call recording
- Access and availability
- Information Security (incl Data Protection)
- Monitoring and review

## **3. Recorded Information**

All calls received or made direct from nominated extensions will be recorded utilising the Council's Mitel (Red Box recording) system that is hosted by North Yorkshire County Council. Telephone calls currently included in the call recording scope are in the following services:

- Customer Services – calls may be stored securely within the council's system for up to 3 months.
- Revenue & Benefits – calls may be stored securely within the council's system for up to 12 months.

Calls to or from other Services within the council are not currently recorded but may be recorded in any future extension of the telephone recording system.

Calls where the caller provides details of a payment card for the purpose of making a payment to the Council will only be recorded in-part to comply with Payment Card Industry Security Standards (PCIDSS).

#### **4. Purposes of Call Recording**

The purpose of call recording is to provide an exact record of the call which can:

- 1 Help identify Officer training needs and to support training new Officers.
- 2 Assist in the council's quality control to identify any issues in council processes with a view to improving them.
- 3 Establish the facts in the event of a complaint either by a customer or a member of staff and so assist in resolving it.
- 4 Help protect Officers from abusive or nuisance calls

*The first 2 points maybe used with the Call Quality Guidelines policy at Appendix 1 to improve the quality of call answering/improve current policies and procedures.*

*Please see Appendix 1*

In addition, recordings may provide evidence for crime prevention purposes.

#### **5 Internal Access and Availability**

Access and playback of recordings will be securely controlled as per the requirements of the council's data protection policy/information governance & security policy.

Only those with the appropriate authority can access calls. This will be restricted to the Service Managers. *Please see Equipment and Hardware Policy.*

They are required to maintain a secure and private password, which is auditable and traceable within the software.

Access to calls may be for a number of reasons. It is anticipated that the three main reasons will be for:

- checking accuracy
- answering complaints
- training to improve service and skills

In addition, recordings may be accessed by the ICT team for the purpose of maintaining the call recording system.

Any individual Officer may request to hear call recordings in which they are personally involved, and the Revenue & Benefits Manager may request to hear call

recordings which involve a member of that team. They should make a written request detailing the reason for hearing the recording to the:

<b>Service Area</b>	<b>Authorising Manager</b>
Revenues & Benefits	<ol style="list-style-type: none"> <li>1. Revenues &amp; Benefits Manager</li> <li>2. Local Taxation &amp; Recovery Team Leader</li> <li>3. Principal Benefits Officer</li> </ol>
Other Service area	<ol style="list-style-type: none"> <li>1. Service Manager</li> <li>2. Nominated Officer within the respective service</li> </ol>

Or, in their absence, the request may be considered by the ICT Manager/Senior Information Manager.

Councillors will not normally have access to listen to recorded calls unless the call relates to them, or they have the written authorisation from the person being recorded.

## **6 Information Security (Including Data Protection and Notification)**

Recordings constitute the personal data of both the caller and the operator. Therefore they will be managed in such a way that the rights of the callers and operators can be fulfilled, and the obligations of the data controller (Richmondshire District Council) are observed, as per the council's data protection policy.

All relevant council communications will refer to a copy of this policy which is located on the Council's website.

Any caller that request's that the call is not recorded will be transferred to the Manager to make a decision. A decision not to record a call will be made by the Manager in exceptional circumstances only.

Recordings will normally be retained for twelve months and then automatically deleted. Some recordings may be retained for longer than twelve months for the following reasons, if;

- required for an ongoing complaint. In this case the recording will be retained until the completion of the complaint procedure and the expiry of any appeals period.
- they have been identified as valuable for staff training. In this case the recording will be retained until it is no longer useful for this purpose.
- identified as evidence for the record-keeping requirements of the Council's procedure for dealing with unacceptable behaviour towards staff and unreasonable persistent complainants.

These calls will need to be identified by the Service Manager within the initial 12-month retention period as the call will be automatically deleted after 12 months, if not identified.

Customers/callers have the right to listen to or have copies of recordings made of their own calls, requests for access need to be made via the Council's Subject Access Request (SAR) procedure. These recordings will be located by reference to the date and time of the call and the operator's identity. Callers asking for recordings of their calls will have to provide the reason for the request and enough information about date, time and the name of the Officer involved in the call to enable them to be found.

All reasonable attempts will be made to confirm the identity of the individual making the subject access request matches the identity of the caller. If in doubt the final decision will be made by the Council's Senior Information Manager, as set out in the Council's Information/Governance Policy. The Senior Information Manager will also balance the privacy of the caller or Officer with the rights of the individual making a subject access request when coming to a decision.

The Council will supply a permanent copy of the recording in a format that will be suitable to the person requesting the copy. The Council will need to consider practicality and the cost in supplying the copy.

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