

12400 POLICY – STATION MESSAGES AND POCKET NOTEBOOKS

Version: 3 Last Updated: 01/04/09 Review Date: 10/07/10

ECHR Potential Equality Impact Assessment: **Low**

1. About This Policy

- 1.1. This Policy explains how Hampshire Constabulary staff maintain, complete and store Station Messages and Pocket Notebooks.
- 1.2. This policy is aimed at Police Staff and Officers who deal with Station Messages and Police Officers who maintain a Pocket Notebook (PNB).

2. General Principles

- 2.1. The Hampshire Constabulary is committed to providing the highest standards of service at all times. The accurate maintenance of records will assist staff to perform professionally and facilitate self-inspection, whilst ensuring legislative compliance.

3. Statement Of Policy

- 3.1. This policy encompasses Station Messages and PNB's which will be dealt with as separate issues.
- 3.2. The Freedom of Information Act 2000, National Crime Recording Standards and the National Standard for Incident Recording expose the organisations procedures to greater transparency and scrutiny, and emphasise the importance of robust and resilient message handling procedures. A fundamental concept in the handling of messages is that there must be ownership and supervision of all messages at a local level.
- 3.3. Station Messages - The centralisation of message gathering (via the telephone) from Police Stations to the Force Enquiry Centre (FEC), the increased use of the internet and the refinement of call grading by the Force Control Room (FCR) has radically altered the nature and quantity of messages dealt with at station level. Many messages are reduced to RMS either as crime reports or non-crime incidents before reaching police stations. 12402 Procedure - Message Handling implements procedures that will remove message supervision from Station

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to OCU level the standardisation of message handling across the organisation, and compliment the Records Management System (RMS).

- 3.4. Pocket Notebooks – The Freedom of Information Act 2000 has already enforced changes in the procedures for storage and retention of Pocket Notebooks (see 12401 Procedure - Pocket Notebooks). The issue of using 'statements' as original notes for Court is clarified to increase efficiency, reduce overtime and reduce bureaucracy.

4. Implications Of The Policy

- 4.1. This Policy and supporting procedures have been developed in consultation with:
- a) ACPO
 - b) Force Solicitor
 - c) OCU Commanders
 - d) IMU Managers
 - e) Detective Inspectors
 - f) Heads of Departments
 - g) Data Protection Officer
 - h) Force Performance Manager
 - i) Finance Department
 - j) Freedom of Information implementation team.

5. Monitoring / Evaluation

- 5.1. The adherence to, and the effectiveness of this policy will be monitored by Staff Officer to ACC Territorial Operations.
- 5.2. This policy will be further evaluated in response to the ongoing development of RMS and to ensure compliance with NCRS and NSIR.

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6. Review

- 6.1. This procedure will be reviewed annually, beginning one year from the date of publication.
- 6.2. Review will take account of changes in legislation and working practices, as well as consultation with relevant internal departments and external agencies.
- 6.3. The Staff Officer to ACC Territorial Operations will conduct the review.

7. Related Procedures, Policies And Information Sources

7.1. Related Policies

- 7.1.1. 03600 Policy - E-Communications

7.2. Related Procedures

- 7.2.1. 12401 Procedure - Pocket Notebooks
- 7.2.2. 12402 Procedure - Message Handling
- 7.2.3. AD203 – Equality Impact Assessment

Origin: Operational Support