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8 November 2018

## Freedom of Information Request – Ref: FOI 199-1819

Thank you for your recent Freedom of Information request. Please find the Trust's response below.

1. Do you have any guidance or policy for the public or service users to record calls when they speak to your staff or call centres Do you Inform Users they can record. If the answer is no what is the reason for this please if so do send me a copy. **We have no policy aimed at the public. There is a policy for staff which reinforces that the public may record conversations if they wish to. There has been no identified need for a public facing policy.**
2. If You have an Unacceptable Behaviour Policy and Procedure can you tell me if one of these are to object to telephone calls being recorded by the caller due to it being not necessary or unwanted or indeed the staff member feels threatened can you explain why you would have such Unacceptable Behaviour Policy and Procedure that goes against current uk law. If there is no policy why not or how do I find out why? **We do not have an Unacceptable Behaviour Policy and Procedure.**
3. Are your staff the majority of them who answer public calls or when meeting a member of public are staff aware of the policies and the laws ref telephone recordings using the relevant laws laid down by legislation. If the answer is no why not. This sort of training awareness is needed as most call centres social workers teachers police members of parliament are not aware recordings are aloud will you highlight the public is ok to record a 2 way call or will you let the confusion continue.. **The policy referred to Question 1 sets out the legal requirements for staff.**
4. If you have no policy advice or framework for the above will you develop a policy etc if there is a policy send me one pls. **N/A**
5. Will you encourage the public to record a 2 way conversation if the answer is no why not. **No, that would be a choice for the patient and we would not wish to impose a view on them.**
6. What are your organizations views on charging the public in foi requests and data protection and subject access requests should their information request be free. **In accordance with the legislation we do not routinely charge for these requests.**
7. What happens in a situation a benefit claimant or non-waged person needs information what do you do to help them or someone who has no spare income. **Please see answer to Question 6**
8. Is it fair if the public record you then they should charge you for a copy of the recording or video the same fee you charge them. Any tips and comments will help the public understand the uks public servants and business policies ref this subject. **This falls outside of the scope of Freedom of Information as this calls for an opinion.**
9. What do you do and what is your policy when a serious complaint against a staff member is made when a person complains about wrong doing and has evidence of foul play in your organization will you accept covertly or permission based Audio or video evidence in the case. **When a complaint has been made against a staff member we undertake a full investigation in accordance with the Trust's Policy and Procedure on Handling and Resolving Complaints and Concerns, appropriate evidence will be considered during this investigation which may include CCTV or audio recordings of investigation interviews.**

10. Do you fully investigate under public interest laws and take note of any criminal charges. **We investigate in accordance with Trust policies, however we will liaise with the police, safeguarding and professional bodies as and when required**

Yours sincerely,

*Lisa Evans*

**LISA EVANS**  
**Information Governance Officer**  
**2gether NHS Foundation Trust**

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or write to: OPSI, 102 Petty France, London SW1H 9AJ.