



# **ELECTORAL OFFICE FOR NORTHERN IRELAND**

## **CALL RECORDING AND CCTV POLICY**

## **1. Introduction**

This policy details telephone call recording and CCTV procedures for the Electoral Office for Northern Ireland (EONI).

## **2. Purpose of recording telephone calls and CCTV**

EONI utilises telephone call recording and CCTV for the following purposes:

### Telephone call recording:

- Staff training and development
- Monitoring customer service standards
- Investigating complaints
- Acquiring evidence in the event of a legal challenge

### CCTV:

- Monitoring access to EONI offices
- Deterring physical and/or verbal abuse of staff
- Providing evidence if physical and/or verbal abuse of staff occurs
- Deterring identity fraud
- Providing footage of CCTV to PSNI when requested

## **3. Recording method**

### Telephone calls:

All incoming and outgoing telephone calls are recorded on a digital recording system. Members of the public contacting the EONI are advised that both incoming and outgoing calls are recorded for lawful business purposes. Outgoing calls are not normally monitored.

### CCTV:

All persons entering and leaving electoral offices are recorded on a digital recording system. Images and conversations are recorded at all electoral office receptions. Signage is used to inform members of the public that their image and conversation are being recorded.

## **4. Access and Replay**

### Telephone calls:

Access to call recordings is restricted to the member of staff who received the call and his/her line manager, for the purposes stated above. In addition, IT staff have the facility to listen to recorded calls only to the extent necessary for testing of the system and/or troubleshooting.

Managers above the line manager of the person who received the call may obtain access solely for the purpose of investigating a complaint for which they are responsible or for dealing with legal issues.

### CCTV:

Premises Officers within the electoral office can burn a CD of images and conversations recorded over the previous 30 days.

Procedure for searching for an incident:

1. Press search button.
2. Enter password (1,2,3,4).
3. Using down arrow, go to OK.
4. Press enter.
5. Press enter again (this will highlight day).
6. Use arrows to move to required day.
7. Press enter.
8. Use right and left buttons to get to time.
9. Press enter (will start to play).
10. To select camera to view, press camera number key.
11. When search complete press return key repeatedly until live picture appears.

***\*NB – for sound to work camera 2 must be full screen.***

Procedure for archiving footage:

1. Press menu button.
2. Enter password as step 1 & 2 above.
3. Use down arrow to highlight archiving.
4. Press enter.
5. Press down key to go to start time.
6. Press enter.
7. Use arrows to set time and date.
8. Press enter.
9. Press down key to go to end time and repeat step 7.
10. Use down arrow to go to archive and press enter.
11. Use virtual keyboard to re-title. (To delete existing title go to ← key and repeatedly press ← until blank.
12. When title complete, press return key.
13. Use up and right key to go to start.
14. Press enter and follow on screen instructions.
15. Repeatedly press return key to return to live screen.

## **5. Request for call recording/CCTV footage**

### Telephone calls:

Requests for copies of call recordings should be made to the Information Officer or Head of Information Services in her absence, using the form at Annex A.

## CCTV:

Requests for copies of CCTV recordings should be made to the relevant Premises Officer. A request from the PSNI will require the Premises Officer to sign a witness statement. Premises Officers should burn a CD once a month to ensure the system is working and a record kept of when this check was carried out. The same CD should be used for this purpose.

### **6. Call recording report**

A monthly report will be prepared detailing:

- The calls which have been listened to
- The relevant extension numbers
- The dates and times

This report will be saved in TRIM folder 07/00289 which can be accessed by all staff.

Any queries about the call recording procedure should be directed to the Information Officer on 028 9044 6666. Any queries about the CCTV procedure should be directed to the Finance Officer on 028 9044 6670.

Claire McGrattan  
Information Officer



**CALL RECORDING REQUEST FORM**

**REQUESTER DETAILS:**

|                     |  |
|---------------------|--|
| Name:               |  |
| Job Title:          |  |
| Reason for Request: |  |

**CALL DETAILS:**

Not all of the details below may be known but please provide as much information as possible to assist with the tracing of the call.

|                                    |  |
|------------------------------------|--|
| Date of Call:                      |  |
| Time of Call:                      |  |
| Extension which received the call: |  |
| Telephone number of caller:        |  |

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please forward this form to the Information Officer**

Approved / Rejected

Signature: \_\_\_\_\_ Date: \_\_\_\_\_