



**STANDARD OPERATING PROCEDURES:  
OFFICE OF THE BEDFORDSHIRE POLICE AND CRIME COMMISSIONER**

<b>Title</b>	DMTS and PCC Inbox
<b>Area of Compliance</b>	Business and Compliance
<b>SRR Ref. No.</b>	PCC – SR8
<b>SOP Ref. No.</b>	015/2015
<b>Version No.</b>	Version 1.0
<b>Senior Lead</b>	Chief Executive
<b>Author</b>	Compliance Officer

**Revision History**

<b>Date</b>	<b>Revision</b>	<b>Change</b>	<b>Section</b>	<b>Review Date</b>
January 2016	1.0	New Document		January 2017

**1. Purpose**

1.1 The purpose of this document is to ensure that the public are assured that all correspondence is recorded and logged to ensure transparency.

**2. Background**

2.1 The Police and Crime Commissioner’s Police and Crime Plan make a commitment to openness and transparency. The aim of this policy is to ensure the Commissioner’s Office meets the appropriate governance standards for public services.

**3. Affected persons**

3.1 This procedure will apply to all staff working in the Office of the Police & Crime Commissioner (OPCC) whether employed full-time or part-time, fixed term, permanent, seconded or on a temporary basis.

#### 4. Strategic Risk Register

4.1 The DMTS and PCC Inbox Policy will be monitored within the Strategic Risk Register to ensure full adherence to the policy at all times.

#### 5. Policy

5.1 The PCC Inbox receives many different emails from sales correspondence, complaints, event invitations, dissatisfaction emails, satisfaction emails, and engagement notifications. All correspondence which the Police Crime Commissioner may have an interest in should be logged onto the DMTS system.

5.2 All correspondence that is received in the PCC Inbox will trigger an automatic reply to the sender stating *'Thank you for your email. A member of my staff will look into the issues you have raised and respond within 10 working days. Regards Olly Martins Police & Crime Commissioner for Bedfordshire'*.

5.3 All emails must be reviewed, acknowledged and logged onto the DMTS system.

5.4 **SPAM emails** – There are on occasions that the PCC Inbox receives spam emails/junk emails these can be saved into the 'Archive correspondence' file, if in any doubt in regards to any correspondence confirm with a member of management to what needs to be done in regards to it.

5.5 **Letters** - The OPCC receives many different letters from sales correspondence through to complaints, event invitations, and suggestions. Once the letter is received it must be scanned, acknowledged and logged onto the DMTS system.

5.6 **Force Issues** – All issues relating to the force should be considered in consultation with the Staff Officer. Once the correct procedure is agreed, complete and log to DMTS any action taken. Once email has been sent to staff officer if he/she talks to the individual regarding this issue and either resolves the issue or it remains on-going, an email must be sent to the PCC inbox or the compliance officer informing them of actions taken as again leads numerous emails and additional work – when it is completed all correspondence/emails regarding the request, complaint etc should be in the relevant file saved under the individuals name and if there is any queries regarding this then the file can be accessed.

**5.7 Complaints** – All complaints will be forwarded to the Business and Compliance Manager for consideration and action.

**5.8 Sales / Marketing Calls** - This is when you receive a call from a person or company trying to promote their organisation or advertise or sell a product or service.

- (a) Try and gather as much information from the caller as is possible, such as full name, telephone, organisation name and what their call is regarding.
- (b) If the caller requests a specific person, do not give out any phone number or transfer any call. You must take the details of the individual and you can email the specific person and inform them of the call and allow them to make the decision to return the call or not.
- (c) Never give personal information out over the phone to an unknown caller.
- (d) Ensure that these calls are logged onto DMTS and all correspondence such as emails sent to relevant parties to be saved under a named folder in the DMTS drive.

**5.9 Calls requesting to speak to the PCC about their issues.**

All of these calls received need to be logged onto DMTS. When speaking with the individual can you please gather as much information from the caller such as their name/address/organisation if applicable and what they wish to discuss with the PCC. When ending the call, reassure the caller that the information they have given will be passed on to the Commissioner for consideration and someone will contact them in due course. This information needs to be added to the DMTS for record and forward to the staff officer and PCC for consideration.

**5.6 Engagement**

All engagement events and invitations must be logged onto the DMTS system, regardless of whether or not it has been accepted and the PCC is attending.

**5.7 Logging correspondence onto DMTS.**

All areas of the OPPC are responsible for adding their own correspondence onto DMTS. Firstly please ensure that you enter the information into all the relevant fields:

- Document type
- Document Category
- Classification
- Source Office
- Subject
- Summary of email (all relevant information)

- Sender's Name
- Sender's email
- Sender's Organisation (if applicable)
- Sender's Address
- Sender's Reference (if applicable)
- Date of correspondence
- Date received
- Response type
- Deadline

Once all of the above fields are completed and saved a mail log number will be generated, for example 2016/000001, and this is an individual log number for this specific information. Any further correspondence that is generated in relation to the same point must reference this log number so that future emails/letters can be saved under the same log number, an accurate audit trail is created, and no additional references are produced.

**When added on DMTS** - Once completed/finalised: Save it in the DMTS relevant folder and file in the relevant folder in the PCC Inbox. Do not leave completed emails or documents in the PCC inbox as this leads additional work and raises potential for inaccuracies.

## 6. Responsibilities

The Office of the Police and Crime Commissioner's performance against the DMTS and PCC Inbox Policy will be monitored by Chief Executive.