



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

Title	Frequent and regular callers
Area of Compliance	Business and Compliance
SRR Ref. No.	PCC – SR8
SOP Ref. No.	013/2015
Version No.	1.0
Senior Lead	Chief Executive
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Revision History

Date	Revision	Change	Section	Review Date
	1.0	New Document		

1. Purpose

1.1 The purpose of this document is to ensure all staff working in the Office of the Police & Crime Commissioner (OPCC) recognises and knows how to deal with frequent and regular callers.

1.2 This Policy outlines the ways in which the OPCC can determine, agree and mobilise appropriate alternative responses for people contacting the OPCC regularly or frequently.

2. Background

2.1 The OPCC is committed to providing an appropriate service to the public it serves, ensuring the right response to the right person at the right time.

2.2 The OPCC has received numerous callers that a frequent and the OPCC needs to ensure that they are being recorded and dealt with appropriately.

3. Affected persons

3.1 This policy applies to all permanent, temporary, and contracted staff working at the OPCC.

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4. Strategic Risk Register

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

5. Policy

5.1 The Office to the Police and Crime Commissioner (OPCC) is committed to providing an appropriate service to the public it serves, ensuring the right response to the right person at the right time. The OPCC receives a number of calls daily ranging from enquiries, complaints, requests to speak with the Police & Crime Commissioner personally and wanting to be forwarded to the appropriate person at Police Headquarters.

5.2 There are, however, a percentage of the public that contact the OPCC more frequently or regularly than others, when they might benefit from an alternative pathway. They may call a substantial number of times per 24 hour period, involving many different members of the OPCC team, which could lead to different responses being given.

5.3 Objectives –

- (a) Creating a local multidisciplinary approach to managing frequent and regular callers to the OPCC.
- (b) Tracking callers and identify such callers that may be vulnerable or a safeguarding concern and to inform the force, and relevant safeguarding bodies where appropriate.
- (c) To ensure a consistent approach.

5.4 The Document Management and Tracking System (DMTS) should be the first point of contact for staff when dealing with incoming callers.

5.5 All calls which are requests, complaints, requests to speak to the Police and Crime Commissioner should be logged onto DMTS to ensure there is a robust recording process in place and that all calls are logged and this can be reviewed to see how many times a frequent caller has actually contact the OPCC.

5.6 Callers will be flagged as frequent or regular callers by the Business and Compliance Manager at Senior Management Team meetings, and will be highlighted at the fortnightly Silver meetings to which frequent callers is a standing agenda item.

5.7 **Identifying frequent callers**

- (a) A member of the OPCC team remembering the caller and their issues.
- (b) The caller may state that they have called the OPCC previously.
- (c) Asking the caller if they have contacted the OPCC previously.

5.8 **How to deal with frequent callers**

- (a) Try and gather as much information from the caller as is possible, such as full name, telephone, the issue, so it can be logged onto DMTS.

- (b) Each case is an individual case.
- (c) If it is a complaint this should be managed as per the complaints process.
- (d) If the caller requests a specific person, do not give out any phone number that is not published or transfer any call. You should 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.
- (e) Never give personal information out over the phone to an unknown caller.
- (f) If the call is or becomes malicious, try to remain calm, inform the caller that you will not listen to any abuse given and that the call will be terminated if they do not speak to you appropriately.
- (g) Once the call has finished, you must email the Compliance Officer with all the information so it can be logged onto DMTS.
- (h) The Compliance Officer to update the frequent calls log.
- (i) Where there are grounds to suggest that the behaviour of the caller may be as a consequence of a learning disability, personality disorder, mental health condition or other condition (for example autism), this should be raised with your manager to decide how to manage the case in accordance with the processes and practices outlined in this policy and procedure.
- (j) If you have any concerns please raise this with your manager.

5.9 Sales / Marketing Calls - This is when you receive a call from a company or individual who might be calling from an organisation you have had no prior contact with, 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.

(a) Responsibilities

6.1 Responsibility for ensuring the effective implementation and operation of the arrangements will rest with the Business and Compliance Manager. Managers will ensure that they and their staff operate within this policy and arrangements, and that all reasonable and practical steps are taken to avoid discrimination. Each manager will ensure that:

- all their staff are aware of the policy and the arrangements, and the reasons for the policy