

Information Governance

White Building
Littlemore Mental Health Centre
Sandford Road
Littlemore
Oxford
OX4 4XN

Tel: 0845 219 1269
Fax: 0845 219 1275
Web: www.oxfordhealth.nhs.uk

6 November 2018
Reference no. 18190285

Dear

Request for Information: Freedom of Information Act

Thank you for your email of 9 October making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

Request:

1 Do you have any guidance or policy for the public or service users to record calls when they speak to your staff

What is your organisations protocol on service users recording calls when they speak to your staff? Please provide a copy of your policy, procedure and guideline notes on this issue.

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.

Are service users made aware of their right to record the encounter, if they choose to do so? Is this reflected in you policy document on the matter?

2. Does your organisation have an "Unacceptable Behaviour" policy? If so, please can you provide me with a copy?

If such a policy contains points of objectionable behaviour such as telephones calls being recorded by the caller due to them being not necessary or unwanted or needed, and furthermore the staff members may feel threatened or apprehensive, are you aware that denying users the right to record calls goes against the current UK laws.

3. Are your policies and procedures compliant with the public right to audio-visually record encounters with your staff, without their consent? If not, will you provide appropriate training for your staff so they are fully informed of the Public right to record?
4. What is our organisations current charging policy for Freedom of Information requests (FOI) or Subject Access Requests (SAR)? If charges are applied are concessions available for those on low income or students?
5. What is your organisations complaints policy? Please can you forward me a copy. Does your complaints procedure permit service users evidence such as covert call recordings to form part of the investigation.

The Public need to record all calls too many lies now its time for honesty.

Response:

1. The Trust will support recording where appropriate.
2. The Trust Security policy is attached.
3. The Trust will support recording where appropriate, however, the Trust also has a duty to consider the effect on other patients, visitors or staff.
4. No charge is made.
5. Information about Complaints and PALS is available at the following URL:

<https://www.oxfordhealth.nhs.uk/support-advice/pals/>

The Trust Complaints policy is attached.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for Fol Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance