



# An Garda Síochána

## Policy Document

### National Control Room

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<b>Version No.</b>	<b>1.0</b>
<b>Approved by</b>	<b>Garda Executive</b>
<b>Introduced by</b>	<b>HQ.042 / 2020</b>
<b>Policy Owner</b>	<i>Assistant Commissioner, North Western Region</i>

## Purpose

All Regional Control rooms within An Garda Síochána come under the remit of this National Control room Policy and its related procedure document. This Policy represents An Garda Síochána's strategic objective in respect of the duties to be carried out in the relevant Regional Control Rooms. The purpose of this document and its accompanying procedure is to ensure the organisation is providing a consistent, effective and efficient service to the communities we serve, as well as set forth requirements that all relevant personnel shall adhere to when performing their duties. A consistent call handling and dispatching approach carried out in tandem with the other duties carried out by personnel within these centres, will support An Garda Síochána in the continued delivery of a proficient policing service for all of our communities.

## Scope

This Policy and all associated documentation apply to members of An Garda Síochána and Garda staff. It also applies to Police Officers from the Police Service of Northern Ireland (PSNI) seconded to An Garda Síochána in accordance with Section 53, Garda Síochána Act 2005.

## Policy Statement

An Garda Síochána aim to effectively and efficiently manage its call handling and incident recording functions to meet demands for service while promoting high standards and the promulgation of good practice. The relevant Regional Control Rooms will capture information in relation to "999/112" and other non-emergency calls. These centres comprise of the Central Dispatch Facility for the Computer Aided Dispatch (CAD) system. This policy and accompanying procedure document aim to ensure consistency of call handling and incident recording in each of the Regional Control Rooms for both **emergency** and **non-emergency** calls for service.

Calls for service may be categorised as emergency or non-emergency as a result of the nature of the call and/or information available to the Control Room Operative. Call operatives have responsibilities (as set out in the accompanying procedure document) for the taking and recording of both emergency and non-emergency calls, directing and co-ordinating the relevant resources available to them.

Emergency calls encompass circumstances where an incident is reported to An Garda Síochána that requires an immediate Garda response, for example:

- A danger to life
- Use, or immediate threat of use, or risk, of violence
- Serious injury to a person and/or Serious damage to property
- Crime in progress or about to happen
- An offender still at the scene or has just left the scene
- Serious public disorder occurring or about to occur
- A fatal traffic collision or serious injury collision

Non-Emergency calls are calls for assistance where the criteria for an emergency call are not met. An Garda Síochána's response to a non-emergency call may not be immediate, and some of which may not require the attendance of a member of An Garda Síochána at a scene of an incident. Where there is not a requirement for members of An Garda Síochána to attend the scene of an incident, this will be recorded on the CAD system and/or PULSE incident as appropriate.

## Compliance

Compliance with this Policy and accompanying associated document(s) is mandatory for all members of An Garda Síochána and Garda staff.

## Related Documents

- National Control Room Centres Procedure Document
- HQ Directive 27/2018 Recording of Telephone Calls
- HQ Directive 19/2012 Use & Monitoring of CCTV and Recording of Emergency Telephone Lines within Garda Control Rooms
- HQ Directive 24/2013 Applications for telecommunications call-related data, procedures to be adapted and considerations to be applied

## Cancelations and Replacement of Existing Policy and associated document

- HQ Directive 67/2016 - Call Handling and Incident Recording

## Legal & Human Rights Screening

This Policy has been legal and Human Rights screened in terms of the respective obligations placed on An Garda Síochána for the subject area concerned.

## Ethical Standards & Commitments

Every person working in An Garda Síochána must observe and adhere to the standards and commitments set out in the Code of Ethics for An Garda Síochána and uphold and promote this Code throughout the organisation.

## Policy & Procedure Review

This Policy and associated documents will be reviewed 12 months from its date of effect and every three years thereafter.

## Disclaimer

This document is not intended to, nor does it represent legal advice to be relied upon in respect of the subject matter contained herein. This document should not be used as a substitute for professional legal advice.

## General Data Protection Regulations / Directive 2016/680/EU - Police and Criminal Justice Authorities Directive

Personal data shall only be processed for the purposes specified in this policy, and within a clearly defined lawful basis under the (EU) General Data Protection Regulation (GDPR) ((EU) 2016/679) and the Data Protection Acts 1988/2018. All necessary measures will be put in place to ensure personal data is kept safe and secure. Only authorised personnel shall have access to personal data. Only relevant personal data will be processed, and will not be retained for longer than is necessary.