

Call Recording Procedure

Introduction

- 1.0 The Call Recording System is capable of recording incoming and outgoing telephone calls from whichever extension numbers are logged into the system. These can be retained and referred to at a later date.
- 1.1 The system is primarily for the Benefits Service to enable customers to inform us of changes to their circumstances via the telephone, without the need to follow this up with documentary proof. The telephone call will be the proof. However records of all calls made in and out of the Benefits Service will be kept as they may contain information used in Benefit claims. We will also need these for training purposes, or in the event of a complaint being made regarding a telephone call.
- 1.2 The facility to record calls is only linked to the Benefit Team's telephone extensions to enable this to take place. However it is intended for this to be 'rolled out' to other staff within Revenues & Benefits in time, as this is a useful training and monitoring tool.
- 1.3 The system has the capacity to be used by the whole Authority and ultimately it may be used in other departments.

Background

- 2.0 In November 2006 the Department for Works and Pensions produced a Circular – A18/2006 which gave Local Authorities permission to collect data for claims electronically, under an Electronic Communications Order 2006.
- 2.1 On 30th March 2009, our Chief Executive signed the order to enable North Herts District Council to accept electronic communications. It was used from this date for new claims (electronic claims). This is a Memorandum of Understanding, and applies only to Benefits Staff.

Purpose of the system

- 3.0 The purpose of the system is to ease administration, to make changes in a more timely manner and to reduce processing times. This also allows customers to inform us of their changes more easily and often without having to supply documentary proof. This also reduces costs through reduced postage.

Call Recording Procedure

- 3.1 Calls are monitored and stored so that they can be referred to at a later date if necessary i.e fraud cases. Clearly having a recording of a conversation will ensure there is no confusion regarding the details which are supplied.
- 3.2 In addition, the system is used as a training and monitoring tool to enable us to check the quality of calls, and the information imparted.

Use of the system

- 4.0 This system is used to collect information in support of benefit claims. Customers are able to inform us of any changes to their circumstances and this information will be used to update the Northgate system. In most cases, alleviating the need for documentary evidence, as the call is the proof.
- 4.1 Any calls made or received by the benefits staff and Managers are recorded. Customers are informed at the beginning of the call that this is the case when they call the benefits hunt line 01462 474597. Where this number is printed on documents relating to the benefits service, customers will be informed about the fact that calls will be recorded. On other occasions, customers will not necessarily be informed of the recording, as it is now accepted that organisations such as the Council use these systems.
- 4.2 Staff who have access to the reporting tools will be restricted to the two Senior Benefits Officers, the Benefits Manager, the Revenues & Benefits Service Manager and the Customer Service Manager.
- 4.2 On a weekly basis, one of the above Officers will make a 1% check of calls made in the previous week. These checks will cover content, quality of information given and compliance with the Council's call handling Policy.
- 4.3 The Benefits Manager will also do a random sample check on a regular basis of calls made and received by the Senior Officers.
- 4.4 On occasion, when a complaint is made by a customer regarding a telephone call, the relevant Officer/Manager will listen to the call and log their conclusions through the CCC's process and update the Complaint on Achieve accordingly.

Data Protection/Retention of Data

- 5.0 Calls will be identified by telephone number. We are also able to link to calls via the time and date they were made. Notebooks are made on the relevant Benefit claim on Northgate, where one exists, when calls are made or received.
- 5.1 If a copy of a Telephone Recording is requested a Subject Access Request will be required. Any Subject Access Request received must be passed to the IT business team for formal processing.
- 5.2 Copies can be burned to a disc for use in a fraud investigation for preparation of Court cases. Recordings are acceptable in Court as admissible evidence.

Call Recording Procedure

- 5.3 Data will be retained for 2 years.
Data protection rules apply, Data must be:
- Processed fairly and lawfully
 - Obtained for specified and lawful purposes
 - Adequate, relevant and not excessive
 - Accurate and up to date
 - Not kept any longer than necessary
 - Processed in accordance with the "data subject's" (the individual's) rights
 - Securely kept
 - Not transferred to any other country without adequate protection in situ.
- 5.4 Data will be backed-up following the NHDC IT server backup strategy.
- 5.5 Any member of staff found using the system, for any other purpose than that it was intended for, will be dealt with through the Managing Misconduct Policy.



INVESTOR IN PEOPLE



Call Recording Procedure

Relevant information:

Policies:

For further advice contact:

IT Business Team - with regard to
Subject Access Requests

Sarah Gibbs - Revenues and Benefits
Service Manager

Jo Dufficy - Customer Service
Manager

Last Updated :

To be reviewed no later than :

August 2018

Policy Sponsor : Howard Crompton -
Head of Revenues, Benefits & I.T.