



Freedom of Information Officer
Criminal Justice Inspection Northern Ireland
Block 1, Knockview Buildings,
Stormont Estate
Belfast
BT4 3SJ.

1 November 2018



Our reference: FOI091018/041

RE: Request for information under Freedom of Information Act

Dear 

Thank you for your recent Freedom of Information request submitted via email to Criminal Justice Inspection Northern Ireland (CJI) received on 9 October 2018.

In respect of your request, our understanding of the information you have requested is as follows:

- 1) Are service users and the general public allowed to audio-visually record meetings and calls with CJI staff? If so, do they require permission or are they permitted to do so covertly?
- 2a) Does CJI have guidance or policy for the public or service users to record calls when they speak to CJI staff?
- 2b) What is our organisation's protocol on service users recording calls when they speak to CJI staff? Please provide a copy of your policy, procedure and guideline notes on this issue.
- 2c) 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.
- 2d) Are service users made aware of their right to record the encounter, if they choose to do so? Is this reflected in your policy document on the matter?
- 3a) Does your organisation have an "Unacceptable Behaviour" policy? If so, please can you provide me with a copy?
- 3b) If such a policy contains points of objectionable behaviour such as telephone 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.

4) 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?

5) 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?

6) 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.

In response to your request I can confirm that the following information is being released.

Question 1

CJI has no policy in place in relation to the audio-visual recording of meetings and calls with staff. Should such a request be made, CJI would assess the request on a case by case basis in line with any legal entitlements that exist and with reference to any wider policy which may be in place in relation to this matter within the Northern Ireland Civil Service (NICS).

Question 2a

As previously stated CJI has no guidance or policy in place for the public or service users to record calls when they speak to CJI staff.

Question 2b

As previously stated CJI has no protocol, procedure or guideline notes on service users recording calls when they speak to CJI. As CJI does not hold this material we cannot provide a copy to you.

Question 2c

CJI is not a call centre.

Question 2d

Please refer to previous responses (Question 1, 2a & 2b) in relation to this question.

Question 3a

CJI does not have an unacceptable behavior policy. CJI staff are required to adhere to s4 of the Civil Service Management Code and the NICS Standards and Conduct Guidance. They are also expected to adhere to the ethics and principles outlined in the NICS Code of Ethics. Copies of these documents can be found on the Gov.uk; Department of Finance for Northern Ireland and Civil Service Commissioners for Northern Ireland websites.

Question 3b

CJI does not have an unacceptable behavior policy. Please refer to the response to question 3a.

Question 4

Please refer to previous responses (Question 1, 2a, 2b & 2d). CJI has no current plans to provide training for staff in this area.

Question 5

Details of CJI's current charging policy for Freedom of Information requests can be found on the CJI website – <http://www.cjini.org/Publications/Freedom-of-Information>. Where charges are applied CJI does not offer a concession for those on low income or students.

Question 6

CJI's Complaint's Policy can be found on the CJI website- <http://www.cjini.org/Publications/Complaints-about-CJI>. CJI's Complaints Policy does not cover whether service users evidence, such as covert call recordings would form part of any investigation.

I hope this information satisfies your request. Should this not satisfy your request for information, please contact in the first instance CJI's Freedom of Information Officer.

Their address is Freedom of Information Officer, Criminal Justice Inspection Northern Ireland, Block 1, Knockview Buildings, Belfast, BT4 3SJ or email info@cjini.org.

Yours sincerely,



James Corrigan
Chief Executive
Criminal Justice Inspection Northern Ireland