

Northamptonshire Police



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Silent/Abandoned/Imprecise Telephone Calls Policy & Procedure

Reference Number	07/11	Version	v 5.0
Department Responsible	Local Policing Command - FCR - Chief Inspector - FCR		
Author	[REDACTED]		
Senior Owner	VERNON, Emily, X0180		
Effective Date	13-JUL-2012	GSC Marking	Official
Type	Policy	Last Reviewed	07/04/2021

1. Introduction

The policy and procedure is designed to provide and consistent approach to dealing with silent, abandoned and imprecise telephone calls.

The policy details the procedures for managing silent, abandoned and imprecise telephone calls with use of the NDM.

2. Legislative Compliance

This document has been drafted to comply with the principals of the Human Rights Act. Proportionality has been identified as the key to Human Rights compliance, this means striking a fair balance between the rights of the individuals and those of the rest of the community. There must be a reasonable relationship between the aim to be achieved and the means used.

Equality and Diversity issues have also been considered to ensure compliance with current Equality Legislation and policies.

In addition, Data Protection, Freedom of Information and Health Safety issues have been considered. Adherence to this policy or procedure will therefore ensure compliance with all legislation and internal policies.

3. Policy Statement

The policy looks to detail a response to silent, abandoned and imprecise telephone calls. This covers landline calls and mobile calls. It also covers procedures to follow for specific scenarios. Including a danger response, less danger response, minimum information recording standards, IDO role, failsafe, roaming mobiles and closure. (Attached document shows procedures and further detail)

4. Monitoring and review

The senior owner will review the content of this guidance annually to ensure that this is relevant and up to date. The author has agreed that this document will be reviewed within 12 months of the effective date.

5. Related Documents

None

6. Appendices

