



# Corporate Services Update

To all legal aid practitioners

11 November 2010

## Call Recording

To help improve our communications we will be piloting call recording in our Criminal Applications Department from 22<sup>nd</sup> November 2010.

### Call recording

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We are introducing the ability to record incoming and outgoing external calls. This recording is an important tool in protecting callers and members of staff, as recording important conversations can help make it clear who said what and when. It also helps us find any improvements we can make in our telephone communications.

We aim to minimise intrusion by restricting access to and use of recordings to limited and specified purposes only. These are to:

- monitor staff performance and identify training needs
- establish the facts if either an external caller or a member of staff complains about a telephone conversation, and help resolve the complaint
- help investigate any criminal offences

In future we will be developing this system so that we can attach recordings of case decisions

given by phone to electronic case records. We will update you further when this is available.

Call recording will start with a pilot in our Criminal Applications Department on Monday 22<sup>nd</sup> November before being rolled out throughout the Board.

Once call recording is introduced all callers to the Board will hear a recorded message before their call is connected to an extension or direct line.

We will handle access requests in compliance with any legislative requirements.

We welcome your co-operation with this change which, should also improve our service to you.

Contact Carol Poole at [pooleca@slab.org.uk](mailto:pooleca@slab.org.uk) if you wish to discuss the above.