

Are all call details (i.e. caller's name, originating / destination telephone number and extension, time, date, duration and audio) of all dialled, Direct Dial Inward – DDI, incoming or outgoing phone calls into or from West Midlands Police (that were recorded after 31 December 2013) digitally stored in an auditable, searchable and retrievable format, and if so for how long are these details kept?

Calls and Call details of incoming Emergency and Non Emergency (101) calls are stored for 7 years.

Does West Midlands Police have robust call recording software, with encryption and high-grade tagging functionality, that indexes each call (irrespective of whether it is from a member of the public, other agency professional or represents an interaction between officers using police radios) according to a range of parameters; for example, by time and date, by duration, by operator name and number, and by terminal number?

WMP have robust call recording solutions in place. All calls from control rooms are recorded. The vast majority of radio calls are recorded.

Are all recorded calls appropriately time-and date-stamped and/or contain other security mechanisms to ensure they have not been edited, altered or accessed by an unauthorised third party?

WMP stored calls are stored in a secure indexed solution and marked to ensure they have not been edited or altered. Our standard network protection deny access to unauthorised third parties.

Is it standard practice that all recorded calls are 'tagged' with relevant attributes of the contact – for instance, the caller's name, nature of the contact, the name and operator number of the staff member/officer who took the call and their terminal number?

WMP recorded calls contain available details of the call metadata

Please provide the West Midlands Police policy(ies) and or guidance that specifically deals with call capture and the retaining of call recordings.

We have the Records Management Policy which covers everything we process including calls, please see:

http://foi.west-midlands.police.uk/retention-policy-10317_16/

Also the national retention schedule (which we follow):

<https://www.app.college.police.uk/app-content/information-management/management-of-police-information/retention-review-and-disposal-of-police-information/>

Is all electronic information received into West Midlands Police recorded digitally and stored in an auditable, retrievable and searchable format?

This varies depending on the type of information, its purpose, and how it was received - different retention periods will apply across operational information, corporate information, etc.

How long is the minimum storage period for received electronic information; and are detailed records of electronic information, received after 31 December 2013, still accessible?

Again, this will depend on the type of information held. Most call information after December 2013 should be accessible.

Are the name, date and time of visit, of all people who physically attend West Midlands Police stations (i.e. to make a complaint or criminal report, visiting in an official capacity, or who have arranged or wish to speak to an officer), recorded in a searchable, retrievable visitor's book, electronic log or in any other form of searchable and retrievable documentation or filing system?

Yes, this should be recorded.

How long are those visitor books, logs / documentation or filing systems kept; and has the practice of retention been ongoing since 31 December 2013?

Visitor's books/ logs are kept for 3 years, this has been in place nationally since December 2014.