

The role of news desk – making value based decisions

(Managing expectations, being productive and providing value for money)

Your role is to - *Serve our communities and protect them from harm*

Guiding Principles

- Wherever possible you should deal with a call at first point of contact. When you take a call it is your responsibility to finalise the query to the best of your ability. 'Bring Forward' should be used as a last resort and only adopted with the approval of the departmental management team.
- Every response we provide should fulfil a clear policing purpose. Before providing a response, ask yourself:
 - what benefit will this be to the force?
 - is the query likely to damage the reputation of the force?
 - will responding to the query add to public reassurance?
 - is the query is there a realistic chance of finding witnesses?
 - are you providing value for money to the organisation in responding to the query?

Consider the options based on law, regulations and force values

Will our response show that:

we put the public first?
we act with integrity, humanity and fairness?
we adopt a joined up approach as an organisation or across partnerships?
we listen, learn and strive to improve?

- Is the information already in the public domain?
- Is it sub judice?
- Is it simply a trivial fishing exercise?
- Have we given a statement already?
- Is there a national position?
- Are there embargoes in place?
- Is there an existing communications strategy?
- Is the request attempting to circumnavigate the FOI process?
- Is there someone in the department who is leading on the issue? Do they need to be made aware?

Select the option to build trust and confidence

Consider and record your views around the impact of responding or otherwise (remember that anything you record on Press Bureau is disclosable).

- Does our response contextualise what may otherwise be a negative story?
- Could our response build or damage confidence in our service?
- What will the impact be upon a 'reasonable person' reading the story, both with or without our response – which is best?

Be confident the public would approve of your decision.

In the context of **your role** would the public approve of your decision if the full facts were made known to them?

Take responsibility, decide and act

Respond accordingly and record your rationale on the log

Do the right thing: deliver a service you would be proud for your family and friends to receive.

Refusal to respond to requests – suggested text:

I am sorry but we are unable to respond to your request as there is no clear policing purpose and therefore no benefit to the organisation.