## 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?

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## 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.

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