

Communications – Atlas

Reference Number: P28

This is South Yorkshire Police's Statement of Agreed Policy on Communications – Atlas. This policy relates to localised procedures only and therefore not supported by Authorised Professional Practice (APP).

This policy covers the following areas:

- Police Response to Requests for Assistance by Other Agencies
- Incident Handling Protocol

Police Response to Requests for Assistance by Other Agencies

This policy affects predetermined interventions where police are expected to engage in support of other agencies. It does not affect calls for immediate assistance in unanticipated or dangerous situations.

Agencies must not embark upon a course of action without consulting or engaging with the police to plan for the best outcome. In the event of a death or serious injury/loss the planning process or absence of it will be open to scrutiny.

The associated procedural instructions that support this policy are listed below:

- **Pi28.1 - Police Response to Requests for Assistance by Other Agencies**

Incident Handling Protocol

This instruction details what actions Communications staff will take when dealing with all aspects of contact and incident management.

The associated procedural instructions that support this policy are listed below:

- **Pi28.2 - Incident Handling Protocol**

Airwave Operational Guidance

This instruction affects all force Airwave users, irrespective of rank or grade, who have use of the Airwave system. It is intended to ensure that the Airwave system is managed, maintained and used securely. It is intended that the Airwave system is operated effectively and efficiently in accordance with the national guidance and local procedures.

The associated procedural instructions are listed below

- **Pi28.3 - Airwave Operational Guidance**

ACPO Protocol for Responding to Incidents at the Homes of Members of the Judiciary and their Families

This instruction deals with the national process that allows members of the judiciary and their immediate family members, to notify the police of harassment taking place.

The associated procedural instructions are listed below

- [Pi28.4 - ACPO Protocol for Responding to Incidents at the Homes of Members of the Judiciary and their families](#)

Incident Grading and Response

This section deals with the way in which we resource and respond to incidents with an overarching aim of providing the best possible service to the communities of South Yorkshire.

The associated procedural instructions are listed below

- **Pi28.5 - Incident Grading and Response (** IN CREATION **)**

Call Out Protocol

This section deals with the appropriate way to contact specific members of the Force Command Structure.

The associated procedural instructions are listed below

Pi28.6 - Call Out Protocol

Other relevant SYP policy documents you may wish to consider are [P7 - Information Management](#)

Equality Act 2010

The Act creates a statutory requirement for all Functions and Policies (Including Procedural Instructions) to be analysed for their effect on equality, diversity and human rights, with due regard to the [General Equality Duty](#).

In principle, this document has been assessed for discrimination, which cannot be justified, among other diverse groups.

The [Code of Ethics](#) published in 2014 by the College of Policing requires us all to do the right thing in the right way. It also recognises that the use of discretion in Policing is necessary but in using discretion, states that you should, "*take into account any relevant policing codes, guidance, policies and procedures*."

Human Rights/Discretion

The purpose of providing policy is to give an indication to staff of the expected course of action. However it is not possible to cater for every possible combination of factors that would justify a departure from stated policy. The Human Rights Act 1998 requires the proper

use of discretion at all times and nothing within this policy and associated procedural instructions prohibits the proper use of discretion in appropriate circumstances.

Where action is taken that has the potential to interfere with an individual's Human Rights, the reasons behind the making of the decision to act in that way should be recorded on the appropriate forms, or where this is not practicable, in pocket books or policy logs.

Rights of redress for members of the public:

Anyone who feels that a member of staff has behaved incorrectly or unfairly, or who is dissatisfied with organisational matters, service delivery or other operational policing issues, has the right to **make a complaint**.

Initial action should be taken in one of the following ways:

- Complain in writing or in person to the Senior Officer at the appropriate police station or to the Chief Constable of the force concerned.
- Visit a local Citizens' Advice Bureau
- Contact a Solicitor

Rights of redress for South Yorkshire Police personnel:

South Yorkshire Police personnel who feel they have grounds for concern in relation to the implementation of policies may, as appropriate:

- Pursue concerns through their line manager.
- Contact a First Contact Advisor.
- Pursue a grievance formally through the South Yorkshire Police Grievance Resolution Procedure.
- Seek advice from their staff association or trades union.

Use procedural instruction **Pi23.11 - Management of Complaints**, in the section entitled Handling Complaints relating to Direction and Control.

Start Date: 01/01/2017

Review:

This statement of agreed policy is managed by Head of Communications.

This policy and its Equality Analysis were last reviewed on: 10/03/2021

The date for the next review of this policy and Equality Analysis is: 10/03/2023