

Call Recording Guidance Document

At Health Assured we continuously strive to improve our services, and we are committed to providing the best possible experience for individuals accessing support. We recognise the importance of accessing different tools to be able to ensure consistency in the quality, approach and standard of our service. Implementing call recording allows us to efficiently review training needs across our helpline teams and brings multiple benefits, including:

- **Improved quality assurance and performance monitoring** - Introducing the ability to record calls to the service has enhanced our ability to quality assess calls, making this process significantly more efficient. Managers can select calls to review quickly and will be able to conduct quality assessments in a more focused way. This could include targeting certain types of calls to ensure individuals have been supported or reviewing particular lines with bespoke requirements to ensure these are being followed correctly.
- **Improved customer experience** - Our service is focused on ensuring individuals receive the support they need in a timely manner. Our managers will be able to use call recordings to provide side by side coaching and support employees with any areas of improvement. This invaluable coaching will lead to more experienced employees with enhanced insight of their self-improvement.
- **Improved complaint review** - Call recording is highly beneficial for reviewing potential feedback or concerns raised by individuals as this will provide us with an objective and accurate record of the interaction. This also allows our managers to quickly review the call, ensuring training needs are addressed and the individual is supported without delay.

Frequently asked questions

How long will data be held?

Data from call recordings will be held for 3 years. Full details of our privacy can be found on our website www.healthassured.org/privacy-policy/

How are the call recordings stored?

To ensure these recordings remain secure, these are stored in the cloud and cannot be downloaded, shared or stored anywhere else. This ensures our compliance team is able to monitor and control access to the files whilst controlling how long information is stored.

Can individuals access their call recordings?

Individuals can request access to a copy of any personal data that Health Assured hold by making a 'subject access request'. More information on our privacy policy is available through our website at www.healthassured.org/privacy-policy/

Can individuals choose not to have their call recorded?

Absolutely, individuals can advise our helpline employee that they would rather their call is not recorded, and our employees are able to stop the call recording immediately. This is a simple process and can be done within a couple of seconds by simply clicking one button within our telephony system.

How will individuals know they are being recorded?

Individuals contacting the service are advised that their calls are recorded during our welcome message and by our helpline teams once their call is answered. We actively seek informed consent from individuals by asking if they have understood our confidentiality and ensure they consent to how we process their data.

Where calls may be transferred to other departments for additional support, our employees have been trained to ensure information regarding confidentiality and the processes of data is shared. During the warm transfer, our employees will confirm who they are speaking to, and that confidentiality has been completed and if the caller has requested the call to not be recorded.

Who will have access to call recordings?

Recordings can be accessed by the following individuals and teams

- **Service Managers** - Our service managers can access their departments recordings to complete quality assessments and provide the team with coaching for improvements.
- **Risk and Safeguarding Team** - This team are dedicated to the wellbeing of individuals accessing the service. The team have been given permission to access call recordings across the service to be able to quality assess whether risk and safeguarding issues have been handled appropriately and to support with the development of our internal risk policies and procedures.
- **Training and Quality** - We have a dedicated service training and quality team that are located within our service teams' and are dedicated to reviewing contact made by individuals to the service. They have permission to listen to calls to be able to quality assess calls, identify any training or coaching needs and be able to tailor further development for employees across the service.

All individuals with the ability to access call recordings have committed to signing an enhanced confidentiality agreement which provides clear restrictions on how recordings can be accessed and increases their responsibilities to take extra care when handling a recording.