

# Contact, Command and Control

Policy

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Owning Department: Contact, Command and Control Division – Governance and Improvement

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## Contact, Command and Control Policy

The Police Service of Scotland, hereafter referred to as Police Scotland, recognises that anyone contacting the service should experience a high level of service and satisfaction whilst ensuring that an appropriate response is provided.

To facilitate this Police Scotland will effectively and efficiently manage Contact, Command and Control systems to respond to incidents.

Police Scotland will provide advice and guidance, record crimes and incidents and may refer callers to other, more appropriate, agencies.

Compliance record

EqHIRA completion/review date: 28/04/2023

Information Management Compliant: Yes

Health and Safety Compliant: Yes

## Version control table

| Version | History of amendments | Approval date |
| --- | --- | --- |
| 1.00 | Initial Approved Version | 07/02/2014 |
| 2.00 | Cyclical review. Reference to PSOS changed to Police Scotland. No further amendments. | 28/04/2023 |

## Feedback

All Police Scotland service delivery Policies, Standard Operating Procedures (SOPs) and National Guidance are subject to regular reviews. It is important that user feedback is taken into account when documents are reviewed.

If any officer / staff member wishes to provide comment, or make suggestions for improvements to this or any associated document, [Force Form 066-014](https://spi.spnet.local/policescotland/guidance/Force%20Forms/Police-Scotland/Service%20Delivery%20Policy%20and%20Procedure%20Feedback%20Form.doc) should be used.