



An Garda Síochána

Policy Document

Call Handling and Incident Response

Effective Date	23 February 2024
Version No.	1.0
Approved by	Garda Executive
Introduced by	HQ Directive 16/2024
Policy Owner	Assistant Commissioner, Eastern Region

Purpose

The call handling and incident response service provided by An Garda Síochána comes under the remit of this policy and its related procedure document, as well as being supported by the GardaSAFE system and the dedicated personnel attached to the Regional Control Centres.

The introduction of this policy and the associated procedures will:

- Enhance call handling and the service provided to the public;
- Improve the safety of Garda Personnel; and
- Increase management information to monitor organisational performance.

Scope

This Policy and all associated documentation apply to members of An Garda Síochána and Garda Staff. It also applies to Police Officers from the Police Service of Northern Ireland (PSNI) seconded to An Garda Síochána in accordance with Section 53, Garda Síochána Act 2005.

Policy Statement

An Garda Síochána aims to effectively and efficiently manage its call handling and incident response functions to meet demands for service while promoting high standards and the promulgation of good practice. The Regional Control Centres will capture information in relation to emergency and non-emergency calls for service, using the GardaSAFE system. This policy and accompanying procedure document aim to ensure consistency of service delivery and maintenance of robust governance and performance procedures across all aspects of call handling and incident response.

Compliance

Compliance with this Policy and accompanying associated document(s) is mandatory for all members of An Garda Síochána and Garda Staff.

Related Documents

- [HQ Directive No: 50/2022 – Memorandum of Understanding, and associated Data Sharing Agreement, between An Garda Síochána and the Police Service of Northern Ireland](#)
- [HQ Directive No: 7/2021 – Schengen Information System](#)
- [HQ Directive No: 67/2020 – Sharing/Processing of personal data between An Garda Síochána, the Police Service of Northern Ireland \(PSNI\) and other United Kingdom \(UK\) Police/Law Enforcement Agencies and 3rd Country Competent Authorities](#)
- [HQ Directive No: 9/2020 – Roster and Duty Management System \(RDMS\)](#)
- [HQ Directive No: 44/2019 – Managed Containment and Stopping of Subject Vehicles](#)
- [HQ Directive No: 37/2019 – Garda Decision Making Model](#)
- [HQ Directive No: 19/2019 – Human Rights Framework](#)
- [HQ Directive No: 27/2018 – Recording of Telephone Calls](#)
- [HQ Directive No: 31/2017 – An Garda Síochána’s initial response to Critical and Firearms Incidents](#)
- [HQ Directive No: 75/2014 – Hostage/Barricade/Suicide Incident Command Policy](#)
- [HQ Directive No: 24/2013 – Applications for Telecommunications call-related data - Procedures to be adopted and considerations to be applied](#)
- [HQ Directive No: 43/2012 – Child Rescue Ireland Alert \(CRI Alert\)](#)
- [HQ Directive No: 19/2012 – Use and Monitoring of CCTV and Recording of Emergency Telephone Lines within Garda Control Rooms](#)
- [HQ Directive No: 150/2009 – Protocol and Standard Operating Procedures in the Event Of a Tiger Kidnapping Incident](#)
- [HQ Directive No: 11/2009 – Management of Departmental Records in An Garda Síochána](#)
- [HQ Directive No: 94/2006 – Accountability Framework in An Garda Síochána](#)



- [HQ Directive No: 25/2004 – Traffic Watch](#)
- [Garda Code 27.18 – Bomb Scares](#)
- [Chapter 12 of the Crime Investigation Techniques Manual – Bombs - The Garda Response](#)
- [An Garda Síochána Policy on Monitored Intruder Alarms](#)

Cancelations and Replacement of Existing Policy and associated document(s)

- [HQ Directive No: 42/2020 – National Control Room](#)

Legal & Human Rights Screening

This Policy has been legal and Human Rights screened in terms of the respective obligations placed on An Garda Síochána for the subject area concerned.

Ethical Standards & Commitments

Every person working in An Garda Síochána must observe and adhere to the standards and commitments set out in the [Code of Ethics](#) for An Garda Síochána and uphold and promote this Code throughout the organisation.

Policy & Procedure Review

This Policy and associated documents will be reviewed 12 months from its date of effect and every three years thereafter.

Disclaimer

This document is not intended to, nor does it represent legal advice to be relied upon in respect of the subject matter contained herein. This document should not be used as a substitute for professional legal advice.

General Data Protection Regulations / Directive 2016/680/EU - Police and Criminal Justice Authorities Directive (if relevant/appropriate)

In respect of the personal data processing activities associated with this procedure, a Data Protection Impact Assessment (DPIA) has been completed in accordance with the requirements of the General Data Protection Regulation.