



28th June 2016

Senior Responsible Officer Circular (6) New Error Report Form Templates

Over the past few months we have been working with Single Points of Contact (SPoCs) and Communication Service Providers (CSPs) to ensure that the error reporting provisions set out in the Acquisition and Disclosure of Communications Code of Practice¹ are managed effectively and efficiently.

In consultation with SPoCs and CSPs we have devised new error report form templates. These new templates ask more detailed questions to ensure that the full circumstances surrounding any errors are elicited in the first instance and, if properly completed, will reduce the number of times we need to come back for further information.

We are grateful to a number of police forces, law enforcement agencies and Communication Service Providers (CSPs) for trialling these revised forms with our office over the past few months. Those trials proved successful and have helped us to refine the templates.

We ask that you now take steps to introduce the relevant error form template into your systems and processes.

Where a public authority completes their error reports on a workflow system we appreciate that it may not be possible to implement the new template immediately. We would ask that you engage with your workflow vendor to arrange for the template to be uploaded as soon as possible. In the interim we should be grateful if you could ensure that the information required on the new template is included in any errors submitted on the old template.

If you have any questions please do not hesitate to contact IOCCO at info@iocco.gsi.gov.uk.

¹ See paragraphs 6.11 to 6.25

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/426248/Acquisition_and_Disclosure_of_Communications_Data_Code_of_Practice_March_2015.pdf