

Resolution of Calls for Service without Dispatching Gardaí

Scope and Terms for Inspection

In accordance with section 143 (1) of the Policing, Security and Community Safety Act 2024 (the Act), the Policing and Community Safety Authority (the Authority) considers it appropriate to conduct an inspection of the Resolution of Calls for Service without Dispatching Gardaí. This inspection will focus on incidents reported to An Garda Síochána which have been resolved without dispatching gardaí, as well as those suitable for resolution without dispatching gardaí but not categorised as such.

In accordance with section 143 (4) (a) of the Act, the scope and terms of this inspection are to examine the use of resolving calls for service without dispatching gardaí to ensure it is applied appropriately and consistently in accordance with garda policy including:

- The extent to which the criteria for resolving calls for service without dispatching gardaí are appropriately interpreted and applied.
- The extent to which performance accountability and quality assurance are undertaken.
- How An Garda Síochána ensures a rights-based approach to resolving calls for service without dispatching gardaí.

The inspection will be carried out in a manner which is proportionate, accountable and transparent, and ensures the integrity and objectivity of the findings of such inspections.

A report on the findings of this inspection will be prepared in accordance with section 149 of the Act and shall contain, if appropriate, recommendations for any action that the Authority considers necessary.