



Your reference: N/A

Our reference: FOI_2023.0920

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 16/10/2024

Dear

Gloucestershire Constabulary Freedom of Information request 2023.0920

On 19/09/2023 you sent an email constituting a request under the Freedom of Information Act asking the following:

Please treat this email as a formal request for information made under Section 1 of the Freedom of Information Act 2000 (which I hereby refer to as "the Act").

I request a direct non-emergency telephone number and email address for your control room (or, where you have more than one control room, the aforementioned for each such control room).

Please note that I am not seeking your switchboard telephone number and that I do not seek to "jump the queue", so to speak, but simply to make contact directly with your control room in circumstances where that is required without having to engage with the menu options presented by your switchboard.

In order to assist, I believe that the telephone number I am seeking is likely to be that on which calls from your switchboard to your control room are forwarded. I also believe that the control room email address in many forces takes the format of "force.control@XXX.police.uk" or similar.

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

The ACPO minimum standards for all police force publication schemes is that we must provide a non-emergency number and an e-mail address for general enquiries. This is the main switchboard number and an e-mail address. This fully satisfies the terms of the request as you are able to contact everyone via these details:

Non-emergency telephone number within the county is 101, outside is 01452 728199
Contact centre email address: force.controlroom@gloucestershire.police.uk

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post –

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary