



Your reference:

Our reference: FOI_24_1098

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 31/12/2024

Dear

Gloucestershire Constabulary Freedom of Information request FOI_24_1098

On 03/12/2024 you sent an email constituting a request under the Freedom of Information Act asking the following:

Please can you send us the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support.

1. Contract Type: Maintenance, Managed, shared (If so, please state orgs)
2. Existing Supplier: If there is more than one supplier, please split each contract up individually.
3. Annual Average Spend:
4. Hardware Brand: The primary hardware brand of the organisation's telephone system.
5. Number of telephone users:
6. Number of Call Handlers on shift in the Control Room at any one time (Concurrent Users)
7. Contract Duration: please include any extension periods.
8. Contract Expiry Date: Please provide us with the day/month/year.
9. Contract Review Date: Please provide us with the day/month/year.
10. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g., Contact Centre, Communication Manager.
11. Telephone System Type: PBX, VOIP, Lync etc
12. Current issues/challenges – Potential areas of improvement that would add value?
13. Contract Description: Please provide us with a brief description of the overall service provided under this contract.
14. Go to Market: How where these services procured, please provide us with either the tender notice or the framework reference number. Please specify if procured through other routes.
15. Contact Detail: Of the person from within the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address

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

- **Q1-5, 7-11 & 13-15 –**

The information that you have requested is already reasonably accessible to you by other means and is therefore exempt by virtue of Section 21 of the Freedom of Information Act 2000. Gloucestershire Constabulary are required to make certain information available to the public as part of a publication scheme.

Section 17 of the Freedom of Information Act 2000 requires Gloucestershire Constabulary, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states the fact, (b) specifies the exemption in question and (c) states (if not otherwise apparent) why the exemption applies.

The following exemptions apply:

Section 21 – Information reasonably accessible by other means

The above exemption is absolute and class-based and therefore no Public Interest Test or Harm Test is required.

For ease of reference, I have included a link below to the relevant document.

[foi_24_0867_telephone-maintenance-contract.pdf](#)

- **Q6 –**

I can confirm that there is a total of 41 Police Officers and 188 Police Staff who work within the Force Control Room. With regards to the number of officers and staff at shift level, this information is exempt by virtue of Section 31.

Section 17 of the Freedom of Information Act 2000 requires Gloucestershire Constabulary, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states the fact, (b) specifies the exemption in question and (c) states (if not otherwise apparent) why the exemption applies.

The exemption applied to the above is as follow:

- **Section 31(1)(a)(b) – Law Enforcement**

Section 31 is a qualified and prejudice-based exemption and as such, subject to a harm and public interest test which can be seen below:

Harm

Release via the Freedom of Information Act is deemed a release into the public domain. Therefore, information that would allow criminals to accurately evaluate the capability of Gloucestershire Police will not be disclosed. Such detailed knowledge would allow criminals to take measures to target the force and undermine the Police service's ability to serve the public in preventing and detecting crime, which can only be considered as being harmful to the public.

Public Interest Test

Considerations Favouring Disclosure

There is a legitimate public interest in the public being satisfied that the Police are equipped to deliver services to the public when and where required, and therefore knowing the number of call handlers available per shift would satisfy the public that sufficient resources are available to respond to calls for service.

Considerations Favouring Non-Disclosure

The Police Service has a duty to deliver effective law enforcement ensuring that the prevention and detection of crime, apprehension or prosecution of offenders and administration of justice is carried out appropriately. There is also a duty to the safety and wellbeing of members of the public.

Disclosing information regarding the number of Officers and Staff per shift may reveal what resources are available, enabling those with criminal intent to determine police strength at any particular time, and therefore take action which could hinder the prevention and detection of crime. The release of this information could therefore provide a tactical advantage to offenders which would negatively impact on public safety and undermine the policing purpose.

Balance Test

It is not in the public interest for operational capability to be compromised with the disclosure of resources at Shift level.

Such a disclosure that would allow those with criminal intent the ability to build up a mosaic picture of force capabilities and resources which could be used to undermine law enforcement. This would not be in the public interest.

Disclosure is also not in the public interest as it places the community at increased unnecessary risk of harm and impacts on police resources. This is especially the case if additional resources need to be put in place to counter harm caused by an adverse FOIA request regarding police resources.

• **Q12 –**

No information Held.

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