

Gloucestershire Constabulary
Police Headquarters
No.1 Waterwells, Waterwells Drive
Quedgeley, Gloucester. GL2 2AN
www.gloucestershire.police.uk



Your reference:

Our reference: FOI_25_0850

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 16./07/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0850

On 19/08/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

2. Please can you tell me the maximum number of call takers you have working at any one time

3 Please can you tell me the maximum number of dispatchers you have working at any one time

4 Are the role of call taker and dispatcher totally separate or are some staff trained in both?

5 I believe that Smart Storm is the IT system you use to record calls and dispatch units, please can you confirm this?

6 How long have you had Storm for?

7 Are you on a fixed term contract for Storm and if so how long does that contract have left to run?

8 Do you have any intentions in replacing it or considering other options within the next 5 years?

9 What is the current annual budget for the Storm system?

Operational Policing

1 What Crime recording system do you currently use?

2 What is the cost of the crime recording system annually?

4 If the answer to the3 is yes please can you tell me what it is called and the annual budget to use it

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

Following receipt of your request we have below gathered the information within our specialist teams at Gloucester Constabulary. Please see below response to your questions.

The following exemptions apply: Operational policing Q2

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.

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.

The information sought is readily available on the on the main tender and contract portals. Please see the link below.

[Sell2](#)

Q2) Baseline of 8

Q3) Baseline of 8

Q4) Gloucestershire Constabulary have Call Handlers and then Call Handler/Radio Dispatchers (dual role). There is no role which is Radio Dispatcher alone.

Q5) Yes

Q6) Since 2010

Q7) Yes, 2 Years 4 months – Ends May 2028

Q8) No consideration to change systems currently

Q9) £180,237 is the Storm annual support charge

Operational Policing

Q1) At the time of request Gloucestershire Constabulary used Unifi. The crime recording system has changed since February 2026

Q4) 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