



Your reference:

Our reference: FOI_26_0452

E-mail: FOI

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Postal Address: As above

Date: 08/07/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0452

On 11/05/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

SECTION 1 CORE TELEPHONY PLATFORM

Q1. What telephony platform(s) does the force currently use?

Q2. Are these systems hosted on-premises, in a private cloud, or in a public cloud environment?

Q3. Who is the primary supplier/integrator responsible for delivering and supporting the telephony platform?

Q4. When do the contracts expire (month and year)? and are there plans for a new tender

SECTION 2 CONTACT CENTRE / 999 AND 101 HANDLING

Q5. What platform is used for your force contact operations centre (handling 999 and 101 calls)?

Q6. What Session Border Controller (SBC) product is used to connect your SIP trunks to the public network?

Q7. What workforce management system is used (if any)?

Q8. What call recording system is in use within the contact centre?

SECTION 3 UNIFIED COMMUNICATIONS AND WIDER INFRASTRUCTURE

Q9. Does the force use Microsoft Teams for internal communications? If so, is Teams also used for any telephony (Direct Routing or Operator Connect)?

Q10. What Integrated Communications Control System (ICCS) is in use in the force control room?

Q11. What is the procurement route used for telephony and communications contracts?

SECTION 4 — REFRESH AND PIPELINE

Q12. Are there any active or planned procurements for replacement or upgrade of the telephony or contact centre platform in the next 24 months?

Gloucestershire Constabulary can confirm that it holds some relevant information relating to your request, however the duty in s1(1)(a) of the Freedom of Information Act 2000 does not apply, by virtue of the following exemptions:

- Section 24(2) National Security
- Section 31(1) Law Enforcement

Sections 24(2) and Section 31(1) are both qualified, prejudice-based exemptions and therefore require evidence of harm and a public interest test to be carried out.

Evidence of Harm

The Constabulary has the overarching aim of enforcing the law, preventing and detecting crime and protecting the communities that we serve. In order to do so, the Constabulary has a significant ICT communications network and infrastructure to enable core policing services to function.

The disclosure of specific IT services, capabilities, or infrastructure would reveal in-depth information of those services thereby highlighting specific capabilities. Making reference to specific capabilities would allow a group or individuals to gage the overall effectiveness of the ICT infrastructure within the Constabulary, which could potentially result in information being released which could be used to compromise critical infrastructure which is essential to conduct day to day policing activities.

Disclosing the requested information could enable individuals who are intent on 'hacking' or defeating police systems; some of these individuals may include terrorists or terrorist organisations. In terms of duty of care, this would be detrimental to the public at large as disclosure could assist a malicious actor by highlighting specific technology systems.

Public Interest Test

Factors favouring disclosure

Providing information in respect of Gloucestershire Constabulary network infrastructure would allow the public to be better informed on the performance of the network alongside maintaining public confidence through being open and transparent with the public around the use of public funds.

Factors favouring non-disclosure

There is a strong public interest in protecting national security, due to the impact that can occur on safeguarding and protecting the public should national security be affected. Any disclosure could compromise the Constabulary's digital network and impact the enforcing of law, preventing and detecting crime and protecting the communities. Therefore, any information that may lead to compromise of force IT systems which ultimately affects law enforcement capabilities and hinders the prevention and detection of crime or terrorism, is not in the interest of the public to be disclosed.

Balance Test

The security of not only the Constabulary but the country is of great importance, and the Constabulary will not divulge any information if to do so would undermine overarching law enforcement goals or pose a risk to wider national security.

Whilst there is a public interest in the transparency of policing and force infrastructure. There is also a very strong public interest in protecting information to ensure that core and key police operations are able to function in order to assist the communities we serve

The points above highlight the merits for and against disclosure of the requested information. Disclosure would undoubtedly provide a greater public awareness around the Constabulary network. Whilst there is always a public interest in the transparency of how a police force delivers an effective service there is an overwhelming public interest in ensuring the National Security of the United Kingdom is maintained

In every case, public safety is the paramount focus and the disclosure of any information which would place individuals and the Constabulary at risk or risk compromising the National Security of the United Kingdom, is not in the public interest. This would have a negative impact on law enforcement and national security.

Pursuant to Section 17(1) of the Act this letter acts as a refusal notice under the Freedom of Information Act 2000 in relation to your request.

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