

OFFICIAL



Heddlu Police

DYFED-POWYS

FOI Reference: 331/2020

Request:

Telephony

Q1 .Can you please provide the contract start and renewal date for the forces current corporate telephony system(s) within the contract(s)?

Q1.a - If a separate telephony system is used to receive non-emergency and/or 999 calls within the forces control rooms, can you also please provide contract start and renewal dates for this system also?

Q1.b Can you please indicate what options there are for extending the existing contracts beyond the renewal dates?

Q1.c Can you please provide annual support prices paid for each telephony system contract?

Q1.d Can you please provide the suppliers name(s) of each telephony system contract?

Q1.e Can you please indicate what options there are for extending the existing contracts beyond the renewal dates?

Command and Control

Q2 Can you please provide the contract start and renewal date for the forces current command and control system used for incident management and Police resource deployment?

Q2.a Can you please indicate what options there are for extending the existing command and control contract beyond the renewal date?

Q2.b Can you please provide annual support prices paid for the command and control system contract?

Q2.c Can you please provide the suppliers name for the current command and control system contract?

Integrated Communications and Control System (ICCS)

Q3 Can you please provide the contract start and renewal date for the forces ICCS?

Q3.a Can you please indicate what options there are for extending the existing ICCS contract beyond the renewal date?

Q3.b Can you please provide annual support prices paid for the ICCS contract?

Q3.c Can you please provide the suppliers name for the current ICCS contract?

Q3.d Has the force already contracted with existing ICCS supplier to provide ESN related services and if so, please provide contract start and renewal date for these services?

Records Management System (RMS)

Q4 Can you please provide the contract start and renewal date for the forces RMS?

Q4.a Can you please indicate what options there are for extending the existing RMS contract beyond the renewal date?

Q4.b Can you please provide annual support prices paid for the RMS contract?

Q4.c Can you please provide the suppliers name for the current RMS contract?

Contact Management System (CRM system)

Q5 Can you please provide the contract start and renewal date for the forces Contact Management System used to record contact from members of the public with the forces control rooms?

Q5.a Can you please indicate what options there are for extending the existing Contact Management contract beyond the renewal date?

Q5.b Can you please provide annual support prices paid for the Contact Management System contract?

Q5.c Can you please provide the suppliers name for the current Contact Management System contract?

Geographic Information system (GIS)

Q6 Can you please provide the contract start and renewal date for the forces GIS System used within the forces control rooms for incident/contact management?

Q6.a Can you please indicate what options there are for extending the existing GIS System contract beyond the renewal date?

Q6.b Can you please provide annual support prices paid for the GIS contract?

Q6.c Can you please provide the suppliers name for the current GIS contract?

Gazetteer System

Q7 Can you please provide the contract start and renewal date for the forces Gazetteer System used within the forces control rooms for address verification of incidents and contacts?

Q7.a Can you please indicate what options there are for extending the existing Gazetteer System contract beyond the renewal date?

Q7.b Can you please provide annual support prices paid for the Gazetteer System contract?

Q7.c Can you please provide the suppliers name for the current Gazetteer System contract?

Force Control Rooms

Q8 For each of the Force's Control Rooms, please provide the following information:

Q8.a. Address (including postcode)

Q8.b. Whether the control room is:

- i. always operationally manned (i.e. 24/7)
- ii. only operationally manned during major incidents (i.e. Gold Command)
- iii. only operationally manned when a live control room is evacuated (i.e. Fallback)

Q8.C. Whether the control room is used to routinely:

- i. answer non-emergency calls (i.e. general enquiry call centre)
- ii. answer emergency calls (i.e. 999 call takers)
- iii. dispatch officers and manage the responses to incidents (i.e. dispatcher).

Q8.d. Can you please provide a breakdown of the number client workstations used within each control room for:

- i. answer non-emergency calls (i.e. general enquiry call centre)
- ii. answer emergency calls (i.e. 999 call takers)
- iii. dispatch officers and manage the responses to incidents (i.e. dispatcher).

Q8.e. Can you please provide the number of command and control clients that are browser based (if applicable)?

Q8.f. Can you please provide the number of command and control mobile data clients that are in use, either via a browser based application and/or APP installed on mobile device?

Response:

I can confirm that Dyfed-Powys Police does hold the information requested, however some of the information has been exempted by virtue of Section 31(1)(a)(b) – Law Enforcement:

Telephony

1&1a) Contract awarded in September 2017 for five years for the Operations room system telephony system, the corporate system is a separate system that is supported in house.

1b) The support contract could potentially be extended on an annual 'rolling' agreement subject to Procurement/Force approval.

1c) Support costs are £100k per annum

1d) Captia

1e) Please see response to 1b

Command and Control

2) 01/01/2016 - 31/12/2021

2a) No extension options available, review of procurement route to be undertaken prior to expiry.

2b) £111,228.40

2c) SopraSteria

Integrated Communications and Control System (ICCS)

3) The existing three year agreement terminates in September 2022.

3a) £53k per annum

3b) APD

3c) No

Records Management System (RMS)

4) Dyfed Powys police is in the process of finalising the award to an external provider for an RMS System.

4a) The contract will be for a period of 5 years with the option of up to 2 x 12 month extension periods, it is anticipated the contract will commence in June 2020.

4b) £143,976

4c) Niche Technology UK Ltd

Contact Management System (CRM system)

5 – 5c) There is no information held by Dyfed Powys Police as there is no Contact Management System in place.

Geographic Information system (GIS)

6) GIS provided as part of C&C contract

6a) As per C&C renewal

6b) Forms part of the annual C&C renewal

6c) SopraSteria

Gazetteer System

7 & 7a) Annual 'rolling' agreement

7b) £15,752.35

7c) Aligned Assets

Force Control Rooms

8a) **Section 31(1)(a)(b) applies** (please see the end of the document for an explanation of the applied exemption).

8b(i - iii) **Section 21(1) applies:**

Section 21 – Information reasonably accessible by other means

Section 1 of the Freedom of Information Act 2000 places two duties on public authorities. Unless exemptions apply, the first duty at Section 1(1)(a) is to confirm or deny whether the information specified in a request is held. The second duty at Section 1(1)(b) is to disclose information that has been confirmed as being held.

Where exemptions are relied upon Section 17 of the Freedom of Information Act 2000 requires -Powys Police, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which:

- (a) states that fact,
- (b) specifies the exemption in question and
- (c) states (if that would not otherwise be apparent) why the exemption applies.

The above exemption has been applied in relation question 8b(i – iii) due to the fact that the requested information is already published and can be accessed via the hyperlink below:

<https://www.dyfed-powys.police.uk/en/about-us/our-departments/force-communications-centre/>

8c(i ,ii & iii) Yes

8d(i, ii & iii) **Section 31(1)(a)(b) applies** (please see the end of the document for an explanation of the applied exemption).

8e) Zero

8f) 984

Explanation of the applied exemption:

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

(1) *Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to prejudice -*

- (a) *the prevention or detection of crime*
- (b) *the apprehension or prosecution of offenders*

Section 31 is a prejudice based qualified exemption and as such there is a requirement to provide details of the harm as well as the public interest test.

Evidence of harm:

Under the Act, we cannot, and do not request the motives of any application for information. We have no doubt that the vast majority of requests made under the Act are legitimate and the applicants do not have any ulterior motives. However, in disclosing information to one applicant, we are expressing a willingness to provide it to anyone in the world. This means that a disclosure to a genuinely interested and concerned person

automatically opens it up for a similar disclosure, including those who would use the information to gain an advantage over our ability to exercise our core function which is Law Enforcement.

In considering whether or not this information should be disclosed, consideration has been given to the potential harm that could be caused by disclosure. To disclose the requested information would be a clear indicator of the force's capabilities which would obviously be detrimental to the force as this would reveal information that would be useful to, and could be used to the advantage of criminal organisations who wish to disrupt police activity. This in turn would impact on an efficient policing service though failing to provide a duty of care to members of the public and to its officers and staff. Consequently, any Information that undermines the operational integrity of the police service will adversely affect public safety and have a negative impact on law enforcement.

Public Interest Test:

Factors favouring disclosure:

Disclosure of the requested information would allow the public to see where public funds are being spent and would provide a better understanding of police resources.

Factors against disclosure:

Disclosure of the requested information would reveal capabilities that Dyfed Powys Police has in a specific area. This would compromise law enforcement tactics which would hinder the prevention and detection of crime. More crime would be committed and individuals would be placed at risk, which would impact on police resources.

Disclosure of such information is not just to an individual, but is seen as a disclosure to the world at large, which will include those who undertake criminal activity.

Balancing Test

After considering the advantages and disadvantages in disclosure it falls upon Dyfed-Powys Police to conduct a balance test on the issues. The strongest argument for release, which is better awareness, needs to be weighed against the strongest argument for non-release, which in this case is effective law enforcement. The Police Service is tasked with the prevention and detection of crime and protecting the public. Whilst there is a public interest in better awareness, there is very strong public interest in safeguarding the protection of the public and the effective use of police resources.

Therefore, in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

It should be noted that owing to the systems adopted by Dyfed-Powys Police in relation to the recording of such matters the information provided may or may not be accurate.

(This is a response under the Freedom of Information Act 2000 and disclosed on 08/06/20)