Humberside Police
Corporate Development Branch
Information Compliance Unit
Priory Road
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Protecting Communities, Targeting Criminals

Your Ref:
Our Ref:F-2011-01064

21 June, 2011

Dear XXXX

FREEDOM of INFORMATION ACT 2000 Reference No: F-2011-01064

Thank you for your request for Information, received at this office on 20 May, 2011, in which you requested details of the following:

Could you please supply me with the following information, all relating to your Control Room applications and services?

1. **For each of the Force's Control Rooms, please provide the following information:**
    a. **Address (including postcode)**
    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)**
    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. dispatchers)**
2. **Details of the ICCS (Integrated Communications Control System) per control room:**
    a. **Manufacturer, model and version of the ICCS**
    b. **Date when the current ICCS model was installed**
    c. **Date when the ICCS server hardware was last replaced**
    d. **Date when the ICCS workstation PC hardware was last replaced**
    e. **Are the ICCS servers virtualised?**
    f. **What plans are there to upgrade the software or hardware of the existing ICCS system?**
    g. **Number of ICCS workstations**
    h. **Number of Airwave CCI ports connected to the ICCS**
    i. **Number of CCI ports funded by the Home Office**
    j. **Does your existing ICCS allow CCI ports to be *pooled* so they can be accessed from any ICCS workstation?**
    k. **Date the CCI port contract is up for renewal with Airwave**
    l. **Telephony switch (PBX) manufacturer, model and version connected to the ICCS**
    m. **ACD (Automatic Call Distribution) model and version used by the ICCS**

n. **Voice Recorder manufacturer, model and version used to record audio from the ICCS**
o. **Number of CCTV / video feeds connected to the ICCS**
p. **What plans are there to change ICCS provider in the next 3 years?**
q. **What plans are there to change the telephony solution used by the ICCS in the next 3 years? (e.g. upgrade existing solution to use IP telephony, change PBX manufacturer, etc.)**
r. **What plans are there to change the telephony solution used more widely by the Force in the next 3 years? (e.g. upgrade existing solution to use IP telephony, change PBX manufacturer, etc.)**
s. **What support & maintenance of the ICCS does the Force undertake themselves? (e.g. none, hardware support, 1st line maintenance, etc.)**

3. **Details of the C&C/CAD (Command and Control / Computer Aided Dispatch) system per control room:**
   a. **Manufacturer, model and version of C&C/CAD system**
   b. **Number of C&C/CAD workstations**
   c. **Date when the current C&C/CAD system / model was installed**
   d. **Date when the C&C/CAD server hardware was last replaced**
   e. **Date when the C&C/CAD workstation PC hardware was last replaced**
   f. **What plans are there to upgrade the software or hardware of the existing C&C/CAD system?**
   g. **What plans are there to change C&C/CAD provider in the next 3 years?**
4. **Collaboration with other authorities:**
   a. **Which other Authorities (Police, Fire, Ambulance) is the force discussing/planning collaboration with from a Control Room and ICT perspective?**
   b. **What Control Room and ICT collaboration activity is underway or planned with other Authorities (Police, Fire, Ambulance)?**
5. **Contact details:**
   a. **Name and contact details of the Force's Airwave Manager or equivalent person(s) with responsibility for managing / supporting the Force's Airwave services**
   b. **Name and contact details of the Force's Control Room Manager or equivalent person(s) with responsibility for managing / supporting the Force's ICCS and C&C/CAD systems**
   c. **Name and contact details of the Force's Head of ICT or equivalent person with budgetary responsibility for future ICCS and C&C/CAD procurement**

The Freedom of Information Act requires that this request is dealt with in a manner that is motive and applicant blind. A disclosure under this legislation is considered a disclosure to the world and is considered to be on the basis that it is in the public interest.

This response is unique to Humberside Police and you are advised not to compare this like for like with any other force's response you receive.

In satisfaction of section 1(1) of the Act Humberside Police can confirm the requested information is held however it has been determined in order to satisfy your request in full would exceed the appropriate limit which is 18 hours or as a cost £450 as defined in the Appropriate Limit and Fees Regulations 2004.

<u>Rationale why section 12 applies</u>

It has been determined that in order to extract all the relevant information would require a manual inspection of both paper and electronic records across different departments within the force which would take longer than 18 hours to extract the relevant data.

Section 12 of the Act states:

(1) s1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the 'appropriate limit' (18 – hours).

Activities that may be counted within our time estimations are:

Determining whether the information is held Locating and retrieving the information, whatever its format and wherever it's held Once only reading the information Extracting the information to be disclosed from the other information Communicating the information including time taken to write a response to the request, or to summarise, edit or redact information; and Time spent making arrangements for an applicant to view documents, books, videos, and electronically held information

The following have not been included within our calculations:

Our decision making process to whether the request is covered by Freedom of Information Time taken in gaining legal advice or referral of the request to any other department to determine whether a piece of information is exempt Assessing the extent of the public interest test Obtaining authorisation to send out the information Managing the fees notice General overheads

In accordance with section 17(5) of the Act this represents a refusal notice for your request.

Should you need to discuss this further please contact James Green, Information Compliance Officer on the above details.

Yours sincerely,

James Green
Information Compliance Officer

Humberside Police – Freedom of Information Complaints Review Procedure

Why Have A Complaints Process?

Humberside Police is committed to delivering an open and transparent service whenever possible and it is our intention to commit to the principles of openness embodied in the Freedom of Information Act. We will release information to the greatest extent possible, consistent with the public interest, however we may withhold information if we consider its release would cause significant harm.

If information within a document is withheld, it will be clearly marked to show where information has been removed and the legal exemption we have used. If we decline to supply all or part of any information you have asked for we will notify you in writing giving our reasons based upon legal exemptions contained within the Freedom of Information Act.

If you are not satisfied about the way in which your Freedom of Information request has been handled you have the right to appeal. This information has been designed to help you to understand how to complain to Humberside Police. Using this process will not affect your right to complain directly to the Information Commissioner if you feel we have not complied with our obligations under the Freedom of Information Act.

Who Can Complain?

Anyone who has made a Freedom of Information request in writing to the Force can complain. If you have requested information and you are not satisfied with the way we have dealt with it, you can use the complaints process to have it looked at again. If someone who requested information would like to complain but cannot do so themselves, you can complain on their behalf but it will help us if you make it clear that you are doing so.

What Can I Complain About?

If you are not satisfied with the way we have handled your request, with the fee we have charged, or with the reasons we have given for refusing to provide information, you have the right to appeal. You can complain about the range, amount and format of information we have sent following a request. You can also complain about the way a request was handled, for example, the time it took to respond.

How Do I Complain?

To deal with your complaint as quickly as possible, it will help if you can give us as much information as you can about the original request made and the reason for your complaint. Please put your complaint in writing and address it to:

FOI Appeals
Humberside Police Information Compliance Unit
Police Headquarters
Priory Road
Hull HU5 5SF

What Happens To My Complaint?

Once we have enough details to identify the request, we will begin the review. The Head of The Information Compliance Unit will normally review your complaint. In the more complex cases a review panel consisting of a number of senior personnel from the Force will re-examine your complaint. We aim to complete the review process within 20 days of receiving your complaint. Upon completion we will send you the findings.

How Will I Be Notified?

Where we have not followed procedures or have failed to provide acceptable quality of service, we will apologise and explain what we will do to ensure this doesn't happen again. If our original decision to withhold information is over-turned on appeal we will send you the additional information immediately. If we believe that our original response was correct we will let you know, and inform you of your options (see below).

What If I'm Still Not Satisfied?

If we have been unable to resolve your complaint and you are not satisfied you can approach the office of the Information Commissioner, who may investigate the matter on your behalf. This option is open to you at all times, but we will endeavour to address your complaint initially, as this may lead to a speedier resolution. It is the Information Commissioner who decides whether to investigate or not. We will co-operate fully with the Information Commissioner.

If you have any further questions about the complaints process, please contact the Information Compliance Unit on 01482 317097 or alternatively you can write to:

Head of Information Compliance Unit
Humberside Police Headquarters
Priory Road
Hull HU5 5SF
Email: Informationcomplianceunit@humberside.pnn.police.uk

Requests for a review by the Information Commissioner should be made in writing directly to:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 01625 545 700
www.informationcommissioner.gov.uk