



Humberside Police
Corporate Development Branch
Information Compliance Unit
Priory Road
Kingston Upon Hull
HU5 5SF
Tel: +44 (1482) 578006
Fax: +44 (1482) 305002

Your Ref:
Our Ref: F-2013-01066

25 July, 2013

Dear XXXX

FREEDOM of INFORMATION ACT 2000 Reference No: F-2013-01066

Thank you for your request for Information, received at this office on 25 June, 2013, in which you requested details of the following:

- 1. Current Fixed Line (Voice Circuits) Provider- Supplier's name**
- 2. Fixed Line- Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers**
- 3. Fixed Line- Contract Duration- the number of years the contract is for each supplier.**
- 4. Number of Lines- Please can you split the number of lines per each supplier?**
- 5. Minutes/Landline Provider- Supplier's name (Fixed Voice not Mobiles)**
- 6. Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.**
- 7. Minutes Landline Monthly Spend- Monthly average spend. An estimate or average is acceptable.**

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8. **Minute's Landlines Contract Duration:** the number of years the contract is with the supplier.

9. **Number of Extensions-** Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

10. **Fixed Broadband Provider- Supplier's name**

11. **Fixed Broadband Renewal Date-** please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

12. **Fixed Broadband Annual Spend-** Annual average spend. An estimate or average is acceptable.

13. **VOIP/PBX Installation Date:** - please provide day, month and year (month and year is also acceptable). If various date please state date for the main telephone system.

14. **Renewal Date on any leased Telephony systems -** please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.

15. **Lease Provider- Supplier's name.**

16. **WAN Provider-** please provide me with the main supplier(s)

17. **WAN Contract Renewal Date-** please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

18. **WAN Annual Spend-** Annual average spend. An estimate or average is acceptable.

19. **Internal Contact:** please can you send me there full contact details including contact number and email and job title.

IMPORTANT

If there is more than one supplier for some of the contract information please can you split each of the contracts for each supplier that provide that service/support. For example Fixed Lines BT, Virgin Media Business

Supplier	Renewal Date	Contract Duration	Number of Lines
VMB	01/06/2013	1	100

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If there is more than one contract please can you send me the main contracts?

If your organisation has a managed services contract which includes all or two out of three of the services stated above please state which of these is included with the contract. It would also be for me to if there are any other service support areas that are included within these contracts.

Managed Service Contract

- **Contract Title**
- **Supplier's Name**
- **Services Included**
- **Total Contract Value**
- **Duration**
- **Expiry Date- please provide day, month and year (month and year is also acceptable)**
- **Review Date- please provide day, month and year (month and year is also acceptable)**
- **Internal Contact: please can you send me there full contact details including contact number and email and job title.**

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.

Humberside Police Response

Please find the relevant information below:

Part 1: KC/BT/C&W

Part 2: April

Part 3: Minimum 12 Months

Part 4: KC = 1460 Approx BT = 200

Part 5: KC/BT/ Vodafone (Was Cable & Wireless)

Part 6: Humberside Police does not hold this information.

Part 7: BT = £700, KC = £6000, Vodafone = £2600

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Part 8: Ongoing 12 Monthly

Part 9: 2800

Part 10: BT/KC

Part 11: Rolling, April

Part 12: BT = £10000.00, KC = £32000.00

Part 13: 2007 and 1 Installed 2013

Part 14: No information held

Part 15: No information held

Part 16: KC

Part 17: Rolling April

Part 18: BT = £75,000 KC = £832,000 Vodafone = £20,000

Part 19:

Andrew Stubbs
Infrastructure Manager
Tel: 0114 2197211
Andrew.stubbs@southyorks.pnn.police.uk

Part 20:

No information held – Humberside Police has no managed service.

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

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File classification: NOT PROTECTIVELY MARKED - NO DESCRIPTOR

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?

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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

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