

Chief Constable
Chief Constable Robert Carden
Police Headquarters
Carleton Hall Penrith,
Cumbria
CA10 2AU



13th December 2024

Dear

FREEDOM OF INFORMATION REQUEST – FOI 1045/24 Contact centre contract

I refer to your request for information received by Cumbria Constabulary on the 21st of November 2024. I note you seek access to the following information:

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

*contact centre contract(s)
inbound network services contract (s)*

The first part of my request relates to contact centre service contracts which could relate to one of the following:

*Advanced call distribution to control the flow of calls and maximise customer experience
Email, website live chat and integrations with popular social media apps like Facebook and Instagram
Performance monitoring tools to track performance, customer satisfaction and other key sales metrics*

This could be part of a whole package or separate service applications.

Please send me the following information for each provider:

- 1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.*
- 2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier*
- 3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available, please also include any contract extensions.*
- 4. Contract Expiry: For each supplier, please state the date of when the contract expires.*
- 5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.*
- 6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.*
- 7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.*
- 8. Number of Agents; please provide me with the total number of contact centre agents;*



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9. *Number of Sites; please can you provide me with the number of sites the contact centre covers.*
10. *Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?*
11. *Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?*
12. *Number of email users: Approximate number of email users across the organisations.*

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

0800, 0845, 0870, 0844, 0300 number

Routing of calls

Caller Identifier

Caller Profile- linking caller details with caller records

Interactive voice response (IVR)

For a contract relating to the above please can you provide me with?

1. *Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.*
2. *Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier*
3. *Contract Expiry: For each supplier, please state the date of when the contract expires.*
4. *Contract Review: For each supplier, please state the date of when the contract will be reviewed.*
5. *Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.*
6. *Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.*

Your request for information has now been considered and I can confirm Cumbria Constabulary does hold information you request; however I will be citing the exemption Section 31 (1) to questions 1,3,4,5,6,8,10,11 in part 1 of your request and questions 1-5 in part 2 of your request.

Section 31 (1) (a)(b), Law Enforcement.

Please Note: Previously, we would disclose this information, however, there has since been a key change in the stance taken, which is outlined in the exemption below. In this case, we consider that disclosure of the information would be likely to make the police service more open to malicious attacks on our computer systems. The risk of cyber-attacks, with the threat more likely since the war in Ukraine, therefore, posing an increased risk more recently.

Section 31(1)(a) exempts information if its disclosure would or would be likely to prejudice the prevention and detection of crime.

As a qualified and prejudice-based exemption, I am required to evidence the harm and apply the public interest test.

Evidence of Harm



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LEADER



Every effort should be made to release information under Freedom of Information. However, a FOIA response is a release to the world, as once the information is published, the public authority has no control over what use is made of that information.

The Police Service is charged with enforcing the law, preventing, and detecting crime and protecting the communities we serve. To achieve these objectives, all forces utilise Information Technology essential to front line services. Disclosure of the Constabulary's ICT infrastructure, including on-going plans for specific software applications and capabilities, or the lack thereof, would reveal intricacies of those systems, thereby highlighting vulnerabilities and compromising individual force information assurance.

Disclosure would also enable a geographical picture to be drawn up by those individuals who are intent on 'hacking' 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, as disclosure could assist a malicious actor by highlighting vulnerable forces and leaving those forces open to disruption of Information Technology systems; thus, compromising the effective delivery of operational law enforcement which in turn, is met by an increase of criminal offending.

With regards to the information requested in question 8, the disclosure of the number of police officers within specific department reveals tactical capability and vulnerabilities from force to force and this could be of intelligence value to those intent on pursuing criminal activity. By revealing the operational strength of Cumbria Constabulary this would impact on the forces law enforcement capabilities.

Public Interest Test

Factors favouring disclosure – Disclosing the specific details of certain ICT infrastructure, would allow the public to be better informed on the health state and performance of each forces Information Technology platform. In addition, forces are required to demonstrate efficient services to local taxpayers and satisfy audit requirements. This would provide transparency regarding the use of public funds in so much as highlighting that funds are being used correctly and appropriately, to ensure all Data Centres have adequate software, which results in the smooth running of force Technology systems.

Factors favouring non-disclosure - Whilst there is public interest in providing reassurance that police forces are appropriately and effectively dealing with any threats, posed against police force Technology capabilities, there is a strong public interest in safeguarding the welfare and safety of the public. If ICT systems were successfully attacked, it could lead to the loss of confidentiality, integrity, and availability of police information. Any disclosure has the potential to undermine current and future technological integrity, which in turn compromises Law Enforcement, and could jeopardise the daily running of policing activity. The risk of affecting the function of the police service would be much greater. In addition, by revealing ICT software, this is intelligence to those who would wish to exploit vulnerabilities in the service. This may lead to the compromise of force IT systems which ultimately affects law enforcement capabilities and hinders the prevention and detection of crime or terrorism.

Disclosing information relating to police officer numbers in specific departments, could give criminals insight into the strengths of the Constabulary or any potential weaknesses that may exist. This information could be used by criminals' intent on pursuing criminal activity and could compromise law enforcement tactics. The potential disruption and damage caused would be detrimental to the Constabulary's ability to prevent and detect crime, apprehend offenders, and safeguard the public, which would not be in the public interest.



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Balance Test

The security of the country is of paramount importance and the Police service will not divulge any information, if to do so would undermine law enforcement and therefore compromise the work of the police service. Whilst there is a public interest in the transparency of policing and force infrastructure, including the Police ICT infrastructure, there is a very strong public interest in safeguarding the integrity of these systems in place.

The points above highlight the merits for and against disclosure of the requested information. Disclosure would undoubtedly provide a greater openness and transparency to the community at large regarding the Information Technology resources available to the police, and whilst there is always a public interest in the transparency of how a police force delivers effective law enforcement, there is a very strong public interest in safeguarding the intricacies and tactical capabilities of the software used when dealing with information.

I am aware of the immense importance for Public Authorities to demonstrate a level of openness and transparency, I believe protecting the tactical capability of Cumbria Constabulary must take precedence in this case. It is my decision that the balance of the public interest lies in the non-disclosure of the exempted information.

The response to questions 2, 7,9 and 12 in part 1 and question 6 in part 2 is provided below. This information has been provided by the Constabulary's IT department.

Part 1

Question 2 – No information held as the contract value for the contact centre and inbound network services is not recorded separately from the full contract value.

Question 7 – tm_servicedesk@cumbria.police.uk

Question 9 – The contact centre covers 2 sites.

Question 12 – 3000

Part 2

Question 6 – tm_servicedesk@cumbria.police.uk

Whilst every care has been taken in the retrieval of the information provided, please do not hesitate to contact us for clarification, if you do have any issues or queries relating to this data.

Complaint Rights

Your attention is drawn to the attached sheet, which details your right of complaint.

I would like to take this opportunity to thank you for your interest in Cumbria Constabulary.



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