

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



7th April 2025

Dear

FREEDOM OF INFORMATION REQUEST – FOI 330/25 Print Arrangements

I refer to your request for information received by Cumbria Constabulary on the 17th of March 2025. I note you seek access to the following information:

I would be grateful if you would provide details of your current contract covering reprographics/print arrangements under the Freedom of Information Act 2000 as follows

- 1. Number of MFDs (Multi-functional devices) & photocopiers at Cumbria Constabulary*
- 2. Name of incumbent supplier*
- 3. Start/end date of contract (if expired, WHEN do you expect to revisit the marketplace)*
- 4. Details of any extension options*
- 5. What framework / Route to market used*
- 6. Number of regular/desktop printers (in addition to above)*
- 7. Is there a support contract on above, if yes please state start/end date*
- 8. Does the Constabulary have a Print Room*
- 9. If yes, name of supplier, number of devices and start/end date of contract, also details of any extension options*
- 10. Total annual print/copy volumes including, if applicable your Print Room, for (a) mono (b) colour*
- 11. What Print software does the Constabulary run*
- 12. Your total annual spend on print*

Your request for information has now been considered and I can confirm Cumbria Constabulary does hold the information you have requested, however, I am not obliged to disclose all this information to you, for the reasons set out below.



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The information you have requested in questions 2, 3, 7, 9, 11 is exempt from disclosure by virtue of Section 31(1)(a)(b) – Law Enforcement.

Section 31 is a prejudice based, qualified exemption and there is a requirement to describe the harm that will be caused if the exempt information is disclosed and to consider if the public interest considerations in favour of maintaining the exemption outweigh the considerations in favour of releasing the information.

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.

I have set out my views on these issues below for your information.

Harm

It is important to stress that disclosures under the Freedom of Information Act are disclosures to the world, not just to the individual making the request, and such responses may be published on a public facing disclosure log or shared more widely by the recipient.

This means the disclosed information can be viewed/seen by any person, including cyber-criminals. Modern policing is technology led and technology is paramount in effectively responding to crime and our capability to detect and prevent crime. Disclosing information relating to the ICT infrastructure of the Constabulary would be likely to assist persons intent on criminality. This would give cyber-criminals information about the IT equipment used by the Constabulary and this information would provide an insight into vulnerabilities that may, or may not, exist in relation to those devices and this information could increase the risk of cyber-attacks on the Constabulary's ICT infrastructure. In the event of a successful attack, this could significantly impede the Constabulary's ability to prevent and detect crime, bring offenders to justice, and safeguard the public.

Public interest test

Considerations favouring disclosure- Disclosure would help transparency and accountability for the force and would provide information about how effective the constabulary's IT infrastructure and systems are. Disclosing information about the devices used would also inform the public about how public money is spent.

Considerations against disclosure- Disclosing information relating to our devices, IT infrastructure and systems could give cyber criminals insight into the strengths of the Constabulary's IT infrastructure/systems and any potential weaknesses that may exist. This would increase the chances of cyber-attacks. If a cyber-attack was successful, the resulting 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.

One of the reasons that cyber security measures are in place is to protect the integrity of personal and sensitive personal information so increasing the chances of an attack would have potentially serious repercussions and disclosing information that would reduce the effectiveness of the cyber security measures the Constabulary takes would not be in the public interest.



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Balance test

Although there is a public interest in transparency and openness between Cumbria Constabulary and the public, in addition to the public seeing how we are engaging with the threat from criminals, there is a stronger interest in ensuring the public are protected from this threat. We must also ensure the enforcement of the law and the prevention and detection of crime is upheld. To provide a disclosure which is likely to assist offenders would seriously undermine the effective delivery of operational law enforcement and I have therefore concluded the considerations in favour of maintaining the exemption carry the most weight and therefore the information requested in questions 2, 3, 7, 9, 11 is withheld.

In accordance with Section 17(1) of the Freedom of Information Act, this letter acts as a Refusal Notice for this part of your request.

The Constabulary's Procurement department have provided information in relation to Questions 1,4,5,6,8,10 and 12 and the answers can be found below.

Question 1 – 64

Question 4 – No information held

Question 5 – CCS RM6174

Question 6 – No information held

Question 8 – No

Question 10 – Estimated: a) mono 1.9m b) Colour 0.5m

Question 12 - Click Charge £50,000 – Machines owned Services Charges £12,000

Complaint Rights

If you believe your request has not been properly handled, or you are otherwise dissatisfied with the outcome of your request, you have the right to request an internal review.

In the first instance, please email freedomofinformation@cumbria.police.uk quoting the FOI reference number and explain why you are dissatisfied. Your complaint will be considered and a response will be provided to you after your complaint has been investigated.

If you remain dissatisfied following conclusion of the internal review, you have the right, under section 50 of the Freedom of Information Act, to complain directly to the Information Commissioner.

The address for the Information Commissioner can be found below:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Complaints to the Information Commissioner can also be made online:

[Make a complaint | ICO](#)



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



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