



**Kent  
Police**



Mr Patrick Palmer  
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Date: 4 April 2014

FOI Ref: 14/03/302

Dear Mr Palmer,

**Freedom of Information Request 14/03/302**

I write in response to your request for information under the Freedom of Information Act 2000 received on 13 March 2014:

*Many public sector organisations use a 'community messaging' or 'neighbourhood alert' system whereby members of the public and other local community groups can sign up or subscribe to receive alerts from your organisation via email, automated voice call or SMS text message. It's a system your force would typically use to send messages about incidents, missing persons or other urgent issues.*

1. *Does your organisation currently use such a system?*

Yes.

2. *If so, which one? (e.g. Ringmaster, Neighbourhood Alert, Owl, bespoke/developed in-house etc.)*

Ringmaster.

3. *If it was developed in-house, how long ago and at what cost?*

The system was not developed in-house. A company named IVD Development built the system more than 10 years ago.

4. *Which message sending methods does it support from the following: email, SMS, voice call, Twitter, Facebook?*

Email and voice call however voice call was discontinued recently to save on the cost of calls.

5. *Approximately how many active users/subscribers does it have across each message sending method?*

8,300.

6. *Can you please provide a copy of the contract with your supplier? (if applicable)*

There is no current contract with IVD Development. Kent Police therefore holds no information for this question.

7. *Can you please specify the contract end date? (if applicable)*

Not applicable, please see the response to question 6.

8. *Does your organisation use the Government's G-cloud/CloudStore platform to purchase IT and software? If not, when do you plan to do so?*

Yes.

Kent Police is soon to introduce a new in-house solution to replace Ringmaster. This is called the Community Contact Database or CCD, training for the new system is to commence shortly, after a short period Ringmaster will then be switched off.

Thank you for your interest in Kent Police. If you have any queries about your request or the application of the Freedom of Information Act generally, please contact this office quoting the reference number above.

Yours sincerely,

**Charlotte Woolsey**

**Senior Freedom of Information Administrator**

### **Your right to complain**

We take our responsibilities under the Freedom of Information Act seriously but, if you feel your request has not been properly handled or you are otherwise dissatisfied with the outcome of your request, you have the right to complain. We will conduct an internal review to investigate the matter and endeavour to reply within 20 working days. If your appeal concerns the decision to apply an exemption, it would assist the review if you would outline why you believe the exemption does not apply.

You may lodge your complaint by writing to:

Freedom of Information  
Kent Police Headquarters  
Sutton Road,  
Maidstone  
Kent  
ME15 9BZ

Or by e-mailing [freedomofinformation@kent.pnn.police.uk](mailto:freedomofinformation@kent.pnn.police.uk)

If you are still dissatisfied following our internal review, you have the right under section 50 of the Act to complain directly to the Information Commissioner. Before considering your complaint, the Information Commissioner would normally expect you to have exhausted the complaints procedures provided by Kent Police.

The Information Commissioner can be contacted at:

FOI Compliance Team (complaints)  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF