



**NORFOLK**  
CONSTABULARY  
*Our Priority is You*

17<sup>th</sup> October 2019

**Freedom of Information Request Reference N°: FOI 003222/19**

I write in connection with your request for information received by Norfolk Constabulary on the 5<sup>th</sup> September 2019 in which you sought access to the following information:

With reference to various social media posts that have been made recently, I would like some information about your use and promotion of the What3Words system.

- 1 Has the "What3Words" system been integrated in any way with the systems that your emergency call handlers use? If so, please provide some basic details of what this involves.
- 2 Are there any financial costs to the police associated with any integration above, or the ongoing use of the What3Words system? If so, please provide a rough guide to the costs involved as both one-off and ongoing payments. (The number of digits in the amount in pounds would suffice here.)
- 3 Has there been any other agreement (either formal or informal) between the constabulary and What3Words, whereby the police will provide any non-monetary consideration, such as agreeing to publicise or promote the system?
- 4 Prior to deciding to use and promote What3Words for emergency use, what evaluation of other systems (e.g. lan/lon, OS Grid references, Mapcodes, Open Location Codes, or AML/ELS) was carried out or reviewed? In particular, was any analysis done as to the effectiveness of conveying a What3Words location versus an OS grid reference over a poor phone line, and how one or other parties being non-native English speakers might affect things?
- 5 Do your control room staff have access to AML/ELS location data (see [https://en.wikipedia.org/wiki/Advanced\\_Mobile\\_Location](https://en.wikipedia.org/wiki/Advanced_Mobile_Location)) from smartphones, and how is this information available to them? Is this available from all 999, 911 and 112 calls made from compatible smartphones? If not, why not?
- 6 Please provide a copy of any Guidelines or Standard Operating Procedures for control room staff who need to find the location of a caller on a mobile phone. Are staff able to interpret OS Grid references and/or Open Location Codes if the caller provides these?
- 7 In the case described at <https://twitter.com/skipptg/status/1165928846702579712> , which was recently retweeted by the Norwich Police twitter account, can you confirm that the incident happened as described, and explain why an AML/ELS location was not available from the original call?

**Response to your Request**

The response provided below is correct as of 12<sup>th</sup> September 2019.

Norfolk Constabulary has considered your request and our response is below:-

- Q1 The facility to use an Application Programme Interface (API) is available for free from what3words. This has been utilised within the Constabulary's Computer Aided Dispatch (CAD) system which is maintained by the ICT Department. This allows the function to validate a location on an incident using the what3words location and we can also search and view the locations on the CAD mapping system.
- Q2 The API is free of charge and requires no maintenance. It was installed as part of routine updates. The Constabulary has an existing agreement with Sopra Steria, who supplies the CAD system, with regard to software updates.
- Q3 We have a written agreement with what3words regarding the use of the application on force devices, to comply with relevant Information Standards. We do not have any agreement in place relating to providing publicity or promotion of the system.
- Q4 Norfolk Constabulary is enabled to receive and process, via the CAD system, a myriad of address formats, such as traditional postal address, OS grid reference, etc.
- Q5 Yes, the Constabulary has access to Enhanced Information Service for Emergency Calls. The source data is provided by British Telecom, who have technical ownership of the system.
- Q6 Please see attached leaflet regarding what3words. We have also attached a copy of the CCR Standard Operating Procedure relating to 'Abandoned, Accidental, Nuisance & Silent Calls'.
- In addition to this, CCR staff will use EISEC (Enhanced Information Service for Emergency Calls) and grid reference mapping, as well as reviewing previous calls received from the mobile or landline number in order to identify the caller location.
- Q7 The tweet to which you refer has been 'liked' by a Constabulary account. Based on the information provided within the tweet, it is not possible to confirm which incident this refers to on our CAD system.

This response will be published on the Constabulary's web-site under the Freedom of Information pages:-

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>

Should you have any further queries concerning this request, please contact Amanda Gibson, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;  
<http://www.opsi.gov.uk/>

Norfolk Constabulary is not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the  
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask Norfolk Constabulary to review their decision.

Ask Norfolk Constabulary to look at the decision again.

If you are dissatisfied with the decision made by Norfolk Constabulary under the Freedom of Information Act (2000), regarding access to information, you must notify Norfolk Constabulary that you are requesting a review within 40 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker  
Information Management Department  
Norfolk Constabulary  
Operations and Communications Centre  
Jubilee House  
Falconers Chase  
Wymondham  
Norfolk NR18 0WW  
OR  
Email: [freedomofinformation@norfolk.pnn.police.uk](mailto:freedomofinformation@norfolk.pnn.police.uk)*

In all possible circumstances Norfolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at [www.ico.org.uk](http://www.ico.org.uk) or contact them at the address shown below:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 01625 545 700