



NORFOLK
CONSTABULARY
Our Priority is You

5th December 2019

REVISED RESPONSE

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

I write in connection with your request for information received by Norfolk Constabulary on the 5th 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) 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 12th 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 No evaluation or analysis of other systems was conducted, therefore no information is held.
- Q5 Smartphone technology is not available to Control Room Operators. No information is held in relation to the reasons for this.
- Q6 There are many reasons why a Control Room Operator may need to find the location of a caller on a mobile phone. For example, a missing person or an abandoned call. The original response included a Standard Operating Procedure (SOP) on '999 & Other Calls – Abandoned, Accidental, Nuisance & Silent'. The SOP provided a narrative box that stated 'Consider Immediate subscriber check through CCR Supervisor & 'Golden Hour' checks. The training provided to Control Room Operators is, in these circumstances, to contact the Duty Control Room Inspector.

In relation to the second part of the question, the response is Yes, staff are able to interpret OS Grid references and/or Open Location Codes, if the caller provides these.

- Q7 This was retweeted by the Norwich Police twitter account.

Searches have been undertaken to locate the incident. It cannot be guaranteed but a CAD was located which best fits the description, IE a motorcycle road traffic collision in a rural location using what3words to identify the location. The incident identified, happened as described in the tweet.

No information is held. The Control Room received a call from the Ambulance Service and not the motorcyclist direct.

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*

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 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