



NORFOLK
CONSTABULARY
Our Priority is You

14th January 2020

Freedom of Information Request Reference N°: FOI 004564/19

I write in connection with your request for information received by Norfolk Constabulary on the 17th December 2019 in which you sought access to the following information:

What automatic caller location data do your call handlers have available to them from 999/112/911 callers phoning on a mobile phone, and what is the understood typical level of accuracy (in metres) of this location data when it is present? Roughly what fraction of mobile calls is this data available for? Does any mobile location information appear automatically on your systems, or does it have to be verbally communicated by the BT operator?

Response to your Request

The response provided below is correct as of 20th December 2019.

Norfolk Constabulary has considered your request and our response is below.

Please note, 911 is not a UK emergency code.

The Constabulary's Contact and Control Room has the ability to interrogate the EISEC Database, which is supplied and hosted by BT. The Constabulary accesses this through a third-party program hosted in house.

This is not a Norfolk Constabulary provided 'service' as it is provided by BT. All results will vary depending on where the call was made, handset type, if suitable for AML (Advanced Mobile Location), signal quality, etc.

BT data from April and May 2019 shows that around 3 to 3.5% of 999 calls do not have EISEC data (inc landline calls). We are unable to split this figure between mobile and landline calls.

The phone number appears (if not a roaming call) as a Caller Line Identity (CLI), this is then placed in a program which queries the BT EISEC database. The CCR staff can then view/copy the information into the Computer Aided Dispatch (CAD) system which includes a mapping solution. It does not, by default, have to be verbally passed by the BT operator, but is available in the event of a system failure, etc.

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