



Thames Valley Police
Chief Constable Francis Habgood QPM

Headquarters
Oxford Road
Kidlington
Oxfordshire
OX5 2NX

Mr E Ford

Telephone: 101
Direct dial: 01865 542051
Email: publicaccess@thamesvalley.pnn.police.uk

Our ref: HQ/PA/002763/17
Your ref:

26 October 2017

Dear Mr Ford

I write in response to the above-referenced Freedom of Information Act (FOIA) request submitted on 28 September 2017. Thames Valley Police has now considered this request, which for clarity, has been repeated below:

<u>Request</u>	<u>Response</u>
<p>1. Does the force produce a contact centre performance report based on 999 and 101 calls including total number of calls and answer times?</p> <p>a. What is the annual cost of the software / service to perform this?</p> <p>2. Does the force produce a report on top frequent callers to 999 and 101?</p> <p>a. What is the annual cost of the software / service to perform this?</p> <p>3. Can you measure the number of callers dialling 101, abandoning the call and redialling 999?</p> <p>a. What is the annual cost for the software / service to perform this?</p> <p>4. What software do you currently use to manage your call logging?</p> <p>a. How much is the annual cost for this?</p> <p>a+. When is it up for renewal?</p> <p>5. How many hours of force time does it take to produce Home Office reports in</p>	<p>This request is being refused under Section 12(2) of the FOIA.</p> <p>Section 12 of the FOIA allows that public authorities do not have to comply with section 1(1) of the Act if the cost of complying would exceed the appropriate limit. In accordance with the Freedom of Information Act, this letter represents a Refusal Notice for this request.</p> <p>This information is not held in an easily retrievable format and would require a search across many areas of business, such as ICT, finance, performance, people services, resources and central services. It is estimated that this would exceed the appropriate 18 hour time and £450 cost limit.</p> <p>Section 16:- Further advice & assistance Thames Valley Police cannot further advise how this information might be</p>



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<p>relation to 999 / 101 performance?</p> <p>6. Does the force have the ability to verify telephone number usage in high-profile cases?</p> <p>7. Does the force have the ability to receive S9 witness statements from their provider/maintainer for any call log queries affecting active cases? (Avoiding chain-of-evidence issues)</p> <p>8. Who is responsible for the forces contact centre? What are their contact details?</p> <p>9. Who is responsible for the forces data analysis? What are their contact details?</p> <p>10. Does the force utilise their call-logging capabilities to adjust contact centre shift patterns?</p> <p>11. Does the force log building access throughout all their buildings centrally?</p> <p>12. In the event of a Major Incident, do you have a means of alerting large teams of people via text messages?</p> <p>a. If so, what is the cost of this service?</p>	<p>retrieved within the constraints. However, you may wish to reduce your request to specific elements.</p> <p>Thames Valley Police does have a call monitoring system that can provide a range of data on 999 and 101 calls for management purposes and therefore, does hold data with regards to that system.</p> <p>Thames Valley Police procures products and services through the Blue Light e-tendering service (https://bluelight.eu-supply.com/). At the time of tendering, all the required information for those bidding for the tender is provided.</p>
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Complaint Rights

If you are dissatisfied with the handling procedures or the decision made by Thames Valley Police, you can lodge a complaint with the force to have the decision reviewed within two months of the date of this response. Complaints should be made in writing to the FOI inbox; publicaccess@thamesvalley.pnn.police.uk.

If, after lodging a complaint with Thames Valley Police, you are still unhappy with the outcome, you may make application to the Information Commissioner at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

If you require any further assistance, please do not hesitate to contact this office.



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Yours sincerely

Jonathan Hands
Public Access
Joint Information Management Unit