



CIVIL NUCLEAR CONSTABULARY

[REDACTED]

Email: [REDACTED]

Our Ref: 2015-019

The Executive Office

Civil Nuclear Constabulary
Building F6 Culham Science Centre
Abingdon
Oxon
OX14 3DB

Tel: 01235 466428

Website: <https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Dear [REDACTED]

I am writing in response to your request for information regarding the below received on 30 April 2015. Your request has been handled under Section 1(1) of the Freedom of Information Act 2000. In accordance with Section 1(1)(a) of the Act I hereby confirm that the CNC/CNPA does not hold information of the type specified.

I wish to submit to the organisation a freedom of information request relating to the organisations :

1. contact centre/call centre contracts
2. inbound network services contracts

Please send me the following information for each provider

1. **Incumbent Supplier:** For each of the contract(s) please can you provide me with the supplier of the contract.
2. **Annual Average Spend:** the annual average (over 3 years) spend for each supplier
3. **Contract Expiry:** the date of when the contract expires.
4. **Contract Review:** the date of when the contract will be reviewed.
5. **Contract Description:** a brief description of the services provided of the overall contract.
6. **Contact Details:** The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.
7. **Number of Agents;** please provide me with the total number of contact centre agents;
8. **Number of Sites;** please can you provide me with the number of sites the contact centre covers.
9. **Manufacturer of the contact centre:** Who is the manufacturer of the contact centre system that you operate?
10. **Busy Periods:** Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g. JAN-MAR, APR, JUNE.
11. **Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?**

12. Number of email users: Approximate number of email users across the organisations.

Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

- 1. 0800, 0845, 0870, 0844, 0300 number**
- 2. Routing of calls**
- 3. Caller Identifier**
- 4. Caller Profile- linking caller details with caller records**
- 5. Interactive voice response (IVR)**

For contract relating to the above please can you provide me with?

- 1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**
- 2. Annual Average Spend: the annual average (over 3 years) spend for each supplier**
- 3. Contract Expiry: the date of when the contract expires.**
- 4. Contract Review: the date of when the contract will be reviewed.**
- 5. Contract Description: a brief description of the services provided of the overall contract.**
- 6. Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.**

There are no call centre / contact centre contracts in CNC.

There is one 0300 inbound network service provided by BT. This service is on a pay-on-use and currently has yet to be used. There is therefore no need to review the contract. The person responsible is Paul Stone, Deputy CIO, 01235 466591, paul.stone@cnc.pnn.police.uk

The Civil Nuclear Constabulary is a specialist armed police service dedicated to the civil nuclear industry, with Operational Policing Units based at 11 civil nuclear sites in England, Scotland and Wales and over 1400 police officers and staff. The Constabulary headquarters is at Culham in Oxfordshire. The civil nuclear industry forms part of the UK's critical national infrastructure and the role of the Constabulary contribute to the overall framework of national security.

The purpose of the Constabulary is to protect licensed civil nuclear sites and to safeguard nuclear material in transit. The Constabulary works in partnership with the appropriate Home Office Police Force or Police Scotland at each site. Policing services required at each site are agreed with nuclear operators in accordance with the Nuclear Industries Security Regulations 2003 and ratified by the UK regulator, the Office for Nuclear Regulation (ONR). Armed policing services are required at most civil nuclear sites in the United Kingdom. The majority of officers in the Constabulary are Authorised Firearms Officers.

The Constabulary is recognised by the Association of Chief Police Officers of England, Wales and Northern Ireland (ACPO) and the Association of Chief Police Officers in Scotland (ACPOS). Through the National Coordinated Policing Protocol, the Constabulary has established memorandums of understanding with the local police forces at all 11 Operational Policing Units. Mutual support and assistance enable the Constabulary to maintain focus on its core role.

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 investigate the matter and endeavour to reply within 3 – 6 weeks. You should write in the first instance to:

Sarah Shevlin
Disclosures Officer
CNC
Culham Science Centre
Abingdon
Oxfordshire
OX14 3DB

E-mail: FOI@cnc.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 the CNPA.

The Information Commissioner can be contacted at:

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

If you require any further assistance in connection with this request please contact us at our address below:

Sarah Shevlin
Disclosures Officer
CNC
Culham Science Centre
Abingdon
Oxfordshire
OX14 3DB

E-mail: FOI@cnc.pnn.police.uk

Yours sincerely

Sarah Shevlin
Disclosures Officer
Civil Nuclear Constabulary