



Ministry
of Defence Police

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[REDACTED]
By email – [REDACTED]
[REDACTED]

Our Ref: eCase: FOI2017/09269 RFI: 274/17
Date: 24 October 2017

Dear [REDACTED]

**FREEDOM OF INFORMATION ACT 2000: MINISTRY OF DEFENCE POLICE:
TELECOMMUNICATIONS MANAGEMENT**

I refer to your email dated 27 September 2017 which was acknowledged on the same date

We are treating your email as a request for information in accordance with the Freedom of Information Act 2000 (FOIA 2000).

In your email you requested the following information:

- ‘1. Does the force produce a contact centre performance report based on 999 and 101 calls including total number of calls and answer times?
a. What is the annual cost of the software / service to perform this?**
- 2. Does the force produce a report on top frequent callers to 999 and 101?
a. What is the annual cost of the software / service to perform this?**
- 3. Can you measure the number of callers dialling 101, abandoning the call and redialling 999?
a. What is the annual cost for the software / service to perform this?**
- 4. What software do you currently use to manage your call logging?
a. How much is the annual cost for this?
a+. When is it up for renewal?**
- 5. How many hours of force time does it take to produce Home Office reports in relation to 999 / 101 performance?**
- 6. Does the force have the ability to verify telephone number usage in high-profile cases?**

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)

8. Who is responsible for the forces contact centre? What are their contact details?

9. Who is responsible for the forces data analysis? What are their contact details?

10. Does the force utilise their call-logging capabilities to adjust contact centre shift patterns?

11. Does the force log building access throughout all their buildings centrally?

12. In the event of a Major Incident, do you have a means of alerting large teams of people via text messages?

a. If so, what is the cost of this service?'

A search for information has now been completed and I can confirm that information in scope of your request is held by the Ministry of Defence Police (MDP). Please see below:-

'1. Does the force produce a contact centre performance report based on 999 and 101 calls including total number of calls and answer times?

a. What is the annual cost of the software / service to perform this?

2. Does the force produce a report on top frequent callers to 999 and 101?

a. What is the annual cost of the software / service to perform this?

3. Can you measure the number of callers dialling 101, abandoning the call and redialling 999?

a. What is the annual cost for the software / service to perform this?

4. What software do you currently use to manage your call logging?

a. How much is the annual cost for this?

a+. When is it up for renewal?

5. How many hours of force time does it take to produce Home Office reports in relation to 999 / 101 performance?

In relation to questions 1 – 5 no information is held as MDP do not operate a 999/101 call system.

6. Does the force have the ability to verify telephone number usage in high-profile cases?

Yes, under the provisions of RIPA

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)

Yes, MDP would undertake appropriate authorised RIPA comms data investigations supported by s9 witness statements where appropriate/necessary.

8. Who is responsible for the forces contact centre? What are their contact details?

No information held – please see the response to questions 1 - 5

9. Who is responsible for the forces data analysis? What are their contact details?

MDP have Intelligence Analysts within the Crime Command department. Under section 40(2) of the FOIA we are unable to release their contact details.

10. Does the force utilise their call-logging capabilities to adjust contact centre shift patterns?

Not Applicable (see response to questions 1 – 5)

11. Does the force log building access throughout all their buildings centrally?

As the MDP is geographically spread throughout the country and primarily based within secure MOD establishments all building access is controlled by the establishment and is not logged centrally.

12. In the event of a Major Incident, do you have a means of alerting large teams of people via text messages?

No, the MDP does not have a text alerting system in place.

a. If so, what is the cost of this service?

Not applicable

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely

MDP Sec Data Protection and Freedom of Information Office