



# CIVIL NUCLEAR CONSTABULARY

**Email:**

[REDACTED]

**Our Ref:** 2019-003

**The Executive Office**

Civil Nuclear Constabulary

Building F6 Culham Science Centre

Abingdon

Oxon

OX14 3DB

Tel: 01235 466428

Website: <https://www.gov.uk/cnc>

Dear [REDACTED]

I am writing in response to your request for information regarding the below. 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. .

- 1. Please state the number of 999 calls received by your force's control room. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).**
- 2. Please state the number of 101 calls received by your force's control room. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).**
- 3. Please state the waiting time targets for your force for**
  - a) 999 calls**
  - and**
  - b) 101 calls**
- 4. Please state the number of 999 calls that breached your force's waiting time targets. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).**
- 5. Please state the number of 101 calls that breached your force's waiting time targets. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).**
- 6. Please state the number of 999 calls that were dropped or abandoned by your force's control room before they could be answered. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).**
- 7. Please state the number of 101 calls that were dropped or abandoned by your force's control room before they could be answered. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).**
- 8. Please state the number of 999 calls to your force's control room that were first graded as emergency incidents i.e. Grade 1/I. Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).**

**9. Please state the number of 101 calls to your force's control room that were first graded as emergency incidents i.e. Grade 1/I Please breakdown the number of calls by calendar month and provide data from the last 3 years (1st April 2016 to 31st March 2019).**

**10. a) Please state how many vehicle-related incident automated eCall alerts were received by your force. Please breakdown the number of calls by calendar month and provide data from the last 12 months (1st April 2018 to 31st March 2019).**

**b) How many of the eCalls turned out to be false alarms? Please breakdown the number of calls by calendar month and provide data from the last 12 months (1st April 2018 to 31st**

The Civil Nuclear Constabulary is a specialist armed police service dedicated to the civil nuclear industry, with Operational Policing Units based at 10 civil nuclear sites in England and Scotland 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 National Police Chiefs' Council (NPCC) 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 10 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](mailto: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](mailto:FOI@cnc.pnn.police.uk)

Yours sincerely  
Sarah Shevlin  
Disclosures Officer