



CIVIL NUCLEAR CONSTABULARY

Email

[REDACTED]
[REDACTED]
[REDACTED]

The Executive Office

Civil Nuclear Constabulary

Building F6 Culham Science Centre

Abingdon

Oxon

OX14 3DB

Tel: 03303 135400

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

1st July 2021

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 hold information of the type specified.

I would like to request information for the following questions/queries:

- 1. What apps or chatbots does your force use to communicate with the public?**
- 2. Can the app/chatbot be considered "smart" (obtaining natural language understanding, natural language generation and machine learning engines)?**
- 3. If you do not make use of "smart" technology, what is your reasoning behind this decision?**
- 4. Are these chatbots/apps used within third party applications or websites, such as Facebook?**
- 5. Which service providers develop, deliver and/or maintain these apps/chatbots?**
- 6. How much has been spent on this app/chatbot since the contract began?**
- 7. What is the duration of the contract and has it been extended?**
- 8. Please share any evaluation, review or report of the use of application or chatbot.**

9. Please indicate how these chatbots or apps contribute to public confidence.

10. Please share the most recent force-level (NOT national level) document relating to how the force plans to gain or improve public confidence.

11. Please share any official protocol or guidance for the use of the app or bot.

1. The CNC does not use any apps or chatbots to communicate with the public

2. N/A

3. The CNC is an armed national infrastructure police force, tasked with protecting vital national infrastructure. We protect 10 civil nuclear power stations across England and Scotland and also nuclear material when it is in transit. Our officers have the same powers as their Home Office counterparts and patrol an area 5km around each site. We do not regularly interact with members of the public in the same way Home Office colleagues do and we do not investigate any crime, therefore there is little need for members of the public to contact us. We use our CNC website, Twitter, Facebook and Instagram account to share our Mission and updates on the Constabulary with members of the public and the use of chatbots or apps is not necessary for this.

4. No

5. N/A

6. N/A

7. N/A

8. N/A

9. N/A

10. A copy of our 3 year Strategic Plan and Annual Policing Plan can be found on our website.

11. N/A

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:

Kristina Keefe
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:

Kristina Keefe
Disclosures Officer
CNC
Culham Science Centre
Abingdon
Oxfordshire
OX14 3DB
E-mail: FOI@cnc.pnn.police.uk

Yours sincerely
Kristina Keefe
Disclosures Officer