



CIVIL NUCLEAR CONSTABULARY

Email

[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>

23rd December 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.

Telephony and UC/ Collaboration

1. Please confirm the manufacturer of your telephony system(s) that are currently in place
2. When was the installation date of your telephony equipment?
3. When is your contract renewal date?
4. Who maintains your telephony system(s)?
5. Please confirm the value of the initial project
6. Please confirm the total ongoing annual spend on telephony
7. Please confirm the annual support cost for your telephony system
8. Do you use Unified Communications or Collaboration tools , if so which ones?

Contact Centre

1. Please confirm the manufacturer of your contact centre system(s) that are currently in place?
2. When was the installation date of your contact centre infrastructure?
3. When is your contract renewal date?

4. **Who maintains your contact centre system(s)?**
5. **Please confirm value of the initial project?**
6. **Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre**
7. **How many contact centre agents do you have?**
8. **Do agents work from home? Or just your offices?**
9. **Do you use a CRM in the contact centre? What platform is used?**
10. **Do you use a knowledge base / knowledge management platform? What platform is used?**

Connectivity and Network Services

1. **Who provides your WAN and internet connectivity and the annual spend on each**
2. **Have you , or do you plan to deploy SD Wan services**
3. **Have you got SIP trunks, if so who from and confirm annual spend**
4. **Please confirm who provides your LAN, WIFI and Security infrastructure**
5. **Please confirm your annual spend on each**
6. **Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management**

Organisation

1. **How many employees do you have overall within your organisation?**
2. **Can you provide contact details for your procurement lead / category manager for these services?**
3. **Can you provide names and contact details for the following people within your organisation?**
 - **CIO / IT Director**
 - **Head of IT**
 - **Head of Digital Transformation**
 - **Head of Customer services**

Telephony and UC/ Collaboration

Questions 1 to 8 are exempt under S21 (information accessible to the applicant by other means). We are not required to release information if it is reasonably accessible to you in another way. The information can be found by following the link, where similar FOI requests on sexual misconduct can be found. <https://www.gov.uk/search/all?organisations%5B%5D=civil-nuclear-constabulary&order=updated-newest&parent=civil-nuclear-constabulary>

Contact Centre

Questions 1 to 10 are exempt under S21 (information accessible to the applicant by other means). We are not required to release information if it is reasonably accessible to you in another way. The information can be found by following the link, where similar FOI requests on sexual misconduct can be found. <https://www.gov.uk/search/all?organisations%5B%5D=civil-nuclear-constabulary&order=updated-newest&parent=civil-nuclear-constabulary>

Connectivity and Network Services

1. WAN connectivity – Vodafone. Internet connectivity – Nasstar.
2. We are currently looking at it.
3. Yes from Modality
4. LAN – Nasstar. Wifi – Stone Group, Security Infrastructure – SopraSteria.
5. We do not have self-managed datacentres. Yes we have cloud-based security and threat management.

Organisation

1. Over 1600
2. Procurement@cnc.police.uk
3. The CNC does not have a customer services department.
 - Derek Grimsley • CIO / IT Director
 - Head of IT
 - Head of Digital Transformation

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 1600 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