



CIVIL NUCLEAR CONSTABULARY

The Executive Office

Civil Nuclear Constabulary

Building F6 Culham Science Centre

Abingdon

Oxon

OX14 3DB

Tel: 03303 135400

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

31st July 2025

Dear Requester

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.

Your Request:

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

- 1. contact centre contract(s)**
- 2. inbound network services contract (s)**

The first part of my request relates to contact centre service contracts which could relate to one of the following:

- 1. Advanced call distribution to control the flow of calls and maximise customer experience**
- 2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram**
- 3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics**

This could be part of a whole package or separate service applications.

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:** For each supplier, please state the annual average (over 3 years) spend for each supplier
- 3. Contract Duration:** For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.
- 4. Contract Expiry:** For each supplier, please state the date of when the contract expires.
- 5. Contract Review:** For each supplier, please state the date of when the contract will be reviewed.
- 6. Contract Description:** For each supplier, please state a brief description of the services provided of the overall contract.
- 7. Contact Details:** For each supplier, please state 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. At the very least please provide me with their actual job title.
- 8. Number of Agents;** please provide me with the total number of contact centre agents;
- 9. Number of Sites;** please can you provide me with the number of sites the contact centre covers.
- 10. Manufacturer of the contact centre:** Who is the manufacturer of the contact centre system that you operate?
- 11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?**
- 12. Number of email users:** Approximate number of email users across the organisations.

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 a 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:** For each supplier, please state the annual average (over 3 years) spend for each supplier

3. Contract Expiry: For each supplier, please state the date of when the contract expires.

4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

6. Contact Details: For each supplier, please state 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.

CNC Response:

Contact centre contracts – We do not have a contact centre therefore all questions are N/A.

inbound network services contract

1. Modality
2. £39,246
3. 30th October 2025
4. Annually
5. Direct Routing for Teams
6. Procurement@cnc.police.uk

Context:

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 contributes 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. 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 request an internal review. We will investigate the matter and aim to reply within 3 to 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 expect you to have exhausted the internal review procedure 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 using the details provided above.

Yours sincerely

Kristina Keefe

Disclosures Officer