



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>

20 August 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 not hold information of the specified type. CNC does not have a customer service function of the type described. Please see below for context.

Your Request:

This is an information request relating to customer service performance levels.

Please include the following information for the financial years 2021/22, 2022/23, 2023/24 and 2024/25:

- **The average call wait times for your customer service phone lines are each year.**
The percentage of calls answered within your target time for each of those years.
- **The average response time for written correspondence (email, letter, or online submissions) in each of those years.**
- **The percentage of correspondence responded to within the organisation's target timeframe in each year.**
- **The number of formal complaints received relating to delays, unanswered calls, or poor customer service, broken down by year.**

- **If held, the department's official service level targets for customer interaction (e.g., target wait time, target response time) and whether those targets were met in each year.**

CNC Response:

CNC does not have a customer service function of the type described. Please see below for context.

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 three to six weeks. You should write, in the first instance, to:

Jo Sawley
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

Jo Sawley

Disclosures Officer