

**Date:** 10<sup>th</sup> February 2021

**Our Reference:** FOIA-2021-005

**RE: Your request for information under the Freedom of Information Act 2000**

I write in response to your Freedom of Information Act 2000 ('FoIA 2000') request dated **15/01/2021**.

**Decision**

When a request for information is made under the FoIA 2000, a public authority has a general duty under section 1(1) of the Act to inform an applicant whether the requested information is held. There is then a general obligation to communicate that information to the applicant. If a public authority decides that the information should not be disclosed because an exemption applies, it must, under section 17(1), cite the appropriate section or exemption of the Act and provide an explanation for relying upon it.

In line with section 1(1) of the FoIA 2000, I can confirm the College **does hold** some information relevant to your request. We have dealt with each part of your request separately:

**Contract 1**

1. Current Lines/Voice Services (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.

**ISDN** – originally supplied by BT

**VOIP** – BT / ATOS. ATOS deliver the 8K phone system under the BT contract

**SIP** – Supplied by Gamma.

2. Fixed Line- Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

**BT Openscape** – due to end 15/03/22

**Gamma** – due to end 18/12/21.

3. Fixed Line- Contract Duration- the number of years the contract is for each provider

**BT** – 5 years

**Gamma** – 5 years.

4. Type of Lines- Please can you split the type of lines per each supplier? PSTN, Analogue, SIP

**Gamma – SIP.**

5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

**Gamma:**

Harrogate VOIP Switch Trunk – 30 channels

Harrogate Skype Trunk – 30 channels

Ryton VOIP Switch Trunk – 30 channels

Ryton Skype Trunk – 30 channels

**BT lines:**

Harperley – 3 analogue lift lines.

**Contract 2**

6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available please can you provide further insight into why?

**Gamma – All Calls over the SIP Trunk are inclusive. The College has never gone above the minutes allocated, which are as follows:**

UK 5000 Mins per Channel

UK Mobile 2000 Mins per Channel.

7. Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.

**Gamma – 18/12/21**

**BT Analogue Lift Lines – 31/03/21.**

8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable.

**Gamma – This contract is inclusive of minutes. The amount of minutes specified in the contract has not been exceeded. Therefore, no extra charges have been incurred.**

**BT Analogue – These are only used as lift emergency lines, consequently, we are not aware of any call charges.**

9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.

**No information held.**

10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

Across four College sites (London, Harperley, Ryton, Harrogate), we have an estimated 300 handsets.

**Contract 3**

11. Fixed Broadband Provider- Supplier's name if there is not information available please can you provide further insight into why?

The College does not use fixed broadband providers, we instead use dedicated access circuits at each College site:

**Harrogate**

Current – Vodafone 100mb – this is in the process of replacement

New – Vodafone 1000MB Internet Bearer

**Ryton**

Talk Talk – 300MB. This is due to be replaced

Virgin – 50MB

Thales – 100mb

**Harperley**

Talk Talk – 50MB, this is due to be replaced

New – Vodafone 200MB Internet Bearer

**London**

Thales – 100MB Internet Bearer, this was provisioned as part of the WAN Contract.

12. Fixed Broadband Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

**Harrogate**

Vodafone new service – Currently being installed. The contract will be for an initial three years, starting from the date of instalment.

Vodafone – 03/21

**Ryton**

Talk Talk –08/21

Vodafone – 03/21

Virgin – 03/21  
Thales – 31 March 2020

**Harperley**

Talk Talk - 03/21  
Vodafone – 03/21

**London**

Thales – March 2022

**Hendon**

Vodafone – Internet Expired March 2018  
CXJ - expired May 2017

13. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider.  
An estimate or average is acceptable.

**Harrogate**

Vodafone (retiring Service) - £9823 per year  
Vodafone (Replacement Service) - £10,418 per year

**Ryton**

Talk Talk (retiring) – £9912 per year  
Vodafone – (replacement service) - £9965 per year  
Virgin (retiring) – £14,515 per year  
Thales – £9052 per year

**Harperley**

Talk Talk (retiring) - £8782 per year  
Vodafone – £5818 per year

**London**

Thales – 100MB Internet Bearer (this was provisioned as part of the WAN Contract)

**Hendon**

Vodafone – (retired service) £22164.00 per year  
CXJ – (retired service) £53,329.92 per year

**Contract 4**

14. WAN Provider- please provide me with the main supplier(s) if there is no information available  
please can you provide further insight into why?

WAN is provided by Thales.

15. WAN Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

Contract renewal date - 05/10/21

16. Contract Description: Please can you provide me with a brief description of the contract  
WAN for College of Policing sites.

17. The number of sites: Please state the number of sites the WAN covers. Approx. will do.  
Thales WAN covers four College sites. Two College sites have dual circuits for resilience.

18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.  
Total yearly cost for WAN provision is £98,352.

19. For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.

Procured through network services RM1045

20. Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.

Mark Leng  
IT Infrastructure Services Manager  
[Mark.Leng@college.pnn.police.uk](mailto:Mark.Leng@college.pnn.police.uk)

Mark's contact number has been withheld under the section 40(2) – personal information exemption; please find our reasoning for applying section 40(2) below.

Your rights are provided at the bottom of this letter.

Yours sincerely,

**Kate Kaufman | Legal Researcher**  
**Information Management and Legal Team**  
**College of Policing**  
Email: [FOI@college.pnn.police.uk](mailto:FOI@college.pnn.police.uk)  
Website: [www.college.police.uk](http://www.college.police.uk)

## **Section 40(2) – Personal information**

Section 40(2) states that:

“Any information to which a request for information relates is also exempt information if-

- (a) It constitutes personal data which do not fall within subsection (1), and
- (b) Either the first or the second condition below is satisfied.”

Essentially, under section 40(2) FoIA (by virtue of section 40(3A)), personal data of a third party can be withheld if any of the data protection principles would be breached by disclosing that data.

Personal data is defined in section 3(2) of the Data Protection Act 2018 ('DPA'), as being:

“Any information relating to an identified or identifiable living individual”.

Section 3(3) DPA defines an identifiable living individual as:

“a living individual who can be identified, directly or indirectly, in particular by reference to –

- (a) an identifier such as a name, an identification number, location data or an online identifier, or
- (b) one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual”.

As stated above, the two main elements of personal data are: that the information must 'relate' to a living person and that the person must be identifiable. Information will relate to a person if it is: about them, linked to them, has some biographical significance for them, is used to inform decisions affecting them, and has them as its main focus or impacts on them in any way.

We consider that releasing Mark's contact number, may lead to the direct identification of a living person, and would therefore breach the data protection principles laid out in the DPA.

We are committed to openness and transparency, and recognise the wider public interest in contact details for College staff being made available. However, we also have a legal duty to ensure that the rights to privacy of individuals are protected and we do not believe that it would be fair to disclose the names on the requested information.

## **Your right of review**

Under the Freedom of Information Act 2000 you have a right to request an internal review if you are dissatisfied with our handling of your request. Review requests should be made in writing (by email or post) within **40 working days** from the date of our original response. We will aim to respond to your review request within **20 working days**.

### **The Information Commissioner's Office (ICO)**

If, after lodging a review request you are still dissatisfied, you may raise the matter with the ICO. For further information you can visit their website at <https://ico.org.uk/for-the-public/official-information/>. Alternatively, you can contact them by phone or write to them at the following address:

#### **Information Commissioner's Office**

**Wycliffe House**

**Water Lane**

**Wilmslow**

**Cheshire**

**SK9 5AF**

**Phone: 0303 123 1113**