



12th February 2019

Freedom of Information Request Reference N^o: FOI 000271/19

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 18th January 2019 in which you sought access to the following information:

Which if any of the following document management services do the Norfolk and Suffolk Constabulary outsource?

- Hard copy storage
- Document scanning
- Confidential waste disposal

Who are the current service providers for the outsourced services?

If hard copy storage is outsourced, how many boxes are stored off site?

What is the annual expenditure in relation to the above services (by service)?

When are the contracts for the services up for renewal/review?

Who is the best person to approach in relation to quoting for the required document management services?

Response to your Request

The response provided below is correct as of 5th February 2019.

Norfolk and Suffolk Constabularies have located the following information as relevant to your request.

The contractor for offsite hard copy storage is Deepstore. The details of the contract can be found on the Bluelight Procurement Database website. A link has been provided below:-

<https://www.blpd.gov.uk/foi/foicontractview.aspx?contractid=25448>

Document scanning is included in the storage contact, as a value added service but this is not used.

Confidential waste disposal is included within the Facilities Management Contract with CBRE. Again, details can be found on the Bluelight website:-

<https://www.blpd.gov.uk/foi/foicontractview.aspx?contractid=18505>

At this time, approximately 22,000 boxes are stored for Norfolk and Suffolk.

The Hard Copy Storage is currently out to tender. This has been advertised in OJEU *reference 2019/S 025-055868) and on Contracts Finder:-

<https://www.contractsfinder.service.gov.uk/Notice/83708ef0-36fb-4a60-a46e-db5dc27cae2c?p=@UFQxUIRRPT0=NjJNT08=>

The contact for confidential waste disposal is Lesley Heywood.
Lesley.heywood@norfolk.pnn.police.uk

Where links have been provided, section 21 has been engaged. Under Section 21(1) of the Freedom of Information Act (2000), public authorities are not required to provide information that is reasonably accessible to the public by other means; in this case via the BLPD website, therefore in accordance with Section 17 of the Freedom of Information Act (2000), this serves as a Refusal Notice for these parts of your request.

This response will be published on the Constabularies web-site under the Freedom of Information pages:-

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>
<https://www.suffolk.police.uk/services/freedom-information/disclosure-logs>

Should you have any further queries concerning this request, please contact Amanda Gibson, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;
<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 40 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Information Management Department
Norfolk Constabulary
Operations and Communications Centre
Jubilee House
Falconers Chase
Wymondham
Norfolk NR18 0WW
OR
Email: freedomofinformation@norfolk.pnn.police.uk*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk or contact them at the address shown below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700