



18<sup>th</sup> November 2020

### **Freedom of Information Request Reference N<sup>o</sup>: FOI 003542/20**

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 22<sup>nd</sup> October 2020 in which you sought access to the following information:

- 1 What is the name and software version of your current ICCS system?
- 2 What is the contract end date of the existing ICCS system?
- 3 Are there any plans to replace it, if so when?
- 4 Has the ICCS system been upgraded in readiness for ESN?
- 5 What plans (if any) are in place to collaborate with partner Forces/Agencies in terms of sharing the technology, or actual control rooms?
- 6 What is the name of your Computer Aided Dispatch (CAD), software version, and contract end date?
- 7 What back office systems is the CAD integrated into?
- 8 Are there any plans to replace your CAD system and if so when?

### **Response to your Request**

The response provided below is correct as of 30<sup>th</sup> October 2020.

Norfolk and Suffolk Constabularies have considered your request and our response is below.

- Q1 The current system used by the Constabularies is Capita DS3000.
- Q2 The current contract is due to expire on 31<sup>st</sup> March 2023.
- Q3 There are no current plans to replace this contract.
- Q4 An upgrade is planned for March 2021.
- Q5 There are no collaboration plans at this time.
- Q6 The CAD system is Steria Storm MA. The contract expires 18<sup>th</sup> November 2021.
- Q7 The CAD system is integrated into the crime and Intelligence system Athena, Mitel, the Police National Computer (PNC), Optik, Exchange, Enterprise Resource Planning (ERP) and Duties Management System (DMS).
- Q8 There are no current plans to replace the CAD system.

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](mailto: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](http://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