

6 August 2025

FOI Ref 21534

Request - You asked us the following:

I am writing to request information under the Freedom of Information Act 2000 regarding the Mobile, Voice & Data services currently in place at STAFFORDSHIRE POLICE AUTHORITY.

I would be grateful if you could provide the following information:

1. Current Mobile, Voice & Data Services

- Total number of active SIMs.
- Description of current tariffs/allowances.
- Name of the current service provider(s).

2. Requirements for the Next Contract

- Planned budget.
- Contract length.
- Estimated total number of SIMs (Voice & Data, and Data-only).
- Distribution of SIMs across networks (e.g. 50 on Vodafone, 100 on EE, etc.).
- Description of required UK tariffs/allowances, and EU & Rest of World (RoW) roaming bundles.
- Total number of Mobile Device Management (MDM) licences.
- Total number of Mobile Lifecycle Management subscriptions.
- Total number and types of Microsoft 365 licences.
- Total fund for mobile devices.

3. Managed IT Services

- Are all your IT & Telecoms services managed in-house or is anything outsourced?
- If outsourced, who do you use?
- Is this contract managed by the same officer at {Name of Council}?

4. Contract Review

- Date of the next review for the Mobile, Voice & Data services contract.

5. Responsible Officer(s)

- Name and contact details of the officer(s) responsible for the contract review at STAFFORDSHIRE POLICE AUTHORITY

We received your request on 03/07/2025 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police's response to your enquiry is as follows:

Staffordshire Police holds the requested information.

1. Current Mobile, Voice & Data Services



- Total number of active SIMs – **Disclosed, 4,700 connections.**
- Description of current tariffs/allowances – **Disclosed, all-inclusive voice and SMS with 5TB shared data per month & voice only.**
- Name of the current service provider(s) – **Disclosed, EE & Vodafone.**

2. Requirements for the Next Contract

- Planned budget – **No information held.**
- Contract length – **Disclosed, current contract in place until 2028, requirements to be reviewed in 2027.**
- Estimated total number of SIMs (Voice & Data, and Data-only) – **Disclosed, we currently have 4,700 connections.**
- Distribution of SIMs across networks (e.g. 50 on Vodafone, 100 on EE, etc.) – **Disclosed, current contract in place until 2028, requirements to be reviewed 2027.**
- Description of required UK tariffs/allowances, and EU & Rest of World (RoW) roaming bundles – **Disclosed, All-inclusive voice and sms with 5TB shared data per month & Voice only.**
- Total number of Mobile Device Management (MDM) licences – **Disclosed, 2368.**
- Total number of Mobile Lifecycle Management subscriptions – **Disclosed, no information held.**
- Total number and types of Microsoft 365 licences – **Partially disclosed, Office, Exchange, SharePoint, Teams, Windows Enterprise, Enterprise Mobility + Security (EMS) and Azure service.**
- Total fund for mobile devices – **Disclosed, £78,000.00 per annum.**

3. Managed IT Services

- Are all your IT & Telecoms services managed in-house or is anything outsourced? – **Disclosed, - In-house.**
- If outsourced, who do you use? – **Not applicable.**
- Is this contract managed by the same officer at {Name of Council}? – **Not applicable.**

4. Contract Review

- Date of the next review for the Mobile, Voice & Data services contract. - **Disclosed, EE - Contract review 2027 and Vodafone - Rolling contract.**

5. Responsible Officer(s)

- Name and contact details of the officer(s) responsible for the contract review at STAFFORDSHIRE POLICE AUTHORITY- **Disclosed, Julian Owen - Commercial Business Partner,**
CommercialServices@staffordshire.police.uk

Please note that this data has been provided to the best of our ability, subject to the limitation of current recording protocols and systems/software.

The following exemption has been applied:

In accordance with Section 17(1) of the Freedom of Information Act, this letter represents a refusal notice for this particular request.

- Section 43(2) Commercial Interests

This is a prejudice based qualified exemption which means there is a requirement to provide evidence of harm and a public interest test needs to be considered.

Harm:

The information relating to a supplier name and also the number of licences or users included in these contracts, if released into the public domain, would harm Staffordshire Police's negotiating position with regards to future contracts for software or services as the licence cost could be calculated. There are commercially confidential clauses within these software contracts which are not permitted to be shared to the wider public.

Public Interest Test

Factors favouring disclosure under Section 43(2)

Disclosure of the requested information would allow the public to be aware of how public funds are spent or allocated and thereby would provide transparency and accountability, showing that funds from the public purse are used appropriately and proportionally.

Factors favouring non-disclosure under Section 43(2)

Through disclosure of the requested information, Staffordshire Police would find that its negotiating position would be greatly impaired through the release of details that would not only likely be prejudicial to Staffordshire Police but also to the agencies/companies involved. Releasing this information would be expected to have a detrimental effect on their ability to be competitive in the future and would be exceedingly likely to deter further enterprises submitting offers for tender in the future. This then would impede Staffordshire Police obtaining the most competitive or appropriate services in the future and negatively impact upon the public purse.

Balance test

It is the responsibility of Staffordshire Police, when dealing with commercial businesses, to not only protect their commercial interest but also that of Staffordshire Police. Commercial interests must be protected so that the best possible value for money is obtained through open competition, both for businesses and Staffordshire Police. This would not be achieved if full details were to be made available to the market. Although the use of public funds must be open and transparent, Staffordshire Police is accountable for the money that it spends and utilises and if to release the information means the force is unable to negotiate future tendering and have the ability to secure value for money due to business relationships having been impaired, then this would not be in the public interest.

Having considered the public interest test factors, we are required to determine whether, on balance, the factors favouring disclosure outweigh those which are against disclosure. It is our view that the factors favouring disclosure do not outweigh those which favour withholding the details. Therefore, Staffordshire Police declines to provide the information for the reasons stated above.

Please be advised that all Freedom of Information request responses are published on the Staffordshire Police website although personal details are not included.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Staffordshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing within two months of the date of receipt of this email, and should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

Central Disclosure Unit
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Central Disclosure Unit within two months of the Force's response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by another Decision Maker who is independent from the original Decision Maker. The Central Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within 20 working days. In more complex cases the review may take up to 40 working days.

The independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.



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4. Conclusion of the Appeal

On completion of the review the Independent Decision maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

ICO Website for complaints link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Central Disclosure Unit