

31 July 2025

FOI Ref 21525

Request - You asked us the following:

Under the Freedom of Information Act 2000, I am requesting a copy of documents related to specific training for your 999 emergency call operators.

Specifically, I request the following:

- A copy of the current training guides, manuals, or any other instructional materials provided to your 999 emergency call handlers concerning the use of Emergency Location Services (ELS), which may also be referred to as Advanced Mobile Location (AML).
- This request includes any documentation that details the process for call handlers to access, interpret, and utilise the automated GPS location data that is sent from mobile phones making a 999 call.

We received your request on 02/07/2025 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.

- Under the Freedom of Information Act 2000, I am requesting a copy of documents related to specific training for your 999 emergency call operators.
- Specifically, I request the following:
 - A copy of the current training guides, manuals, or any other instructional materials provided to your 999 emergency call handlers concerning the use of Emergency Location Services (ELS), which may also be referred to as Advanced Mobile Location (AML).
 - This request includes any documentation that details the process for call handlers to access, interpret, and utilise the automated GPS location data that is sent from mobile phones making a 999 call.
- **Partially disclosed, please see the accompanying files titled below and please also see the below exemptions.**
 - 'FOI 21525 999 calls UPDATED JAN 25'**
 - 'FOI 21525 Abandoned 9's handout'**
 - 'FOI 21525 Emergency Roamer handout'**
 - 'FOI 21525 RapidSOS JAN 25'**

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

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 part of this particular request.

- **Section 31(1)(a)(b) Law Enforcement**

Information is exempt from disclosure under S31(1)(a)(b) where the release of Information would, or would likely to, prejudice the prevention and detection of crime and/ or the apprehension or prosecution of offenders. This exemption is qualified and prejudice-based and, as such, we are required to evidence the harm in disclosure and apply the public interest test.

- **Section 40(2) Personal Information**

Section 40(2) is an absolute exemption which means that there is no need to quantify the harm that may arise from the disclosure; neither is it subject to a public interest test.

To release personal or third-party information held by Staffordshire Police, would breach the data protection principles; namely –

- Data is lawfully and fairly processed.
- Processed in line with an individual's rights.
- Data is secure.

Personal and third-party information cannot be released under the Freedom of Information Act.

Disclosure under Freedom of Information is a release of information to the world in general and not an individual applicant.

Harm

To provide the individual call signs for specific departments could undermine existing or future investigations, operations and police tactics. It would allow those with ill intent to cause disruption to operational policing and prejudice the prevention and detection of crime. Placing such information into the public domain would arm criminals, or individuals with ill intent wishing to cause disruption, with detailed information from which deployments of specific types of police vehicles could be identified. Armed with this knowledge, those individuals could take steps to disrupt the activities of specific vehicle types or target these vehicles to increase their chances of evading detection or capture, or to increase the effectiveness of their offending. This in turn would then place Police Officers and the general public at an increased risk of harm.

Knowledge of call signs associated to police vehicles allocated to specific areas of policing would allow individuals to speak on the policing network with a level of validity that could lead to major disruption to the force communications network. It would also aide criminals in disrupting events or operations involving each specific sphere of policing.

Public Interest Test

Factors favouring disclosure under Section 31(1)(a)(b)

To disclose this information would adhere to the basic principle of being open and transparent, it would also lead to a better public awareness of the workings of the police force and the communications used with operations and during routine policing.

Factors favouring non-disclosure under Section 31(1)(a)(b)

Releasing such data would give those individuals with the intent to do so, the intelligence required to disrupt police activity. This knowledge would allow those with ill intent to target their offending more effectively which would inevitably lead to an increased likelihood of criminal activity and an increased danger to the public. Any disclosure of information which is likely to undermine the ability to serve the public in preventing and detecting crime can only be considered as being harmful to the public.

Balance test

When considering whether disclosure is appropriate, we must weigh the strongest reason for disclosure against the strongest reasons for non-disclosure. In this case, whilst the factors favouring disclosure are important in that it would adhere to the basic principle of being open and transparent, we believe when weighed against the risk of disclosure undermining our ability to prevent and detect crime and hindering our ability to protect the public, then non-disclosure takes precedence.

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.



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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.

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