

30 July 2025

FOI Ref 21585

Request - You asked us the following:

Computer-Aided Dispatch

- 1) Please specify the name and version of the Computer-Aided Dispatch (CAD) software currently deployed and actively utilised by your force.
- 2) Does the aforementioned CAD software incorporate functionality designed to identify the closest available unit to an incident location?
- 3) If such functionality exists, is it actively deployed and routinely utilised by your force in dispatch operations?
- 4) If such functionality exists, is your force aware of the methodology employed to calculate unit proximity (e.g., straight-line distance, travel distance, estimated travel time, or other algorithms)? Please specify the calculation method if known.

Response Officers

- 5) As of the most recent figures available, please specify the total Full-Time Equivalent (FTE) number of warranted police officers within your force. Additionally, please provide the effective date of these figures.
- 6) From the total number of warranted police officers specified in response to Question 5, please delineate the number of officers whose primary designated operational role is responding to emergency calls for service (commonly referred to as 'response officers').
- 7) With respect to the 'response officers' identified in response to Question 6, please provide the average number of such officers typically on duty at any given time. If disaggregated data is available for specific operational timeframes (e.g., peak demand periods, night shifts), kindly provide this breakdown.

We received your request on 17/07/2025 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.

- Computer-Aided Dispatch
- 1) Please specify the name and version of the Computer-Aided Dispatch (CAD) software currently deployed and actively utilised by your force. – **Partially disclosed, Sopra Steria STORM. The version has been withheld, please see the below exemption.**
- 2) Does the aforementioned CAD software incorporate functionality designed to identify the closest available unit to an incident location? – **Disclosed, yes.**
- 3) If such functionality exists, is it actively deployed and routinely utilised by your force in dispatch operations? – **Disclosed, yes.**
- 4) If such functionality exists, is your force aware of the methodology employed to calculate unit proximity (e.g., straight-line distance, travel distance, estimated travel time, or other algorithms)? Please specify the calculation method if known. – **Disclosed, travel time and distance is used.**

- Response Officers
- 5) As of the most recent figures available, please specify the total Full-Time Equivalent (FTE) number of warranted police officers within your force. Additionally, please provide the effective date of these figures. – **Disclosed, 1995.38 FTE Officers as at 30th June 2025.**
- 6) From the total number of warranted police officers specified in response to Question 5, please delineate the number of officers whose primary designated operational role is responding to emergency calls for service (commonly referred to as 'response officers'). – **Disclosed, 524 are Response Officers.**
- 7) With respect to the 'response officers' identified in response to Question 6, please provide the average number of such officers typically on duty at any given time. If disaggregated data is available for specific operational timeframes (e.g., peak demand periods, night shifts), kindly provide this breakdown. – **Disclosed, we have a model of 82 Response officers for a 24 hour period, which is spread across 10 LPT's for both North and South. Where there are any shortfalls then Neighbourhood Officers and overtime is used in the attempt to maintain these numbers. However, Neighbourhood Officers can and are used if they are closest to the job in question should this be an immediate response. The cross over of the shifts in particular on a Friday and Saturday night increases the numbers on these extended shift.**

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.

Every effort is made to ensure that the data presented is accurate and complete. However, it is important to note that this has been extracted from multiple sources, developed for specific policing purposes, for which data extraction methods have not been specifically designed to directly correlate with the terminology of this request. Therefore, the data presented is subject to the inaccuracies and idiosyncrasies inherent in any large-scale recording system.

As a consequence, care should be taken in the interpretation and presentation of this data, so as to not misrepresent the whole or any part of the data disclosed.

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.

Harm

To provide the version number for our Computer-Aided Dispatch software currently used by the force could significantly increase our risk profile with the public. It would allow those with ill intent to cause disruption to operational policing and prejudice the prevention and detection of crime. Knowing version numbers and associated information for specific systems would allow individuals to assess any vulnerabilities which may result in an attempted cyber incident.

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 systems used.

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 systems. 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.

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