

2 April 2026

FOI Ref 22666

Request - You asked Staffordshire Police (SP) the following:

Additionally, aside from system-generated event logs, please could you confirm whether Staffordshire Police holds any of the following records that could indicate instances of custody CCTV malfunction or outage for an earlier time the periods listed above:

- Fault reports or maintenance tickets submitted to contractors
- Engineering call-out records
- Internal defect logs or helpdesk records
- Records of routine CCTV functionality checks in custody suites
- Any summary reporting or performance metrics relating to custody CCTV availability

[Time period: Watling Custody - 30 days, NACF – since 16/12/2025]

Clarification received on 18/03/2026:

I'm not certain what a reasonable time period to ask for would be. As such, let's start with December 24th 2022 to Jan 7th 2023. If it is possible to extend that period by moving the second date closer to today, that'd be great.

SP received your request on 13/03/2026 and have processed this under the Freedom of Information Act (FOIA).

SP's response to your enquiry is as follows:

SP holds the requested information.

Please could you confirm whether Staffordshire Police holds any of the following records that could indicate instances of custody CCTV malfunction or outage for an earlier time the periods listed above:

I'm not certain what a reasonable time period to ask for would be. As such, let's start with December 24th 2022 to Jan 7th 2023. If it is possible to extend that period by moving the second date closer to today, that'd be great.

- - Fault reports or maintenance tickets submitted to contractors – **Disclosed, yes.**
- - Engineering call-out records – **No information held.**
- - Internal defect logs or helpdesk records – **Disclosed, yes.**
- - Records of routine CCTV functionality checks in custody suites – **Disclosed, information is held from April 2025.**
- - Any summary reporting or performance metrics relating to custody CCTV availability – **No information held.**

Please be advised that all Freedom of Information request responses are published on the SP 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 SP, 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: IAT@staffordshire.police.uk

Or by Post to:

Information Access Team
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 Information Access Team within two months of the SP 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 a supervisor who is independent from the original Decision Maker. The Information Access Team 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 twenty working days. In more complex cases the review may take up to forty working days.

The independent supervisor 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, considering the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the independent supervisor will reply to the appellant with the result of the review. If the appellant 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 link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information, Information Access Team