



STAFFORDSHIRE
POLICE

Our Ref: FOI 23402
Your Ref: FOI 23344
Date: 21/09/2026

Internal Review

Re: Request for internal review of response to application for information under the provisions of the Freedom of Information Act 2000, original request first notified to Staffordshire Police on 04/09/2026.

Staffordshire Police (SP) refer to the above request which is copied below:

Please can you provide copies of all documents in the possession of Staffordshire Police referring to the adoption of the new Electronic Call Handling Operations (ECHO) protocol for interfacing with Alarm receiving Centre s (ARC).

You have requested an Internal Review which is copied below:

Please can I appeal and ask for a review of this decision. I am confident that documents must exist within Staffordshire Police records.

As a reminder, my request was:

"Please can you provide copies of all documents in the possession of Staffordshire Police referring to the adoption of the new Electronic Call Handling Operations (ECHO) protocol for interfacing with Alarm receiving Centre s (ARC).
"

As you will see from the attached reply from XXXXX in your Alarm team, the matter is under adoption. I do not believe that its possible for ECHO to be in active consideration by Staffordshire Police without any documents including email correspondence being produced.

You may wish to ask the Alarm team to disclose all the relevant documents, or the person responsible for such protocols in the IT teams.

SP Response

Upon review of your request for information under the Freedom of Information provision referenced above and all corresponding communication, SP are of the opinion that the response issued, alongside all clarification provided, fully answers the terms of your request.

To Clarify, SP does not hold any documentation in relation to this. As you can see from the below link this was developed during 2019-2020 and SP may have had emails in relation to this during this time but the SP email retention is two years so no further information is held. To assist, please see the below links that are available in the public domain where you can see from the list which forces are currently connected.

[\[echo.uk.net\]](https://echo.uk.net/),

[ECHO-connected Police Forces - ECHO](#)



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Please be advised that all FOI requests and response letters are published on the Staffordshire Police website although personal details are not included.

If you are not content with the outcome of the review, you may apply directly to the Information Commissioner to investigate. The Information Commissioner can be contacted at:

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

Information Access Team Management

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