



**HEDDLU  
GWENT  
POLICE**



## FREEDOM OF INFORMATION REQUEST

### FREEDOM OF INFORMATION REQUEST 2025/28660

Dear requester,

Thank you for your recent request under the Freedom of Information Act 2000.

**Section 1** of the Freedom of Information Act 2000 (FOIA) places two duties on public authorities. Unless exemptions apply, the first duty at, **Section 1(1) (a)**, is to confirm or deny whether the information specified in a request is held. The second duty at, **Section 1 (1) (b)**, is to disclose information that has been confirmed as being held.

The information that you are seeking is in relation to the following:

### REQUEST

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

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?



**HEDDLU  
GWENT  
POLICE**



\* Is this contract managed by the same officer at Gwent Police?

#### 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 Gwent Police.

## RESPONSE

### 1. Current Mobile, Voice & Data Services

- \* Total number of active SIMs. - **Approx 6000**
- \* Description of current tariffs/allowances. **Inclusive bundle**
- \* Name of the current service provider(s). **EE**

### 2. Requirements for the Next Contract

\* Planned budget.

#### **Not yet discussed / agreed – No information held**

\* Contract length.

#### **Not yet discussed / agreed – No information held**

\* Estimated total number of SIMs (Voice & Data, and Data-only).

#### **Not yet discussed / agreed – No information held**

\* Distribution of SIMs across networks (e.g. 50 on Vodafone, 100 on EE, etc.).

#### **Not yet discussed / agreed – No information held**

\* Description of required UK tariffs/allowances, and EU & Rest of World (RoW) roaming bundles.

#### **Not yet discussed / agreed – No information held**

\* Total number of Mobile Device Management (MDM) licences.

#### **Not yet discussed / agreed – No information held**

\* Total number of Mobile Lifecycle Management subscriptions



**HEDDLU  
GWENT  
POLICE**



**Not yet discussed / agreed – No information held**

- \* Total number and types of Microsoft 365 licences.

**Not yet discussed / agreed – No information held**

- \* Total fund for mobile devices.

**Not yet discussed / agreed – No information held**

3. Managed IT Services

- \* Are all your IT & Telecoms services managed in-house or is anything outsourced?

**Outsourced to SRS - Shared resource services.**

- \* If outsourced, who do you use? – **As above**
- \* Is this contract managed by the same officer at Gwent Police? - **No**

4. Contract Review

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

**Contract renewal review approx. Q1/2 2028**

5. Responsible Officer(s)

- \* Name and contact details of the officer(s) responsible for the contract review at Gwent Police.

[DevicesTeam@gwent.police.uk](mailto:DevicesTeam@gwent.police.uk)

---

Please note, every effort is made to ensure that the figures presented are accurate and complete.

Freedom of Information Act is a public disclosure regime, not a private regime. Any information disclosed under the Act is thereafter deemed to be in the public domain, and therefore freely available to the public and will be published on the Gwent Police website.

If, upon receiving a response to a freedom of information request, you are unhappy with the outcome, you may request an internal review. **This should be made within 40 working days of the initial response.**



**HEDDLU  
GWENT  
POLICE**



Please direct any internal review requests to [FOI@gwent.police.uk](mailto:FOI@gwent.police.uk)

You have the right to request an appeal from the Information Commissioners Office about your Freedom of Information request, if you are dissatisfied with your internal review response.

ICO Contact Details:

The Information Commissioner's Office, Wycliffe House, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113

Web: [www.ico.org.uk](http://www.ico.org.uk)

**Thank you for your interest in Gwent Police.**