

Wednesday, 16 September 2026

Our ref: 01/FOI/26/017538/Y

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/26/017538/Y

I write in connection with your request for information dated 28/08/2026, received by Greater Manchester Police (GMP) for the following information:

1. *The make and model of the dispatch console or call handling platform currently in operational use in your control room or contact centre.*
2. *The total number of operator or dispatcher positions equipped with that platform.*
3. *The make and model of the headsets currently issued to control room operators.*
4. *The make and model of any push-to-talk amplifiers or adapters currently in use, including any Poly, Plantronics or HP models such as the SHS1890, CA12CD or CA22CD.*
5. *The approximate number of each push-to-talk amplifier or adapter model currently deployed.*
6. *The month and year in which the current headset and push-to-talk equipment was last procured, and the expected replacement or refresh date.*

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police to locate information relevant to your request. I can confirm that the information you have requested is held by Greater Manchester Police.

Part 6 – These types of items are ordered by the business as and when required, rather than through a bulk purchase. Therefore, the replacement date for each item will vary.

Parts 1 to 5 exempt under Section 31

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

Section 31 is prejudice based qualified exemptions and there is a requirement to articulate the harm that would be caused in confirming or not that the information is held as well as carrying out a public interest test.

Harm

The equipment used by Force Contact Centre is a core component of critical law enforcement infrastructure. It manages emergency 999/101 calls, coordinates police deployments, and interfaces with secure communications networks.

Disclosing the number and exact make and model of this equipment would provide malicious actors with specific technical intelligence. With this information, individuals could identify known firmware vulnerabilities, exploit hardware weaknesses, or design targeted cyber and electronic interference attacks against our command and control systems.

Any disruption to a police force's dispatch capability directly impairs our ability to respond to emergencies, deploy officers to active crime scenes, and protect the public. Consequently, releasing this information would actively prejudice our ability to prevent crime and apprehend offenders.

Public Interest Test

Factors favouring Disclosure

There is a public interest in understanding how public funds are allocated and ensuring the police force invests in robust, modern infrastructure.

Factors favouring Non-Disclosure

There is an overwhelming public interest in ensuring that the police force's emergency response and communication systems remain secure and fully operational. Providing details that could facilitate a cyber-attack or system compromise creates a significant vulnerability. The public interest is heavily served by preventing tactical advantages from being handed to criminals.

If a specific system is identified as vulnerable, public funds and critical resources would need to be diverted from the frontline to implement additional counter-measures or accelerate emergency system replacements.

Balancing Test

While the force appreciates the need for openness regarding public spending, the public interest in transparency is heavily outweighed by the vital need to protect critical emergency infrastructure. Compromising the security of our command and control systems would directly endanger public safety and hamper law enforcement operations.

Therefore, the public interest balance lies in maintaining the exemption and withholding the information.

For any business interest, please contact Procurement@gmp.police.uk

Or access the below link for full details:

<https://www.gmp.police.uk/police-forces/greater-manchester-police/areas/greater-manchester-force-content/au/about-us/tenders-and-business/>