



Via Email



Force Disclosure Unit

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext. 62005

www.wiltshire.police.uk

disclosure@wiltshire.police.uk

Date: 05/07/2022

Our ref: FOI 2022/456

Reply contact name is:

Dear,

I write in connection with your request for information dated 26/05/2022 concerning Centurion.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and I am able to respond as follows.

You wrote:

1) Since 1 February 2018 – 31 January 2020 the number of lessons learned recorded on Centurion.

Please also provide a table with the following information:

- the category the learning has been captured in on Centurion, from the type field.
- the data captured in the outcome field (action taken).
- the date recorded
- the date completed
- the data in the action taken field

2) Since 1 February 2020 – 31 January 2022 the number of lessons learned recorded on Centurion.

Please also provide a table with the following information:

- the category the learning has been captured in on Centurion, from the type field.
- the data captured in the outcome field (action taken).
- the date recorded
- the date completed
- the data in the action taken field

3) Please advise how your force tracks and monitors any learning identified from complaints and conduct.



INVESTOR IN PEOPLE

- 4) Please advise if your identified lessons from complaints and conduct are discussed / disseminated at any Organisational Learning Board (or similar).
- 5) How many officers or police staff have been via the RPRP process as a resolution to a complaint since 1 February 2020
- 6) How many officers or police staff have been via the RPRP process as a resolution to a conduct investigation since 1 February 2020

Response

Questions 1-2:

Unfortunately, Wiltshire police are not able to provide a figure for questions 1 and 2 due to the fact that our lessons learnt are not searchable on our database. These are sent out to local managers to implement and once completed they are electronically attached to the complaint or conduct file as an external document. There would be no way of finding which cases had lessons learnt without looking in each file and this would take in excess of 18 hours and would therefore exceed time / cost limits.

Question 3:

All lessons learnt/organisational learning is made known to the Detective Inspector and Superintendent of Professional Standards. These are in turn fed into the Standards Board for further discussion/action if necessary. Any identified trends or wider learning are shared with the force via our ongoing standards campaign both in the form of force notifications, presentations to new and officers/existing members of staff and newsletter to raise awareness and prevent similar matters occurring.

Question 4:

Yes

Question 5:

I am unable to provide a figure for RPRP in relation to complaints due to the fact that our closure options on complaints are different to that of conduct matters. Closure options for complaints are as follows

Derecorded

Resolved

No further action required

Not resolved – no further action

The service provided was acceptable

The service provided was not acceptable

Not determined if the service was acceptable

Question 6:

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Force Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire 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 to the:
Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

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 Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force 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 twenty 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
Tel: 01625 545 700
Fax: 01625 524 510
[Make a complaint | ICO](#)

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>