



Via email



Force Disclosure Unit
Wiltshire Police HQ
London Road
Devizes
Wiltshire
SN10 2DN
www.wiltshire.police.uk
disclosure@wiltshire.police.uk



Date: 16/01/2023

Your ref: **FOI**

Our ref: FOI 2022/902

Reply contact name is

Dear

I write in connection with your request for information, dated 14/11/2023, concerning software used by Wiltshire police.

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.

Following receipt of your request, searches were conducted with IT, finance, professional standards, and the chief constable's office of Wiltshire Police.

Your request for information has now been considered and it is not possible to meet your requirements in full.

You wrote:

Please can you provide the following information, under the Freedom of Information Act.

- 1) Which software, if any, does the Force use to process the following information requests:
 - a) FOI requests
 - b) EIR requests
 - c) DSAR requests
 - d) Complaints
 - e) Compliments
 - f) The processing or management of Safeguarding cases
- 2) Who provides this software?
- 3) What does it cost the Force annually?



INVESTOR IN PEOPLE

Response:

So as far as the website goes there are four different services on the website where the public can compliment or thank us in some way:

- Say thanks to a branch or unit
- Say thanks to an officer, member of staff, contractor, or volunteer
- Say thanks to the force in general
- Or just Thanks!

When the public completes any of these forms, they all go to the same place – chief@wiltshire.pnn.police.uk, these are then stored on our share point page.

Complaints are stored on Centurion. This system is provided by a British company that supplies the same database to all 43 Home Office forces in the UK. The Independent Office for Police Conduct (IOPC) receive quarterly performance updates from all forces to enable them to provide quarterly and annual reports. QlikSense is interrogated for information for freedom of information requests in relation to complaints. Centurion is not a finance owned system, so I am unable to provide figures for this.

All other details are held in spreadsheets with the relevant departments, such as safeguarding adults and children, DSAR and FOI requests, though the responses to the FOI requests are published on the force website. Processing and management of safeguarding cases are also held on niche RMS.

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
Email: mail@ico.gsi.gov.uk

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/>