



WILTSHIRE POLICE

Force Disclosure Unit
Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN

Date: 14th March 2023

Ref: FOI 2023/288

Dear,

I write in connection with your request for information dated 4th March 2023 concerning the use of problem solving within the force.

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 after having consulted the Problem Solving and Prevention Supervisor – I am now able to respond as follows.

You wrote & our response:

1. Does your force have a team dedicated to problem solving?

No. We have a 'Problem Solving and Crime Prevention Supervisor'. Some of the responsibilities of this role include oversight of problem-solving activity, driving good practice and supporting problem solving in the Community Policing Teams. The Supervisor also manages the force Designing Out Crime Officer and Crime Prevention Tactical Advisor. Both these roles support elements of local problem solving within the Community Policing Teams.

1a. If yes, what type of problems do the team engage in.

N/A.

1b. If yes, How many problem solving profiles are the team currently working on?

N/A.

1c. If no, what mechanism does the constabulary use to identify and solve community problems?

The Neighbourhood teams are responsible for identifying local community problems, working alongside partners to address and tackle them.

2. What (if any) models do the constabulary use to solve problems.

The force uses the SARA model (Scan, Analyse, Respond, Assess).

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3. Does the constabulary use make use of techniques that could be described synonymously as 'Behavioural Insights' or 'Nudge Theory'

No.

3.a If yes what models are used under these titles.

N/A.

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

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.

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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