

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.uk

XXXXXX – by email

Date: 24th August 2023

Your ref: FOI

Our ref: FOI 2023 / 795

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 2nd August 2023 concerning On Line Forms.

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 not obliged to supply the information you have requested in full.

You wrote (and Our Response) :

Please also advise me, as a FOI request, for each of your current forms available online, in the past two years (2021 2022, and 2023):

1. the number of downloads for each available form (including complaint forms)
2. the number of successfully processed completed application forms

With regards to the above two questions, I have liaised with our Senior Tech Ops Engineer (O365 Specialist) who has provided the figures for the use of on-line forms (by application type) for the last 3 years.

However, please refer to the additional context provided in respect of these numbers and the date periods used.



INVESTOR IN PEOPLE

Type of report	2021 (from March 2021)	2022	2023 (as of 13 Aug 2023)
Online Crime reporting	6,607	10,524	9,665
Contact forms	4,507	513	3,491
Firearms Licencing	3,566	3,718	2,782
Covid Breach reporting	2,757	37	0
Road Traffic Collisions / Incidents	1,845	4,241	1,911
Thanks and Complaints	958	952	608
IAGs / Volunteers	731	153	884
Clare's Law / Sarah's Law	506	607	433
Force Disclosure	458	346	177
Anti-social behaviour	422	182	163
Processions & events	173	135	125
Horizon Victims and Witness contacts	89	63	40
Domestic Abuse reporting	13	147	230
Misconducts	11	20	9
Referrals to Prevent	4	8	9
FOI	n/a	238	183
Rural crime	n/a	34	37
Bribery and Corruption	n/a	3	8
Fraud reporting	n/a	1	1

Caveats and additional context re the above :-

- Your request asks for the number of ‘downloads’. These forms aren’t downloadable forms, these are inputted directly onto the screen – an online report that is submitted through the website. Nothing is ‘downloaded’ per-se.
- Only 2022 is a full year in respect of the above volumes. We went live with recording this in March 2021 and the figures for 2023 are up to and including 13th August. Caution should be exercised therefore when making year-on-year comparisons.
- In addition, forms like IAG /volunteer forms get switched off / on at particular times of the year, so again, this needs to be taken into account when comparing data year vs year.
- Also, not all of these forms have been running for that long – some, like rural crime, bribery and corruption and fraud reporting were only launched last year, so there are no full year figures for any of these reports. The Covid breach reporting forms were taken down earlier last year.

3. the number of hand delivered successfully completed application and complaints forms
4. the number of hand delivered unsuccessfully completed forms

Our answer for the above two questions is - No Information Held.

Various forms are hand-delivered to Police premises around the County and then forwarded on to the relevant Team to handle. The reasons for hand-delivered forms could be many – people that do not possess IT capability or are uncomfortable using it, forms are provided on attendance for later completion and so on.

None of our Enquiry Offices keep logs of hand-delivered paperwork, they are simply either scanned into our systems and sent to various Teams by E mail or forwarded in the internal mail system.

5. any and all similar complaints about these forms

Any complaints we receive as a Force are logged on a system called Centurion.

Centurion is a an old legacy system which has a number of specific limitations – among them is the fact that not all complaints can be flagged by type, which makes searching for specific complaints quite time-consuming.

However, I have liaised with our Acting Compliance Manager who has confirmed that since 2021 we have received only 5 complaints concerning on-line or physical forms. The complaints made have concerned font sizes being too small, system errors not allowing completion, or forms being too complicated to understand.

They were not able to locate any complaints about “downloadable” forms specifically.

6. the reason why (aside from your convenience and your customers inconvenience), the Records Deletion process is a two-step application?

I have liaised with our Records Management Team who state they are not entirely clear as to what you mean by a two-stage process, however they have described the current process followed by the Force when a record deletion request is received. The process depends on the type of record which is held.

National Records

Requests for deletion of records held on National systems i.e. the Police National Computer (PNC), IDENT (Finger Prints) and NDNAD (National DNA database), are forwarded to ACRO (Criminal Records Office) in the first

instance. Details of this application process can be found via the following link : [Home \(acro.police.uk\)](https://acro.police.uk)

Once submitted, ACRO assess the application for eligibility and forward to owning Police force for review and final decision making if applicable.

Local Records

For instances where records are not held on National systems the Force has a [Local Records Deletion/Amendment and Restriction application form](#) embedded on the website which can be completed by the applicant and will be used to request a review of the relevant records.

Alternatively, if concern is raised in respect of data held – for instance from the recipient of information under the Rights of Access process – the Records Management Team will also accept requests for Amendment and/or Deletion via E mail.

7. the rationale for charging for some applications, but not others

The rationale as to whether some applications are charged for and others are not is generally not a decision of Wiltshire Police.

These decisions are normally made in line with Legislation that is in place regarding specific functions and services and/or in accordance with the guidance supplied by the NPCC (National Police Chiefs Council). Please refer to the link below :-

[National Policing Guidelines on Charging for Police Services \(npcc.police.uk\)](https://npcc.police.uk)

For instance, there used to be a token £10 charge levied for the provision of Rights of Access Requests, however this was abolished in Dec 2017 in line with GDPR.

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,

Nick Penny
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.pnn.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