



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

Date: 5<sup>th</sup> August 2024

Ref: FOI 2024/619

Dear,

I write in connection with your request for information dated 1<sup>st</sup> July 2024 concerning mobile devices used 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 our ICT department – I am now able to respond as follows.

## **You wrote:**

1. Who is the IT and Digital officer / Device procurement manager that manages the mobile devices in your police force?
2. Can you supply full contact details?
3. How many mobile devices are currently in use?
4. What type of mobile devices are being used: manufacturer and model?
5. How are these mobile devices being repaired?

## **Clarification received 09/07/24:**

My freedom of information request relates to all mobile devices, phones, tablets, and laptops.

## **Our response:**

1. Who is the IT and Digital officer / Device procurement manager that manages the mobile devices in your police force?  
**Mark Levitt, Head of ICT.**
2. Can you supply full contact details?  
[Mark.Levitt@wiltshire.police.uk](mailto:Mark.Levitt@wiltshire.police.uk)

Proud to serve and protect our communities

**Head of ICT,  
Police HQ,  
London Road,  
Devizes,  
SN10 2DN**

3. How many mobile devices are currently in use?

**8,113 (phones, laptops and tablets).**

4. What type of mobile devices are being used: manufacturer and model?

**Samsung Galaxy Xcover 5  
Samsung Galaxy Xcover PRO  
Samsung Galaxy Xcover 6  
Samsung Galaxy A54  
Lenovo X1 yoga  
Lenovo T14  
Microsoft Surface GO 3  
Dell Latitude 5490  
Dell Latitude 5300  
Dell Latitude 5340  
Dell Latitude 5400  
Dell Latitude 5410  
Dell latitude 5411  
Dell latitude 5420  
Dell latitude 5421  
Dell latitude 5430  
Dell latitude 5431  
Dell latitude 5491  
Dell latitude 5520  
Dell latitude 5530  
Dell latitude 5540  
Dell Latitude 5590  
Dell Precision 7750  
Dell Precision 7780  
IPAD 10.9 10th gen  
IPAD Mini 6th gen  
Samsung A7 tablet**

5. How are these mobile devices being repaired?

**For laptops – there are support plans in place with the manufacturer covering manufacturer defects and accidental damage. The laptops are also covered for the length of the warranty period. If required, DELL/Lenovo engineers come on site to repair the laptops.**

**For mobile phones – it's the standard manufacturer's warranty 2-3 years and if a repair is viable, it's a paid for repair. With mobile phones, it's likely the damage caused is more than the phones value but if a repair is made, it is logged to Samsung and the device is securely wiped prior to sending to the repair agent.**

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.

Proud to serve and protect our communities

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

### 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](mailto: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.

Proud to serve and protect our communities

#### **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](mailto:mail@ico.gsi.gov.uk)