



**Force Disclosure Unit**  
Wiltshire Police HQ  
London Road  
Devizes  
Wiltshire  
SN10 2DN  
Tel 101 ext 62005  
[www.wiltshire.police.uk](http://www.wiltshire.police.uk)  
[disclosure@wiltshire.pnn.police.uk](mailto:disclosure@wiltshire.pnn.police.uk)

XXXXXX – by E Mail

Date: 16th January 2025

Your ref: FOI

Our ref: FOI 2025 / 007

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 2<sup>nd</sup> January 2024 concerning Firearms Licensing.

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 – having consulted our Firearms Licensing and ICT Teams - I am now able to respond as follows.

## **You wrote (and Our Response)**

I am looking to update my research regarding what software solutions are currently used to manage and track Firearms Licensing applications and would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.

The details I require are:

- 1 What, if any, software is used for managing and tracking all Firearms Licensing applications, renewals and queries?

**Wiltshire Police have signed up – like a number of Forces – to use the following two items of Home Office software :-**

**NFLMS (National Firearms Licensing Management System)  
SOH (Single Online Home)**

- 2 If purchased software is used, what was the start date, duration and value of the contract?

**No Software has been purchased and there is no contractual arrangement.**



- 3 Is there an extension clause in the contract and, if so, the duration of the extension?

**Not applicable**

- 4 Has a decision been made yet on whether the contract is are being either extended or renewed?

**Not applicable**

- 5 Who is the senior person/s (outside of procurement) responsible for managing the Firearms Licensing team?

**The Firearms and Explosives Licencing Manager with a structure of governance reporting to Senior Police Leaders (Crime & Standards Team).**

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