WILTSHIRE POLICE

XXXX – Via email

Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN
disclosure@wiltshire.police.uk

Date: 2nd November 2026 **Our ref:** FOI 2026-897

Dear XXXX,

I write in connection with your request for information dated 29th September regarding Mental Health Act assessments and Section 136 pathways.

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 able to respond as follows.

You wrote (and our response):

Under the Freedom of Information Act 2000, I would be grateful if you could provide the following information regarding digital solutions used by your force in relation to Mental Health Act assessments and Section 136 pathways.

1. Does your force currently utilise any digital system, platform or application to support:
    - Section 136 detentions; - Microsoft list is used to record all S136 detentions, place of safety / Ambulance times and MHAA outcomes. The data feeds into Qliksense to provide the analysis behind the data.
    - Mental Health Act assessments; Outcomes for S136 MHAA are recorded on Microsoft list, which feeds into Qliksense.
    - Section 135 warrant execution – No. Wiltshire Police don't record data for S135 warrants.
2. For each system identified, please provide:
    - Supplier name; Phoenix Software Limited
    - Product name; Qliksense
    - Contract start date; 01/05/2026
    - Contract expiry date; 30/04/2027
    - Contract value (where available); £64,426.11

- Lead contracting organisation. Office of the Police and Crime Commissioner for Wiltshire
- Procurement Route: Direct Award

3. Does your force currently utilise any services or products supplied by Thalamos? If yes, please confirm information below, unless specified in question 2; No

    - Product name;
    - Contract start date;
    - Contract expiry date;
    - Contract value (where available);
    - Lead contracting organisation.
    - Procurement Route:

4. Are there any plans within the next 24 months to:

    - Procure a new digital solution; No
    - Replace an existing solution; No
    - Digitise any aspect of the Section 136 pathway; No
    - Digitise Mental Health Act assessment workflows; or No
    - Support Right Care Right Person implementation through digital systems? No

6. If applicable, please provide details of any upcoming procurement exercises, market engagement activities or contract renewal dates (if not captured above). N/A

I am satisfied that all the relevant information has been passed to me and 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 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/