

# FIS & NPFDU Misconduct SLA

## V1 Feb 25

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National Police  
Freedom of Information  
and Data Protection Unit



# Background

A process was initiated in April 2024 in relation to national FOI requests for data retrievable from Centurion.

NPFDU supported in establishing a process of identifying those national requests and providing Force Information Systems (FIS) with the questions from the FOI. Allowing them to run a report for force PSD teams to use and extract the information.

The aim of the process was to support forces in their FOI requests as reports from Centurion are often complex and time consuming. The NPFDU's role was to assist in identifying those requests which were national to prevent all forces contacting FIS/running their own reports.

This process and arrangement with FIS continues to be reviewed. This document outlines the roles and responsibilities of FIS and NPFDU and documents the process for Forces, NPFDU and FIS

# Process – National Request

## NPFDU receive a misconduct request

A request is received into CRU from a force.  
CRU will then identify if this is national by contacting 4 selected forces confirming to the CRU that they have received the request

## National request identified

Once identified the CRU will notify all force FOI teams via an email that it is a national request and that FIS have been made aware to create a report.

## NPFDU contact FIS

NPFDU will forward these national cases so a report can be generated

## FIS notify PSD

FIS will notify all force PSD's that a report is ready and available for their members to access.

- CRU will provide a log reference number which will correspond to CRU forces will need to track their own reference numbers.
- NPFDU endeavour to notify all forces if the request is national within 3 business days of first being notified
- FIS have a SLA of 10 working days to create the report and notify force PSD's of the report being available. The 10 days will be from when NPFDU forward a national case to FIS.
- Forces not paying for FIS membership will not have access to this report and will need to retrieve the information from PSD business as usual
- If forces are unsure if a request they have received is national and forces haven't received notification from CRU within 3 business days of their request being received, treat as a local request and BAU
- Should a force require assistance, such as disclosure advice, or if the request is only partial Centurion data and forces require assistance, then they should refer to the CRU mailbox in the usual BAU.

# Process – Local Request

## NPFDU receive a misconduct request

A request is received into CRU from a force.  
CRU will then identify if this is national by contacting 4 selected forces confirming to the CRU that they have received the request

## Non-National request identified

The selected forces do not confirm they've received the same request. CRU determine the request as local only.

## NPFDU respond

CRU will reply to the force who initially sent the referral only confirming this appears a local request only.

## Force responds

Request is handled as BAU within the local force and will need to contact their force PSD for information.

- If forces are unsure if a request they have received is national and haven't contacted the CRU, and forces haven't received notification from CRU within 3 business days of their request being received, treat as a local request and BAU
- Should a force require assistance, such as disclosure advice, or if the request is only partial Centurion data and forces require assistance, then they should refer to the CRU mailbox in the usual BAU.

# Service Level Agreement

## NPFDU

- NPFDU will scope and identify national requests
- The unit will communicate with forces, only to notify that a national request has been identified and FIS have been made aware.
- The unit will only communicate with the policing FOI teams
- The unit will not identify or review local force processes between PSD and their FOI teams.
- NPFDU will continue to liaise with FIS to review the process and support FOI teams
- NPFDU are unable to comment on local PSD systems and data processes

## FIS

- FIS are providing a paid service to support forces with extraction of information from Centurion.
- FIS will engage with NPFDU if there are issues directly linked to the local FOI Teams
- FIS will engage with forces and their PSD accordingly for any issues concerning Centurion and their membership.
- FIS will share with NPFDU the list of police forces who are members and receive this service so NPFDU can advise their FOI teams accordingly.