

22 September 2026

FOI Ref 23381

Request - You asked Staffordshire Police (SP) the following:

I am seeking information about the software currently and previously used by your organisation for Professional Standards functions.

1. What is the name of the main software currently used to record and manage police complaints?
2. Are all complaints recorded on this system, including informal complaints or complaints handled outside Schedule 3 of the Police Reform Act 2002 where applicable?
3. If No, what other software or system is used to record those complaints?
4. What is the name of the main software currently used to record and manage conduct or misconduct matters?
5. Is any other software used to record or manage conduct or misconduct matters?
6. If Yes, what is the name of that software?
7. What is the name of the main software currently used to record and manage counter-corruption or anti-corruption matters?
8. Is any other software used to record or manage counter-corruption or anti-corruption matters?
9. If Yes, what is the name of that software?
10. What is the name of the main software currently used to record and manage police vetting?
11. Is any other software used to record and manage Police vetting?
12. If Yes, what is the name of that software?
13. For any of the areas above, has different software been used at any point since 1 January 2018?
14. If Yes, please provide the name of the previous software and, if known, the date it was replaced.
15. What is the current contract expiry date for each software?
16. Does the current contract include any extension period or extension options?
17. If plans are already in place to renew, replace or re-procure the software, what is the anticipated date?
18. If known, which procurement or tendering portal is expected to be used?

SP received your request on 14/09/2026 and have processed this under the Freedom of Information Act (FOIA).

SP's response to your enquiry is as follows:

SP holds the requested information.

1. What is the name of the main software currently used to record and manage police complaints? – **Disclosed, Centurion.**
2. Are all complaints recorded on this system, including informal complaints or complaints handled outside Schedule 3 of the Police Reform Act 2002 where applicable? – **Disclosed, yes.**
3. If No, what other software or system is used to record those complaints? – **Not applicable.**

4. What is the name of the main software currently used to record and manage conduct or misconduct matters? – **Disclosed, Centurion.**

5. Is any other software used to record or manage conduct or misconduct matters? – **Disclosed, no.**

6. If Yes, what is the name of that software? – **Not applicable.**

7. What is the name of the main software currently used to record and manage counter-corruption or anti-corruption matters? – **Disclosed, Clue.**

8. Is any other software used to record or manage counter-corruption or anti-corruption matters? – **Disclosed, yes.**

9. If Yes, what is the name of that software? – **Disclosed, Holmes.**

10. What is the name of the main software currently used to record and manage police vetting? – **Disclosed Core-Vet.**

11. Is any other software used to record and manage Police vetting? – **Disclosed, no.**

12. If Yes, what is the name of that software? – **Not applicable.**

13. For any of the areas above, has different software been used at any point since 1 January 2018? – **Disclosed, yes.**

14. If Yes, please provide the name of the previous software and, if known, the date it was replaced. – **Disclosed, Gatekeeper. Replaced with Core-Vet June 2024.**

15. What is the current contract expiry date for each software? – **Disclosed, June 2028.**

16. Does the current contract include any extension period or extension options? – **Disclosed, Yes-extension option available.**

17. If plans are already in place to renew, replace or re-procure the software, what is the anticipated date? – **Disclosed, no plans in place at this time.**

18. If known, which procurement or tendering portal is expected to be used? – **Not applicable.**

This data has been provided to the best of the ability of SP, subject to the limitation of current recording protocols and systems and software.

All Freedom of Information request responses are published on the SP website although personal details are not included.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review



STAFFORDSHIRE
POLICE

Any person who has requested information from SP, 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 within two months of the date of receipt of this email, and should be addressed to:

IAT@staffordshire.police.uk

Or by Post to:

Information Access Team
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

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 Information Access Team within two months of the SP response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by a supervisor who is independent from the original Decision Maker. The Information Access Team 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 forty working days.

The independent supervisor 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, considering the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the independent supervisor will reply to the appellant with the result of the review. If the appellant 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 link:

<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Information Access Team