



# WEST YORKSHIRE POLICE

## *Information Management*

### **Freedom Of Information**

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Wednesday 16 March 2011

Dear Independent Police Support Group

FOI Reference No: Our ref: FOI-20101/195775

Thank you for your request for information received by West Yorkshire Police on 29 November 2010.

You requested the following information:

1. Please provide details of the level and amount of training provided to police officers, PCSOs and supervisors in the use of the NICHE system.

Please provide details of how much training is given to use this system for:

- 1.1 PCSOs
- 1.2 Police Officers
- 1.3 Sergeants
- 1.4 Inspectors
- 1.5 Any other categories of officers and staff who use the system in the course of their duties.

2. Please provide details of any access levels required to access various parts of the system e.g. intelligence which the force may not wish to be accessed in case it may compromise an ongoing investigation.

The amount of training given to Officers and staff of West Yorkshire Police on the NICHE Records Management System. is dependent upon the level required for their particular role; the courses are directly linked to the level of access that an individual has, as the relevant sections of the course must be completed in order for the individual gain access to that function.

- Police Community Support Officers receive 3 days of training.
- Police Officers receive 4 days of training.
- Police Supervisors / Sergeants and Inspectors receive 2 additional days training to that provided for Police Officers.
- Police Staff receive 3 days of training, if required.
- Special Constables receive 3 days of training.

Police Staff and Officers carrying out specialist roles in force will receive relevant training deemed necessary by the Force; there are a variety of courses of differing duration relevant to the skills required to perform their role.

**Please Note:** There is a rolling project to skill officers to input their own crimes, which consists of 2 days additional training.

There are a number of courses, of which officers and staff may attend a proportion of, or complete the whole course, dependent upon the course content and the necessity of that content to their role / function. The access levels are directly linked to the courses; if a section is completed, access will be granted to that function. The following are the descriptions for the standard Force Courses, which authorise the access levels:

NICHE General User course

NICHE Custody course

NICHE Occurrence Creation course

NICHE Supervisor course

NICHE Mispers course

NICHE Crime recording course

NICHE Property course

NICHE Safe Guarding Course

NICHE Intelligence Course

**Please Note:** West Yorkshire Police Personnel can have multiple roles on Niche dependant on roles and relief roles carried out e.g. Police Officer and Relief Custody Officer.

Access to sensitive information is also restricted by use of Access Control Lists (ACL's) which are applied to a variety of Niche records including Intelligence, Domestic Violence, and Hate crime. The information is strictly monitored to ensure information is not over controlled and when the information is no longer 'operationally sensitive' and in the public domain, Access Control Levels will be removed.

Please accept our apologies of the delay in dealing with your request.

## COMPLAINT RIGHTS

If you are not satisfied with how this request has been handled or with the information provided, please read the advice notice attached to this letter. If you do wish to take up your right of complaint, please remember to quote the reference number above in any future correspondence.

Yours sincerely

Laura Mudd  
Freedom Of Information

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Steven Harding  
Head of Information Management

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## COMPLAINT RIGHTS

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### 1. Are you unhappy with how your request has been handled or do you think the decision is incorrect?

You have the right to require West Yorkshire Police to review their decision. Prior to lodging a formal complaint you are welcome and encouraged to discuss the decision with the case officer that dealt with your request.

### 2. Ask to have the decision looked at again

The quickest and easiest way to have the decision looked at again is to telephone the case officer that is nominated at the end of your decision letter. That person will be able to discuss the decision, explain any issues and assist with any problems.

### 3. Complaint

If you are dissatisfied with the handling procedures or the decision of West Yorkshire Police made under the Freedom of Information Act 2000 regarding access to information, you can lodge a complaint to have the decision reviewed.

A West Yorkshire Police independent review panel, which will be made up of a Senior Police Officer and a representative from the Force Solicitor's Office, will deal with this appeal in the first instance. Both are fully trained in interpreting the Freedom of Information legislation and neither person on the Appeals Review Panel will ever have been involved in dealing with your initial request.

Complaints should include the FOI reference number, be made in writing or email and addressed to:

[foi@westyorkshire.pnn.police.uk](mailto:foi@westyorkshire.pnn.police.uk)

or

West Yorkshire Police  
FOI Appeals Panel  
PO Box 9  
Laburnum Road  
Wakefield  
WF1 3QP

In all possible circumstances West Yorkshire Police will aim to respond to your complaint within three months.

### 4. The Information Commissioner

If you are still dissatisfied with the decision after the review by the West Yorkshire Police Appeals Panel, you may then make an application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at [www.ico.gov.uk](http://www.ico.gov.uk).

Alternatively, phone or write to:

Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Phone: 01625 545 700

