



Response Date: 18/09/2026

2026/944 - Professional Standards functions

In response to your recent request for information regarding;

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?

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?

No

3. If No, what other software or system is used to record those complaints?

Online reporting. IOPC. Direct line to control room and logged on I-cad

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

Centurion

5. Is any other software used to record or manage conduct or misconduct matters?

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?

Optio

8. Is any other software used to record or manage counter-corruption or anti-corruption matters?

No

9. If Yes, what is the name of that software?

Not applicable

10. What is the name of the main software currently used to record and manage police vetting?

Core-Vet

11. Is any other software used to record and manage Police vetting?

Yes

12. If Yes, what is the name of that software?

ResourceLink, Oleo & Excel

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

No

14. If yes, please provide the name of the previous software and, if known, the date it was replaced.

Not applicable

15. What is the current contract expiry date for each software?

PSD – Not Known – National software used by all forces

ACU - Renewed annually

Vetting -24/03/2027

16. Does the current contract include any extension period or extension options?

PSD – Not known – National software used by all forces

ACU - Not applicable

Vetting - Yes

17. If plans are already in place to renew, replace or re-procure the software, what is the anticipated date?

PSD - Not known – National software used by all forces

ACU - Not applicable

Vetting - No plans in place currently

18. If known, which procurement or tendering portal is expected to be used?

PSD - Not known – National software used by all forces

ACU - Not applicable

Vetting – We would look to framework

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 16/09/2026