

1. What is the name of the organisation/service/authority you represent?

West Mercia Police and Crime Commissioner

2. If the information I am requesting is available elsewhere (eg, s21) please can you tell me where I can find it?

N/A

3. What is the name of the software you use to manage, process and respond to complaints received? (if not applicable or available elsewhere enter N/A)

Caseworker

4. How much does the software in question 3 cost? (if not applicable or available elsewhere enter N/A)

£3,315

5. When is the software in question 3 due for renewal? (if not applicable or available elsewhere enter N/A)

Ongoing

6. What is the name of the software you use to manage, process and respond to FOI/EIR requests? (if not applicable or available elsewhere enter N/A)

Caseworker

7. How much does the software in question 6 cost? (if not applicable or available elsewhere enter N/A)

£3,315

8. When is the software in question 6 due for renewal? (if not applicable or available elsewhere enter N/A)

Ongoing

9. What is the name of the software you use to manage, process and respond to SAR requests? (if not applicable or available elsewhere enter N/A)

Caseworker

10. How much does the software in question 9 cost? (if not applicable or available elsewhere enter N/A)

£3,315