



FREEDOM OF INFORMATION REQUEST



Request Number: F-2018-0008

Keyword: Human Resources

Subject: Staff Feedback Facilities

Request and Answer:

Your request for information has now been considered. In respect of Section 1(1)(a) of the Act I can confirm that the Police Service of Northern Ireland does hold information to which your request relates. The decision has been taken to disclose the following.

Request 1

Please provide a list of all facilities for Police Service of Northern Ireland staff members to make written feedback or suggestions to senior management. As general examples, this answer could include (but would not be limited to) physical feedback systems like suggestion boxes, and electronic resources such as internal intranet forums (including 'rumour mills'), and dedicated feedback email addresses.

Clarification / assistance to you the requester:

I have been advised that the information requested is not held in a central location and as it may be held within each 11 PSNI District's and Departments, if the information was retrieved it is likely it would put the request in excess of the FOI legislative costs of 18 hours.

Under Section 16 (Duty to Assist), can you please confirm if you are content that request is responded to from the information held at a 'Corporate level only'.

Clarification from you the requester:

Corporate level only please, if that's all you can give.

Answer

All staff members have access to a recognised Trade Union, should they choose to join it. Human Resources (HR) holds formal meetings on a quarterly basis with Trade Union representatives. Staff members are able to raise matters, via their Trade Union representatives, at these meetings.

Trade Union representatives will also raise matters on behalf of members on an adhoc basis.

A suggestion box type scheme 'Tell Us' is a scheme which PSNI launched on 28th February 2018 to give police officers and staff a voice and comment on issues. Officers and staff can ask questions and give feedback that will be seen by Senior Management in their District, Branch or Department. 'Tell Us' boxes have been installed in premises across the service and any questions can be posted in them, and anonymously if preferred. Management consider these requests and will seek to answer or update within two weeks. The answers will then be placed on the PSNI intranet site.

Most Departments hold weekly/monthly/quarterly staff meetings where staff are given an opportunity to raise matters with senior managers and if not present and/ or request feedback from them on matters that may arise in the execution of their duties. These are local arrangements and most branches have dedicated email addresses that staff can use to raise matters and queries etc.

PSNI also have a centralised email address that is used to encourage feedback for all of our change and development internal projects.

A list of all facilities for PSNI staff members to make written feedback or suggestions to senior management could include:

- Recently launched 'Tell Us' scheme;
- Z mailboxes;
- HR Portal
- Industrial and Non Industrial Frameworks;
- Joint Consultative and Negotiating Committee (JCNC) meetings with Staff Association.

PSNI undertake regular Staff Surveys within the organisation as part of our employee engagement work stream and use the information to improve our organisation for all officers and staff.

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Freedom of Information Team, please quote the reference number listed at the beginning of this letter.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Head of Freedom of Information, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing foi@psni.pnn.police.uk.

If following an internal review, carried out by an independent decision maker, you were to remain dissatisfied in any way with the handling of the request you may make a complaint, under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out, however the Commissioner has the option to investigate the matter at his discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ www.psni.police.uk

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.