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Our Ref: IM-FOI-2022-1571
Date: 18th August 2022



FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

I refer to your recent request for information which has been handled in accordance with the Freedom of Information (Scotland) Act 2002.

For ease of reference, your request is replicated below together with the response.

The total recorded number of Pronto Witness Statements that have failed to be recorded as a consequence of a system malfunction force wide since 1st April 2018 until present date, please break these figures down per division and year on year and month on month and week on week.

Unfortunately, Police Scotland do not hold the information requested by you and I must advise that as such, in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information requested is not held by Police Scotland.

By way of explanation, the Mobile system used by Police Scotland is called “Pronto” and consists of a hand held device, for recording data including statements, and a backend Management database called ‘Pronto Manager’.

As your request has asked for “The total recorded number of Pronto Witness Statements that have failed to be recorded as a consequence of a system malfunction” I have taken this to mean instances where either a statement has been taken on a mobile device and does not have a subsequent statement recorded on Pronto Manager as well as instances where a statement is present within Pronto Manager but has not been recorded completely due to a system malfunction.

In regards to instances where a statement was taken on a mobile device but is not present on Pronto Manager, when officers begin to record and save a statement the data is uploaded to Pronto Manager every 30 seconds by means of mobile device network.

Police Scotland Mobile Devices allow statements to be captured/recorded even if the officer is in a geographical area with poor signal or has no ‘over-the-air’ connectivity. At this point the statement has been recorded in the officer’s official police e-notebook and it is auto time and date stamped in their shift. The Device will send the statement to the statement folder within Pronto Manager when connectivity is re-established but it will always have been recorded and retained in the officer’s shift in their e-notebook as a statement form.

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With regards to any System malfunction, the statement will remain on the device for 30 days prior to its automatic removal to assist with device memory. In these circumstance an examination of all devices would be required to recover the statement and compare this against any data held in Pronto Manager.

Simply put, any instances of a malfunction that occurred where the 30 days have expired and there is no record on Pronto Manager will not be held by Police Scotland and so it would only be possible to obtain complete data for 30 days and not the whole period of your request.

Whilst I would normally suggest a refined timescale is considered so that some information could be provided, such as 30 days in this case, due to the number of officers Police Scotland has and the number of statements we take on a daily basis, it is highly likely that this would lead to an excessive cost exemption being applied. In addition, this would not account for instances where a statement did reach Pronto Manager but a system malfunction lead to it not being properly recorded.

When statements are uploaded to Pronto Manager they can be recorded in various states i.e a statement can be recorded as 'Incomplete' or 'Invalid' as well as 'Complete'. Although we can obtain statistics on statements within each state, these states do not suggest any malfunction has occurred and rather these states are imposed on the statement by the user and there may be many operational reasons for doing this. It will also not include statements that were initially marked as "Incomplete" or "Invalid" but have subsequently been re-taken.

The only way to obtain reliable figures would require a manual examination of each statement to determine whether it was "incomplete" or "Invalid" due to an error and then any "complete" statements to confirm if it was ever subject to an error due to a system malfunction which was later corrected.

Should you require any further assistance please contact Information Management quoting the reference number given.

If you are dissatisfied with the way in which Police Scotland has dealt with your request, you are entitled, in the first instance, to request a review of our actions and decisions.

Your request must specify the matter which gives rise to your dissatisfaction and it must be submitted within 40 working days of receiving this response - either by email to xxx@xxxxxxxx.xxxce.uk by post to Information Management (Disclosure), Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH.

If you remain dissatisfied following the outcome of that review, you are thereafter entitled to apply to the Office of the Scottish Information Commissioner within six months for a decision. You can apply [online](#), by email to enquiries@itspublicknowledge.info or by post to Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS.

Should you wish to appeal against the Office of the Scottish Information Commissioner's decision, there is an appeal to the Court of Session on a point of law only.

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As part of our commitment to demonstrate openness and transparency in respect of the information we hold, an anonymised version of this response will be posted to the Police Scotland Freedom of Information [Disclosure Log](#) in seven days' time.