

Please ask for : Alethea Fuller
Telephone Number: 0121 626 6060
Our Reference: 2026-00231
wmpcc@westmidlands.police.uk



Date: 09/03/2026

Dear FOI Applicant,

Thank you for your freedom of information request received in this office on **9 February** 2026 in which you asked:

'This request is for factual information about systems and contracts and does not seek confidential pricing, security details, or supplier intellectual property.'

1. *What Financial and HR Enterprise Resource Planning (ERP) system or systems are currently used by your authority?*
2. *For each ERP system identified, what are the contract start and contract end dates, including any extension options where known?*
3. *Was the implementation of the ERP system undertaken directly with the software supplier, or through a third-party implementation partner?*
4. *If an implementation partner was used, please provide the name of the partner organisation.*
5. *How does your authority collect payments from individuals, for example council tax, business rates, fines, rents, waste services, licensing, or similar charges?*
6. *What payment platform or system is currently used to facilitate these payments?*
7. *How was the payment platform procured, for example via a public sector framework, open tender, or direct award?*
8. *What are the contract start and contract end dates for the payment platform, including any extension options where known?'*

In response to your request, I can confirm:

1. We use WMP Oracle and Sharepoint systems
2. We do not hold this information. You will need to contact WMP
3. We do not hold this information. You will need to contact WMP
4. We do not hold this information. You will need to contact WMP
5. We do not hold this information. You will need to contact WMP
6. We do not hold this information. You will need to contact WMP
7. We do not hold this information. You will need to contact WMP
8. We do not hold this information. You will need to contact WMP

Freedom of Information Right of Appeal

Any person who has requested information from the Office of the Police and Crime Commissioner (OPCC) and is unhappy with the way their request for information has been handled can request a review of their case.

A request for review must be made in writing by letter or email. You should include the reference number of your request if you have it, and outline why you are requesting the review to:

Office of the Police and Crime Commissioner
Lloyd House
Birmingham
B4 6NQ

Telephone: 0121 626 6060
Email: wmpcc@west-midlands.pnn.police.uk

All requests for review will be recorded. Receipt of a request for internal review will be acknowledged and the appellant informed of an estimated date for determining the outcome. The OPCC will attempt to respond to internal reviews as soon as practicable and in any case within two months.

All investigations will be undertaken by someone not involved in the original response.

The result of any internal review will be communicated to the appellant outlining the decisions taken.

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 08456 30 60 60 or 01625 54 57 45
Website: www.ico.gov.uk

There is no charge for making a request for internal review or appeal to the Information Commissioner.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A Fuller', enclosed in a thin black rectangular border.

Alethea Fuller
Deputy Chief Executive