



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date:10/04/2024

2024/283 - NICHE RMS

In response to your recent request for information regarding;

1: to ask whether or not the North Wales police has all of their police systems licensed and I presume contracted to NICHE RMS? To elaborate, do all functions of the police, so for instance specifically victim crime recording or specifically the recording of arrests, come under NICHE RMS?

North Wales Police uses Niche RMS under a licence provided by Niche the company. Niche RMS is used to record and manage a number of functions including arrests and crime recording but not all.

2: I see also on the NICHE RMS website that you are under the 'West Coast Collaboration' partnership. Could you please provide what this partnership entails in relation to NICHE RMS?

The West Coast Collaboration is a joint collaborative venture between North Wales Police, Merseyside Police, Cheshire Constabulary, and Dyfed-Powys Police through which all four forces share one instance of Niche. All four forces have combined the Niche support teams into one jointly funded team to support the administration and technical managed of the shared Niche.

3: Could you also provide a screenshot of the user interface of your RMS from presumably a user manual you must distribute to officers to familiarize themselves with the software. This does not have to be up to date if this contravenes a section of the FOI (I presume this would come under Law Enforcement), the user manual from 2016 will do.

Section 17(1) of the Freedom of Information Act 2000 requires North Wales Police, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which:

- (a) states that fact,
- (b) specifies the exemption in question and
- (c) states (if not otherwise apparent) why the exemption applies.

The exemption/s, as well as the factors considered when deciding where the public interest lies, are listed below:

Section 43 (2) Commercial Interests

This is a prejudice-based exemption which means that the public authority must demonstrate that it is satisfied that to release the information would damage someone's commercial interests. It is also a qualified exemption which means that the public authority must consider the balance of the public interest in releasing the information against the public interest in withholding it.

Harm Test

We are in a contract with Niche Technology who supply a service to North Wales and a number of other Police Forces, to release documentation, as well as information on about the functionality and underlying architecture of the product would harm that party's commercial

interests. Niche Technology works in a limited market of suppliers so disclosure would hand an element of our competitive advantage to other suppliers, especially when gathered from a number of different Forces.

Public Interest Test

Factors Favouring Disclosure

There is a strong public interest in ensuring that public money is spent correctly on robust systems and having knowledge about these systems and how they work.

Release would also facilitate the accountability and transparency of North Wales Police.

Factors Favouring Non - Disclosure

Disclosure of screenshots, whether up to date or not would harm that Niche Technology's commercial interests by handing an element of their competitive advantage to other suppliers, especially when gathered from a number of different Forces. Companies compete by offering something different from their rivals.

North Wales Police's commercial interests would be prejudiced as disclosure of these would be likely to damage North Wales Police's business reputation and possibly the confidence that future customers and suppliers would have in it.

Balancing Test

There are factors which in general terms favour release of this information, however, the factors favouring non-disclosure are more specifically relevant, handing an element of their competitive advantage to other suppliers.

No release of information should be made under the Freedom of Information Act that will give one person a commercial advantage over another. The exemption under Section 43 (2) of the Act caters for this situation. My decision, therefore, is not to release this information at this time.

Therefore, in accordance with the Freedom of Information Act 2000, this letter acts as a Refusal Notice under section 17 (1) of the legislation.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 08/04/2024