



**HEDDLU**  
**GOGLEDD CYMRU**  
**NORTH WALES**  
**POLICE**

Response Date:21/06/2024

**2024/547 - Investigative software**

In response to your recent request for information regarding;

1. **How many investigation departments are there within your police force (e.g. criminal, narcotics, traffic, cybercrime, etc)?**
2. **Is your third-party investigative software procured by a centralised IT team or by each investigation department?**
3. **What was your police forces overall spend on third-party investigative software last year? £...k**
4. **In percentage terms, approximately how much of this annual spend was:**
  - a. **One-off costs (e.g. installation): ...%**
  - b. **Recurring software fees: ...%**
5. **In percentage terms, approximately how has your overall spend, on an annual basis, changed over the past 3 years?**
  - a. **Why (e.g. increase in number of users within existing departments, increase in departments, adopting new software, price increases, etc.)?**
6. **Please populate the below table, specifying your police force's third-party investigative software spend by category and listing your current software provider(s).**

**Note that the total annual spend across the below categories should approximately sum to the overall annual spend on third-party investigative software, as per Q3.**

| <b>Category of investigative software</b> | <b>Description</b>                                                                                                                                                                                    | <b>Approximate annual spend, £k, last available year</b> | <b>Name of your current software provider(s)</b> |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------|
| <b>Case management software</b>           | <b>Software used as a central hub to manage cases (from incident to reporting), including to ingest and manage relevant evidence, track case progress, and prepare reports for court proceedings.</b> |                                                          |                                                  |
| <b>Financial investigation software</b>   | <b>Software designed for extracting, cleaning, analysing and / or visualising financial data and information to investigate financial crimes.</b>                                                     |                                                          |                                                  |
| <b>Covert operations software</b>         | <b>Software for planning, managing, and executing covert operations, including surveillance management, undercover operations, intelligence gathering and secure communication tools.</b>             |                                                          |                                                  |

|                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| <b>Critical incidents software</b>                   | <b>Software designed specifically for managing and coordinating responses to crises and major incidents. This includes tools for resource allocation, situation analysis, incident tracking, and strategic decision-making during large-scale emergencies.<br/>Note that this does NOT include computer-aided dispatch and incident communication software that is used to address everyday 999 calls (see below).</b> |  |  |
| <b>Computer-aided dispatch software</b>              | <b>Software for real-time dispatching of emergency services and communication between dispatchers and field units. This category focuses on the operational aspects of dispatching resources, managing communication channels, and ensuring quick response to everyday incidents.</b>                                                                                                                                  |  |  |
| <b>Open-source intelligence analysis software</b>    | <b>Software that aggregates and analyses data from multiple open sources (e.g. public records, social media, online forums, etc.) to identify patterns, relationships, etc that aid investigations.</b>                                                                                                                                                                                                                |  |  |
| <b>Digital forensics software</b>                    | <b>Software that enables data extraction from various digital devices (e.g. mobile, social media, cellular networks, etc) and performing detailed analysis on retrieved files.</b>                                                                                                                                                                                                                                     |  |  |
| <b>Digital recording and transcription software</b>  | <b>Software used for taking notes, recording interviews, and transcribing recordings into text for analysis, reporting and archiving (can be used in fieldwork by police officers and on investigations).</b>                                                                                                                                                                                                          |  |  |
| <b>Public evidence and appeals submission portal</b> | <b>Software that enables members of the public (e.g. victims, witnesses, partners) to upload evidence and information that relates to a criminal incident(s).</b>                                                                                                                                                                                                                                                      |  |  |
| <b>Other investigative software</b>                  | <b>Please provide a high-level summary of what other includes: [...]</b>                                                                                                                                                                                                                                                                                                                                               |  |  |

Our information is set up and searchable for our policing purposes. To obtain all the information requested and especially the financial data would involve manually reviewing nearly 500 transactions on our force system. This would need to be conducted to establish what the transaction was for, check what each software is for and whether it's recurring or one off payment.

The cost of providing you with the information is above the amount to which we are legally required to respond i.e. the cost of retrieving the information exceeds the 'appropriate level' as stated in the Freedom of Information (FOI) Fees and Appropriate Limit regulations 2004.

Therefore, in accordance with the FOI Act 2000 the information you have requested is exempt under Section 12 (1), and this letter acts as a Refusal Notice under section 17 (5) 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 20/06/2024