



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date:09/07/2024

2024/670 - Command and Control System

In response to your recent request for information regarding;

What is the name of the Command and Control System North Wales Police uses ?

ICad – Provided by Hexagon

During an incident how long does it usually take for a police dispatcher to enter updates / information on the Command and control system after receiving vital details via Airwaves radio from an officer dispatched to an incident ?

This information is not specifically recorded.

This would vary depending on the incident. Dispatchers will type updates live time as the officer provides them, but may also make some quick notes and add detail later. During serious or protracted events, a dispatcher will be provided with a support officer / scribe who will make notes on the incident log whilst the dispatcher manages the communication over the radio.

What does *At scene* mean in Airwaves Radio talk ?

Officers will book 'at scene' when they arrive at the incident location.

Is there any officer within your Police Force that can amend / delete Command and control system log entries i.e. incident updates ?

There are some very rare occasions where details within logs must be amended or removed, but this cannot be done by control room staff and access is limited to the system administrator.

Errors that appear in Icad logs remain but may be corrected on a subsequent entry.

What is the name of the computer system police officer statements are recorded on.

Niche RMS

Can police officers delete or amend their statements, if so is the original version retained ?

Officers type their statements onto Niche RMS and this can be amended up to the point where it is signed. The copy is then locked. If there are mistakes made, this would have to be addressed through a second statement, explaining the situation and circumstances.

What is the minimum amount of time police officers statements are retained for ?

Our system retains information in line with MOPI guidelines – 6 years, 20 years or 100 years depending on the incident type.

Are all police constables who patrol issued with pocket notebooks/ EPNB and daybooks ?

All police officers are issued with a PNB – The force is moving towards EPNBs with the introduction of the PRONTO app. Daybooks are predominantly used by managers.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 08/07/2024