



Response Date:13/11/2025

2025/1145 - Command-and-control IT systems

In response to your recent request for information regarding;

I am carrying out some research into the capability of Welsh police forces in relation to command-and-control IT systems and any specific IT systems that are used to support the operational policing response to larger scale operations such as football matches, protests and festivals. I have tried to break my questions down into individual questions and into two sections, one on Command and Control and one into Operational policing.

Command and Control

1. Please can you tell me the number of control rooms you have within the constabulary?

Two Control Room Locations

2. Please can you tell me the maximum number of call takers you have working at any one time

Approximately 20

3. Please can you tell me the maximum number of dispatchers you have working at any one time

There are six talkgroups which require constant monitoring, thus six dispatchers. This can increase when other events are ongoing.

4. Are the role of call taker and dispatcher totally separate or are some staff trained in both?

All staff are omnicompetent, thus can carry out both roles

5. What is the IT system you use to record calls and dispatch units?

Command & Control: ICAD
Voice Recording: Nice Inform

6. How long have you had this system for?

Command & Control: 20 Years
Voice Recording: More than 10 Years

7. Are you on a fixed term contract for this system and if so, how long does that contract have left to run?

Command & Control: ICAD Support Contract is extended currently on a year by year basis whilst North Wales Police transitions to a new solution from the same vendor

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Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

Voice Recording: Yes contract is due to expire in June 2026 but it does rollover year on year and will be replaced by the new solution from the same vendor?

8. Do you have any intentions in replacing it or considering other options within the next 5 years?

Command & Control: ICAD will be replaced in 2027 with Hexagon OnCall

Voice Recording: We have no intention at present to change the voice recording system.

9. What is the current annual budget for your command-and-control system?

Annual Budget is £612,754

Operational Policing

1. What Crime recording system do you currently use?

Niche RMS

2. What is the cost of the crime recording system annually?

£232,309

3. Do you have any specific software to assist in the operational planning and execution of large-scale operational events such as football matches, protests and festivals.

2 Systems Chronicle and Ludus. Chronicle is used for checking that officers are in licence for certain specialism like public order. There is also Ludus which is used by the Operational football officers to supply match reports

4. If the answer to 3 is yes please can you tell me what it is called and the annual budget to use it?

Cost of Chronicle is approx. £4,800 + VAT for the public order module

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UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 13/11/2025