



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date:08/09/2025

2025/915 - Police IT system tickets

In response to your recent request for information regarding;

Does the force use Connect systems, run by NEC Software solutions?

If not please tell me which system the force uses.

If yes please answer the following:

When did the force become aware of the 'failed submissions' technical fault, to do with this software?

How long does the force estimate this fault has been occurring?

By Calendar year, since the connect system went live in the force, please provide:

- 1. How many tickets have been raised due to IT faults/errors due to the connect system.**
- 2. How many crimes reported by members of the public and inputted by officers have initially failed to record on police systems due to 'failed submissions'?**

No information held by North Wales Police.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 27/08/2025

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

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

**Yn gwneud Gogledd Cymru'r lle mwyaf diogel i fyw, gweithio ac ymweld yn y DU
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