



HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE

Response Date:05/06/2026

2026/523 - Use of Technology in Crime Recording and Case File Preparation

In response to your recent request for information regarding;

1. A list of all tools, technologies, software platforms, or digital systems used as of the date of this request by the force to assist officers with crime recording and/or case file preparation.

Case Preparation - NICE INVESTIGATE
AMASS – PRE CHARGE ROBOTIC AUTOMATION.
DOCDEFENDER – RIVEN

Crime recording – Niche RMS – Records Management System

2. For each tool or system identified, please provide:

- The name of the tool or system

NICE INVESTIGATE
AMASS – PRE CHARGE ROBOTIC AUTOMATION.
DOCDEFENDER – RIVEN
Niche RMS – Records Management System

- Its primary function(s) (e.g., crime recording, case file generation, decision support, workflow management)

NICE - Storing multimedia / BWV / CCTV / 999 calls / Photographs/Digital Interviews
AMASS - WORKFLOW MANAGEMENT
DOCDEFENDER – RIVEN - AUTO REDACTS PERSONAL INFORMATION FROM CASE FILE DOCUMENTS.
Niche RMS – Crime recording

- Whether it is used force wide or only within specific units or departments

All – Force wide

- Where readily available, please provide the year it was introduced.

NICE –2018 was the project Pilot. Went Live in Jan 2019 to Central Division, March 2020 was rolled out across the Force.
AMASS – Mid 2022
DOCDEFENDER – 2025

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

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
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Niche RMS – Introduced in 2002 (custody went live first in 2002, followed by Intel in 2003, Crime in 2003/2004 and case in 2005)

- Whether the tool incorporates any AI, automation, or machine assisted decision making features

NICE – No decision-making features.

Officers have to manually share NICE links and manually redact personal information etc.

AMASS - A task is received from CPS PRE-CHARGE and robotics receive the task, read the task and re-direct the task to the officer in case – helping to manage the workflow process.

DOCDEFENDER - AUTOMATION of detecting key words to remove from case file documents (personal information)

Niche RMS – No AI/ however there are certain automated scripts that run that improve data quality.

Any centrally-held statistical data to show the impact in efficiency of any tool or system used for crime recording and the preparation or completion of case files (e.g., pre and post implementation of any tool or system)

NICE INVESTIGATE, only supports during the file preparation as being a tool to store multimedia and then share a link from NICE to CPS via an MG0 form on Niche RMS.

AMASS - This process does not impact on case preparation or completion of case files, it has taken over from human intervention completing this task.

DOCDEFENDER - No

Niche RMS –No statistical data and no AI, there are many various AD-HOC reports that can be written to identify numbers of recorded crimes for varying searches (Dates/Crime Classifications), these are often created by users themselves as part of the search function within Niche. We do not have a list of these as these are personal searches, and would not regard as centrally held.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 05/06/2026