HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE

Response Date:10/11/2026

2026/962 - ICT, digital, network, telephony or business-systems projects

In response to your recent request for information regarding;

1. A list of ICT, digital, network, telephony or business-systems projects and programmes that are planned, approved or in progress for the financial years 2026/27 and 2027/28. For each, please give the project name, a one-line description, the approved or estimated budget, the planned start and end dates and the job title of the officer responsible for delivering it.

2. Where a project in that list will be delivered with the help of an external supplier or contractor, the name of that supplier if one has already been appointed.

If a published document already contains this information (for example a capital programme, an ICT or digital strategy or a forward plan), a link to it and the page reference is a complete answer and I would be grateful for it.

Harm has been identified in providing you with any details relating to cyber security programmes, network infrastructure, system upgrades, or other sensitive ICT related projects

A Freedom of Information Act request is not a private transaction. Both the request itself, and any information disclosed, are considered suitable for open publication. This is because, under Freedom of Information, any information disclosed is released into the wider public domain, effectively to the world and not just to one individual.

Therefore, Section 31 (1) Law Enforcement is to be considered as part of the Public Interest Test. A Public Interest Test has been carried out to weigh up the reasons for and against disclosure of the information requested, to ensure the release is in the interest of the public as a whole and not just the applicant.

Harm

With the current threat landscape and increasing, and very likely, cyber threat to Policing, we have concerns about disclosing specific system and upgrades. Disclosure of cyber security programmes, network infrastructure, system upgrades, or other sensitive ICT related projects would be of intelligence value to individuals or groups with criminal or malicious intent. This will allow understanding of policing technology, operational capabilities, or vulnerabilities.

Public Interest Test

S31(1) - Factors favouring disclosure: Disclosure would reassure the public that police forces are updating and using modern technology to assist policing. It could also demonstrate that public funds are being used responsibly and that systems are up to date and fit for purpose.

S31(1) - Factors favouring non-disclosure: Releasing cyber security programmes, network infrastructure, system upgrades, or other sensitive ICT related projects would provide criminals with a tactical advantage by revealing operational capabilities and specialist resources. It could compromise elements of policing and allow offenders to take steps to evade detection, destroy evidence or hack systems. These risks would undermine law enforcement effectiveness and negatively impact public safety.

Balance Test:
The public interest in transparency does not outweigh the substantial risk of harm caused by disclosure.
Publishing cyber security programmes, network infrastructure, system upgrades, or other sensitive ICT related projects would allow those with criminal or hostile intent to build a mosaic picture of police capabilities, evade detection, and exploit vulnerabilities.
Such outcomes would compromise policing, increase risks to officers and the public, and require significant resources to counteract the harm.
Therefore, disclosure is not in the public interest.

In accordance with the Freedom of Information Act 2000, this letter acts as a Refusal Notice under section 17 (1) of the legislation.

Please note specific project budget is independent of in life running costs.

Project	PM	Funding	Resources	Project Start	Project End	External Supplier	Project Funding 2026-27 and 2027/28
Upgrade 2026	Digital Data and Technology Project Manager	In Budget	Adequate	Jan-26	Jun-26	Police Collaboration	£15K

Surveillance Situational Awareness System	Digital Data and Technology Project Manager	In Budget	Adequate	Oct 2022	Sept 2026	National Programme	
						CGI	
Artificial Intelligence - Automated Transcription	Digital Data and Technology Project Manager	In Budget	Adequate	Mar-26	Sept-26		
Artificial Intelligence - Audio Video Multi-Media Redaction	Digital Data and Technology Project Manager	In Budget	Adequate	Mar-26	Sept-26	Various Suppliers Under Review	£145K Grant
National Law Enforcement Data Programme	Digital Data and Technology Project Manager	In Budget	Adequate	Aug-2020	Sept-26	National Programme	Funded Nationally
						CGI	
National Enabling Programme Phase 2	Digital Data and Technology Project Manager	In Budget	Adequate	Apr-25	Dec-26		
Mobile Policing Application	Digital Data and Technology Project Manager	In Budget	Challenged	Jan-20	Dec-26		£70K
In Vehicle Video Recording	Digital Data and Technology Project Manager	In Budget	Adequate	Jun-23	Feb-27		
Duty Management System	Digital Data and Technology Project Manager	In Budget	Adequate	Jan-25	Sept-27		£400K
						CGI	
Replacement	Digital Data and Technology Project Manager	In Budget	Adequate	Jun-23	May-27		£57.5K

Command & Control Replacement	Digital Data and Technology Programme Manager	Budget Shortfall	Adequate	Apr-20	Jul-27	CGI Collaboration	£2,654K
HMCTS Digital Casefile	Digital Data and Technology Programme Manager	In Budget	Adequate	May-25	Nov-27	Police Collaboration	
	Digital Data and Technology Project Manager	In Budget	Adequate	Aug-27	Mar-28	National Programme	
Emergency Services Mobile Communication	Digital Data and Technology Project Manager	In Budget	Adequate	Apr-20	Jan-30	National Programme CGI	
Robotic Process Automation	Digital Data and Technology Project Manager	In Budget	Adequate	Apr-25	Continuous	CGI	£200K
Crime Services	Digital Data and Technology Project Manager	In Budget	Adequate	Jun-26	TBC	Police Collaboration	
Artificial Intelligence	Digital Data and Technology Project Manager	In Budget	Adequate	Apr-25	TBC		
Estates Optimisation Review (HQ)	Digital Data and Technology Programme Manager	In Budget	Adequate	TBC	TBC	Internal – Full List of Contractors TBC	
Finance System	Head of Finance	In Budget	Adequate				£382K

Project	Technology Resource	Funding	Project Start	Project End	External Supplier
Copper Replacement	Infrastructure Manager	Agreed	Jan-24	Dec-26	CGI
Server EOS & Decommissioning Programme	Technical Delivery Programme Manager	Agreed	Mar-23	Oct-26	CGI
Copper Replacement Project	Solutions Architect	Agreed	Jun-23	Dec-26	CGI
Mobile Estate Refresh	Mobile Technology Product Manager	Agreed	Mar-25	May-27	Insight
Windows 365 Project	Solutions Architect	Agreed	Oct-25	Oct-26	CGI
Telephony Modernisation	Solutions Architect	Agreed	May-25	Nov-26	CGI
Network Digital Transformation	Technical Delivery Programme Manager	Agreed	Mar-24	Apr-27	CGI Fred Westerns
Report retirement	Head of Data Architecture	Agreed	Feb-25	Dec-26	CGI

Project	PM	Funding	Project Start	Project End	External Supplier
BI Data Warehouse replication	Corp Data Team Manager	In Budget	Feb-25	TBC	Yes
Power BI audit tool	Corp Data Engineer	In Budget	Jun-24	Nov-26	Yes

Design and Print Solution (Part 2)	Corp Graphic Designer	In Budget	Jun-25	Nov-26	No
North Wales Police Group Insurance Scheme	Corp Emp Benefits and Financial Wellbeing	In Budget	TBC	TBC	Yes
SharePoint Solution	CS Director of Intel	TBC	Oct-25	Oct-26	CGI
Access to New DVI PLASSDATA Connection	CS Holmes Manager	No cost to NWP	TBC	TBC	
Camera	CS Forensic Ops Manager	No specific budget – part of existing funding streams but est cost £5k per annum.	Aug-26	Jan-27	
Virtual Courts (Live Links) at SARC	CS Business Manager	£12k up front and £800 recurring	TBC	TBC	
NSAP ANPR Transition	CS ANPR Manager	In Budget	Oct-25	Oct-26	via Home Office
Video Streaming	NWP Officer	Not yet known/Scoping	TBC	TBC	Not yet confirmed
Police Digital Services (PDS) Pathway App	CS Business Manager	Not yet known/Scoping	TBC	TBC	Police Digital Services (PDS)
DFU Server Network Support and Server Governance	CS Digital Forensics Unit Manager	Approx. £43k per annum	Jun-23	Sep-26	CGI

	NWP Officer	No cost to NWP	Mar-26	Sep-26	
Temperature Loggers	CS Business Manager	Estimated £14k	Sep-25	Oct-26	
Copilot Chat	PMO Project Manager	In Budget	Nov-25	Jul-26	
Neighbourhood Management Database	LPS ASB Hotspot and NPG CI	No cost	Sep-25	TBC	No
POP Plan Template	LPS ASB Hotspot and NPG CI	No cost	Jun-25	TBC	No
Electronic Medical Note System for Custody	LPS Custody HCP Operations Manager	In Budget	Oct-24	TBC	Yes
CAD Machines FCC St Asaph	OSS Business Manager	In Budget	Dec-25	Sep-26	Insight / CGI
IAC Integration	CS ANPR Manager	In Budget	Jul-26	Oct-26	NWP / CGI
Teams Call recording	JS SCPU Manager	TBC	TBC	TBC	TBC
LifeX at Front Counters		In Budget	Aug-25	Dec-27	CGI / Insight
Firearms Licensing/CS Fingerprints - WorldPay Payment Portal transition from Business to Corporate Gateway	JS Projects and CI Officer	TBC	TBC	Jan-27	TBC

HR Cloud Migration	PS Business Systems Operations Manager	In Budget	Apr-23	Oct-26	Yes
CMS for e-Recruitment System Team (All Wales)	PS E-recruitment Manager	In Budget	Oct-26	TBC	Yes
Genio / Glean subscription	PS HR Advisor	In Budget	TBC	TBC	Yes
Push Far	LPS Custody Policy Inspector	In Budget	TBC	TBC	Yes

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 23/09/2026