

**Police Headquarters**

London Road
DEVIZES
Wiltshire
SN10 2DN

Date: June 28, 2024

Our ref: FOI 2024/533

Reply contact name is:

Dear,

I write in connection with your request for information, dated 21st May 2024 concerning investigative software.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Following receipt of your request, research was conducted by the IT Department of Wiltshire Police.

Your request for information has now been considered and I am not obliged to supply the information you have requested.

You Wrote:

1. How many investigation departments are there within your police force (e.g. criminal, narcotics, traffic, cybercrime, etc)?
2. Is your third-party investigative software procured by a centralised IT team or by each investigation department?
3. What was your police forces overall spend on third-party investigative software last year? £...k
4. In percentage terms, approximately how much of this annual spend was:
 - a. One-off costs (e.g. installation): ...%
 - b. Recurring software fees: ...%
5. In percentage terms, approximately how has your overall spend, on an annual basis, changed over the past 3 years?
 - a. Why (e.g. increase in number of users within existing departments, increase in departments, adopting new software, price increases, etc.)?

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6. Please populate the below table, specifying your police force's third-party investigative software spend by category and listing your current software provider(s).

Note that the total annual spend across the below categories should approximately sum to the overall annual spend on third-party investigative software, as per Q3.

Category of investigative software	Description	Approximate annual spend, £k, last available year	Name of your current software provider(s)
Case management software	Software used as a central hub to manage cases (from incident to reporting), including to ingest and manage relevant evidence, track case progress, and prepare reports for court proceedings.		
Financial investigation software	Software designed for extracting, cleaning, analysing and / or visualising financial data and information to investigate financial crimes.		
Covert operations software	Software for planning, managing, and executing covert operations, including surveillance management, undercover operations, intelligence gathering and secure communication tools.		
Critical incidents software	Software designed specifically for managing and coordinating responses to crises and major incidents. This includes tools for resource allocation, situation analysis, incident tracking, and strategic decision-making during large-scale emergencies. Note that this does NOT include computer-aided dispatch and incident communication software that is used to address everyday 999 calls (see below).		
Computer-aided dispatch software	Software for real-time dispatching of emergency services and communication between dispatchers and field units. This category focuses on the operational aspects of dispatching resources, managing communication channels, and ensuring quick response to everyday incidents.		
Open-source intelligence analysis software	Software that aggregates and analyses data from multiple open sources (e.g. public records, social media, online forums, etc.) to identify patterns, relationships, etc that aid investigations.		

Digital forensics software	Software that enables data extraction from various digital devices (e.g. mobile, social media, cellular networks, etc) and performing detailed analysis on retrieved files.		
Digital recording and transcription software	Software used for taking notes, recording interviews, and transcribing recordings into text for analysis, reporting and archiving (can be used in fieldwork by police officers and on investigations).		
Public evidence and appeals submission portal	Software that enables members of the public (e.g. victims, witnesses, partners) to upload evidence and information that relates to a criminal incident(s).		
Other investigative software	Please provide a high-level summary of what other includes: [...]		

Response:

The information that you are requesting is not stored in a way which allows for easy retrieval and Wiltshire Police does not have the search facility to automatically gather this data. To clarify, after contacting our IT Department, it has been determined that to ascertain this information for the requested time periods would require manually liaising with other departments and reviewing hundreds of transactions and invoices individually to establish the costs. This would exceed the 18 hour work limit to locate, retrieve and extract the information.

Ordinarily under our Section 16 obligation to provide advice and assistance, I would advise you of a way in which to refine your request. However, due to the difficulties as outlined above, I cannot think of a way in which this could be achieved.

Section 17 of the Freedom of Information Act 2000 requires the Wiltshire Police, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The exemption applicable to the information requested is:

Section 12: Exemption where cost of compliance exceeds appropriate limit
Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

In accordance with section 17 of the Act, this letter represents a Refusal Notice for this particular request.

I am satisfied that all the relevant information has been passed to me, and been considered in the light of your request, within the time constraints applicable under the legislation.

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Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Wiltshire Police offers a re-examination of your case under its review procedure.



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Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:
Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>