



Your reference: n/a

Our reference: FOI_24_0538

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 19/07/2024

Dear

Gloucestershire Constabulary Freedom of Information request FOI_24_0538

On 21/05/2024 you sent an email constituting a request under the Freedom of Information Act asking the following:

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.)?
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: [...]		

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary may hold some relevant information.

The Force does not record this information on a centralised database and therefore this data is not easily retrievable. We have liaised with a team within our IT department and they have advised they manage over 120 applications and in order to get the requested information for these alone, would take far longer than 18 hours and therefore, in order to retrieve all of the requested information would far exceed the appropriate limit of 18 hours.

When applying Section 12 exemption our duty to assist under Section 16 of the Act would normally entail that we contact you to determine whether it is possible to refine the scope of your request to bring it within the cost limits. However, from the information we have outlined above I see no reasonable way in which we can do so.

Section 17(5) of the Freedom of Information Act 2000 requires Gloucestershire Constabulary, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states the fact, (b) specifies the exemption in question and (c) states (if not otherwise apparent) why the exemption applies.

In relation to your request Section 12 applies.

Section 12(1) – Fee Regulations states:

Section 1(1) of the Act 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. (As detailed in the Data Protection and Freedom of Information Fees Regulations of 2004)

The appropriate limit at the moment is £450 calculated at an hourly rate of £25 per hour for all staff time incurred in:

- i. Determining whether information is held
- ii. Locating it
- iii. Retrieving it
- iv. Extracting the information to be disclosed from the other information.

In accordance with the Act, this letter represents a Refusal Notice for your request.

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post –

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary