

Gloucestershire Constabulary
Police Headquarters
No.1 Waterwells, Waterwells Drive
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www.gloucestershire.police.uk



Your reference:

Our reference: FOI_26_0240

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 22/04/26

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0240

On 02/03/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

I am writing to request information under the Freedom of Information Act 2000.

I am currently undertaking university research into the use of technology within public sector organisations, with a particular focus on Computer-Aided Facilities Management (CAFM) and Integrated Workplace Management Systems (IWMS) within emergency services.

Please could you provide the following information:

Q1. What software solutions does your organisation currently use for CAFM (Computer-Aided Facilities Management) or IWMS (Integrated Workplace Management Systems)?

If multiple solutions are in use, please list all systems, including any niche, specialist, or secondary solutions.

Q2. What are the contractual terms for each solution?

Please provide the contract start and end dates. If the contract is annual or rolling, please indicate this and include any renewal terms.

Q3. What are your organisation's plans at the end of each contract?

For example, do you intend to renew, extend, replace, or re-evaluate the software solution?

Q4. What are the total contract values for each solution?

Please provide annual, monthly, or total lifetime costs, as applicable.

Q5. Who is responsible for managing the CAFM/IWMS system(s)?

Please provide their name, job title, and department.

If any part of this request exceeds the appropriate cost limit under the Act, I would welcome advice and assistance in refining the scope of the request.

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

Following receipt of your request, searches were completed and in response to questions 1-3, the information below can be disclosed.

Q1) CAFM

Q2) Annual rolling

Q3) Happy with current solution

Q5) Estates department

Section 17 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.

Regarding the contract renewal terms (Q3) and contract values (Q4), the following exemption applies:

Section 43 – Commercial Interests

This exemption is qualified and class based and therefore a public interest test is required.

Factors favouring Disclosure

Where public funds are being spent, there is a public interest in accountability and justification.

Factors favouring Non-Disclosure

It would harm the ability of the Constabulary to negotiate contracts if information in relation to these contracts were released. It would enable potential contractors to negotiate at a disadvantage to the Constabulary and may also give companies the ability to drive contract costs up.

The Constabulary are likely to want to maintain current costs and may be at a negotiating disadvantage when other individuals are able to compare costs. This would reduce the overall cost effectiveness of the service and impair local control of costs. Equally, the environment of competitiveness may encourage a price war, driving prices down which could in turn compromise the quality of the product.

Releasing information of this nature could also result in the Force being unable to keep costs down.

Balance Test

With regards to Section 43, the Act states that information is exempt if its disclosure under this Act would, or would be likely to, prejudice commercial interests of any person (including the public authority holding it). On balance, the damage incurred by release of this information, including the possibility of increased public expenditure in the future, outweighs the benefit of accountability for public funds.

Regarding the name and job title of the person responsible for managing the CAFM system (Q5) the following exemption applies:

Section 40(2) Personal Information

Section 40(2) applies to third party personal data. This would not be released under the Freedom of Information Act unless there is a strong public interest. The disclosure of any information which could lead to the identification of an individual would breach the Data Protection Principles contained within the Data Protection Act 2018, namely the first principle which states that personal data shall be processed lawfully, fairly and in a transparent manner in relation to individuals

This exemption is absolute and class based therefore I am not required to apply either the public interest test or harm test in disclosure.

In accordance with the Act, this letter represents a Refusal Notice for this part of 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