| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-1365  Responded to: 26 June 2024 |
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Your recent request for information is replicated below, together with our response.

## How many investigation departments are there within your police force (e.g. criminal, narcotics, traffic, cybercrime, etc)?

I can advise Police Scotland does not hold the information requested and section 17 of the Act therefore applies. To explain, we do not hold this information in the format requested. Every area in Police Scotland could be classed as an investigative area.

To be of assistance, I have attached a link below which provides further information regarding all our internal departments.

[About Us - Police Scotland](https://www.scotland.police.uk/about-us/)

## Is your third-party investigative software procured by a centralised IT team or by each investigation department?

Again, I can advise Police Scotland does not hold the information requested and section 17 of the Act therefore applies. The term “investigative software” is too broad a subject and could be open to interpretation. If you wish to provide a clear definition of a specific software then we can look at this further.

## What was your police forces overall spend on third-party investigative software last year? £…k

## In percentage terms, approximately how much of this annual spend was:

## One-off costs (e.g. installation): …%

## Recurring software fees: …%

## In percentage terms, approximately how has your overall spend, on an annual basis, changed over the past 3 years?

## Why (e.g. increase in number of users within existing departments, increase in departments, adopting new software, price increases, etc.)?

I can advise that prices have increased in line with inflation over the last 3 years, so approximately 12% on average.

There has been no significant expansion of any of the systems referenced and therefore no associated cost increases due to expansion.

## 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.

I have provided a table at the bottom of this letter.

With regards to providing the names of our current software provider this information is considered to be exempt and Section 16 of the Act requires Police Scotland to provide you with a notice which:

(a) states that it holds the information,

(b) states that it is claiming an exemption,

(c) specifies the exemption in question and

(d) states, if that would not be otherwise apparent, why the exemption applies. Where information is considered to be exempt, this letter serves as a Refusal Notice that information is held and an explanation of the appropriate exemption is provided.

## Section 33(1) (b) – Commercial Interests

Such information will not be disclosed whilst remaining relevant, as it is considered to be commercially sensitive. Disclosure of this information would give a competitive advantage to companies in any future tender process.

Disclosure could reduce the number of companies tendering for the supply of goods and services, they being aware that Police Scotland will disclose commercially sensitive information. This is likely to negatively impact on the tendering process used by the service to ensure it purchases the most efficient and cost effective services in the future, and prejudice the commercial interests of Police Scotland.

This is a non-absolute exemption which requires the application of the Public Interest Test.

## Public Interest Test

Police Scotland is a publicly funded organisation and therefore the Service has an obligation to obtain best value for money with particular services. Further, in order to do this, it is essential to maintain working relationships with companies that tender their services.

As such, Police Scotland will not disclose any information that would impact on the ability to do both. The public interest would not be served if it were no longer possible to engage companies in a tender offer if they believed that conducting business with Police Scotland would result in their confidential financial information being released.

If you require any further assistance, please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.

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| **Category of investigative software** | **Description** | **Approximate annual spend, £k, last available year** | **Name of 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 | n/a | Our national Case solution is in-house developed |
| Financial investigation software | Software designed for extracting, cleaning, analysing and / or visualising financial data and information to investigate financial crimes. | £58,000 | \*\*\*\*\* |
| Covert operations software | Software for planning, managing, and executing covert operations, including surveillance management, undercover operations, intelligence gathering and secure communication tools. | £314,000 | \*\*\*\*\* |
| 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). | £45,000 | \*\*\*\*\* |
| 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. | £508,500 | \*\*\*\*\* |
| 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. | £75,600 | \*\*\*\*\* |
| 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). | £55,700 | \*\*\*\*\* |
| 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). | n/a | \*\*\*\*\* |
| Other investigative software | Please provide a high-level summary of what other includes: […] |  | \*\*\*\*\* |