

T/Chief Constable
T/Chief Constable Darren Martland
Police Headquarters
Carleton Hall Penrith,
Cumbria
CA10 2AU



11th September 2025

Dear

FREEDOM OF INFORMATION REQUEST – FOI 1157/25 Software Used in Operations

I refer to your request for information which was received by Cumbria Constabulary on 31st July 2025. I note you seek access to the following information:

A list of all software products and services used in operations by the force between 1 January 2023 and 31 July 2025, including those products and services procured under the Strategic Partnership Arrangement 2024 (SPA24) and the Digital Transformation Arrangement 21 (DTA21), as well as other routes, such as RM6098 and through Crown Commercial Services.

Clarification sought – 11/08/25

Please clarify the following points:

- The “services” referred to – do these refer only to software services or instead is this line to be interpreted as “software products” and, separately, “services” used. Obviously if it is the latter this is so broad as to require clarification and refinement.*
- When referring to “operations” is the intended meaning policing operations only i.e. in criminal investigations, or does it mean every function of the police across the board (HR, information management, all other auxiliary functions which are not criminal investigations/operations?)*

Response – 11/08/25

To clarify, by “services” I’m referring only to software, and by “operations” I’m referring only to policing enforcement and investigation activities, such as public order events and criminal investigations.

Your request for information has now been considered and I can advise you the Constabulary does hold information relevant to your request; however, the information is not held in a format which enables the requested information to be retrieved automatically.

As the question asks specifically for software used in operations over the given time period, it is my belief that the request will exceed the cost limits of the act. There are no fields or central locations that hold information relating to software used in an operation therefore a review of the notes and files of each and every case would be required. Our systems are formatted in a way that will make location and retrieval of the information require a manual review of each and every criminal investigation that has taken place in a 2.5-year period across the entire force. I have estimated the time required to extract the relevant information required will exceed the “appropriate limit” as this would require a manual review of all relevant entries.



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The "appropriate limit" is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 and the current limit for police forces is set at £450, which equates to 18 hours of work.

Section 12(1) of the Freedom of Information 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 will exceed the appropriate limit. In view of this, and in accordance with Section 17(5) of the Act, this letter serves as a Refusal Notice for your request.

In accordance with my duty under Section 16 of the Freedom of Information Act, 2000 (Duty to provide advice and assistance), I have tried to think of a way to recommend that your request may be refined to bring it under the limit explained above. At this time, unfortunately, I have no suggestions, due to the way that the information requested is recorded.

Complaint Rights

If you believe your request has not been properly handled, or you are otherwise dissatisfied with the outcome of your request, you have the right to request an internal review.

In the first instance, please email freedomofinformation@cumbria.police.uk quoting the FOI reference number and explain why you are dissatisfied. Your complaint will be considered and a response will be provided to you after your complaint has been investigated.

If you remain dissatisfied following conclusion of the internal review, you have the right, under section 50 of the Freedom of Information Act, to complain directly to the Information Commissioner.

The address for the Information Commissioner can be found below:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Complaints to the Information Commissioner can also be made online:

[Make a complaint | ICO](#)

I would like to take this opportunity to thank you for your interest in Cumbria Constabulary.



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