

4 September 2025

FOI Ref 21785

Request - You asked us the following:

Does the force use Connect systems run by NEC software solution and when did it go live?

If the force does, then:

1. What was the original budget to deliver the Connect IT system, including training police staff, and over what time period? How much of this is training police staff?
2. How much has been spent on the system since it went live to date? How much of this is training police staff?
3. How much does the force project to spend on the system from now until estimated full-scale delivery?
4. Please provide all recorded minutes from the National business design authority meetings between NEC software solutions and force representatives.

We received your request on 25/08/2025 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police's response to your enquiry is as follows:

Staffordshire Police holds/does not hold the requested information.

- Does the force use Connect systems run by NEC software solution and when did it go live? – **Disclosed, Staffordshire Police do not use Connect Systems.**

If the force does, then:

- 1. What was the original budget to deliver the Connect IT system, including training police staff, and over what time period? How much of this is training police staff? – **Not applicable.**
- 2. How much has been spent on the system since it went live to date? How much of this is training police staff? – **Not applicable.**
- 3. How much does the force project to spend on the system from now until estimated full-scale delivery? – **Not applicable.**
- 4. Please provide all recorded minutes from the National business design authority meetings between NEC software solutions and force representatives. – **Not applicable.**

Please be advised that all Freedom of Information request responses are published on the Staffordshire Police website although personal details are not included.



STAFFORDSHIRE
POLICE

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Staffordshire 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 within two months of the date of receipt of this email, and should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

Central Disclosure Unit
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

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 Central Disclosure Unit within two months of the Force's response to the original FOI request.

1. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by a Supervisor who is independent from the original Decision Maker. The Central 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 20 working days. In more complex cases the review may take up to 40 working days.

The independent Supervisor 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.

2. Conclusion of the Appeal

On completion of the review the Independent Supervisor will reply to the appellant with the result of the review. If the appellant 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 link:
<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Central Disclosure Unit