



9 June 2026

FOI Ref 22883

Request - You asked Staffordshire Police (SP) the following:

I am seeking information regarding the tools, technologies, and digital systems used by the force to support officers with crime recording and the preparation or completion of case files.

Please provide information held centrally by the force regarding the following:

1. A list of all tools, technologies, software platforms, or digital systems used as of the date of this request by the force to assist officers with crime recording and/or case file preparation.
2. For each tool or system identified, please provide:
 - The name of the tool or system
 - Its primary function(s) (e.g., crime recording, case file generation, decision support, workflow management)
 - Whether it is used force wide or only within specific units or departments
 - Where readily available, please provide the year it was introduced.
 - Whether the tool incorporates any AI, automation, or machine assisted decision making features
 - Any centrally-held statistical data to show the impact in efficiency of any tool or system used for crime recording and the preparation or completion of case files (e.g., pre and post implementation of any tool or system)

SP received your request on 15/05/2026 and have processed this under the Freedom of Information Act (FOIA).

SP's response to your enquiry is as follows:

SP holds the requested information.

- I am seeking information regarding the tools, technologies, and digital systems used by the force to support officers with crime recording and the preparation or completion of case files.

Please provide information held centrally by the force regarding the following:

1. A list of all tools, technologies, software platforms, or digital systems used as of the date of this request by the force to assist officers with crime recording and/or case file preparation.
 - **Disclosed – see Q2**



2. For each tool or system identified, please provide:

- The name of the tool or system
- Its primary function(s) (e.g., crime recording, case file generation, decision support, workflow management) - **Disclosed**

- **Blue Prism – Robotic process automation software- used to automate existing admin processes.**
- **NICHE – Case File Management system.**
- **Axon Evidence.com – storage and redaction system for video footage.**
- **GOODSAM – Allows victims to communication securely with officers from their home and allows digital data to be uploaded.**

- Whether it is used force wide or only within specific units or departments. - **Disclosed**

- **Blue Prism – specific departments.**
- **NICHE – Force wide.**
- **Axon Evidence.com – Force wide.**
- **GOODSAM – Specific units.**

- Where readily available, please provide the year it was introduced. - **Disclosed**

- **Blue Prism – 2025.**
- **NICHE – 2020.**
- **Axon Evidence.com – 2017.**
- **GOODSAM Technology – 2024.**

- Whether the tool incorporates any AI, automation, or machine assisted decision making features - **Disclosed**

- **Blue Prism – Automation.**
- **NICHE – None.**
- **Axon Evidence.com – AI.**
- **GOODSAM Technology – AI and automation.**

- Any centrally-held statistical data to show the impact in efficiency of any tool or system used for crime recording and the preparation or completion of case files (e.g., pre and post implementation of any tool or system)

- **Disclosed, we are receiving the efficiency equivalent of 1.3fte in respect of our live crime management/recording automations is being delivered via Blue Prism (an RPA-platform) working through Niche.**

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

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from SP, 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.



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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:

IAT@staffordshire.police.uk

Or by Post to:

Information Access Team
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 Information Access Team within two months of the SP response to the original FOI request.

3. 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 Information Access Team 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 twenty working days. In more complex cases the review may take up to forty 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, considering the matters raised by the complaint.

4. 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
Information Access Team