

Date: 08/09/2025
Our ref: 01/FOI/25/015395/Y

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/25/015395/Y

I write in connection with your request for information dated 22/08/2025, received by Greater Manchester Police (GMP) for the following information:

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.***
 - 5. When did the force become aware of the 'failed submissions' technical fault, to do with this software?***
 - 6. How long does the force estimate this fault has been occurring?***
- By Calendar year, since the connect system went live in the force, please provide:***
- 7. How many tickets have been raised due to IT faults/errors due to the connect system.***
 - 8. How many crimes reported by members of the public and inputted by officers have initially failed to record on police systems due to 'failed submissions'?***

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information and I can confirm the information requested is not held by GMP.

GMP hold no information for this request.