| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 24-0865Responded to: 09 April 2024 |
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Your recent request for information is replicated below, together with our response.

**I do have it right that UNIFI as you have said is your police forces Record Managment System (RMS, this may be called Case Management System, CMS)? Or do I have it different where in UNIFI and the recording of crime data is separate software to whichever RMS you use? This is my fault that I was not specific I apologise. This is just as clarification as I am a bit hazy on the topic in general, my goal is to record down the different disparate crime software RMS's that different police forces use, for instance a large majority of England and Wales's forces use NICHE RMS.**

UNIFI is Police Scotland’s crime management system and was fully rolled out across all Police Scotland divisions as of 5 December 2023.

I note for example that the NicheRMS [website](https://nicherms.com/2023/08/23/gloucestershire-constabulary-select-nicherms-for-innovative-police-information-management/) states:

*NicheRMS is an RMS that manages all aspects of crime recording, investigation, intelligence, vulnerability, prevention activities, detainee management, voluntary attendance, and property management – as well as electronic case preparation.*

The term Records Management System can be used in a variety of ways but to illustrate the difference between UNIFI and NicheRMS specifically, UNIFI is used only for the recording of crime reports.

We have entirely separate systems for Command and Control, Intelligence, Vulnerability, Detainee Management and Case Management etc.

**Questions of which may constitute a new FOI:**

**1: In respect to the part "For crimes transferred on to the system from legacy systems - which may not have had equivalent system architecture - the results of any searches will therefore be skewed" do I have it right that you would have to manually review records as you would not be able to extract or does it depend on the crime report itself?**

**In FOI request 23-3054 you were unable to provide a response to a request relating to ethnicity of suspect and victim in the past 4 years due to budget restraints, do I have this right that this would have been a case of this in example?**

The fields for ethnicity have only been in ‘full use’ across all of Police Scotland since December 2023.

As they are not mandatory, they may well be blank for crime reports recorded since that date, but that data could be deemed to be an accurate reflection of the information held nonetheless.

In contrast, for the period prior, a blank entry cannot be assumed to mean that ethnicity was not recorded - as it could simply be the case that the legacy crime recording system from which the report originated did not have an equivalent field that was mapped across at the point of data transfer.

Where that is the case, the only way to ascertain whether ethnicity data was captured would be to review each crime report individually, hence the application of the cost exemption.

As UNIFI is populated with new crime reports over the course of this year and beyond, the data therein will increase in terms of its useability for statistical analysis.

The exception to the above is hate crime information.

That has been recorded in a different system since 2015 and the ethnicity fields can therefore be relied upon for search purposes.

If such data would be of interest to you, please submit a new request.

**2: What company did you license COS UNIFI from? As I mentioned with NICHE RMS, that is its own company called NICHERMS365. If this is exempt under 'Commercial Interests', please exclude from the overall FOI as to not jeopardise the rest of the request**

COS UNIFI is from NEC Public Safety.

**3: According to FOI 22-2161 - COS UNIFI - Roll Out you used to use prior to that ABM Impact, what function did ABM Impact play in your police forces software use, was it the prior RMS if COS UNIFI is your new RMS since December 2023?**

**If it was not your prior RMS, can you please tell me what RMS you were using prior?**

ABM IMPACT was the crime management system in legacy Northern Constabulary.

Again, I would stress that it was a crime management system only and not a records management system as per the NicheRMS example highlighted previously.

Furthermore, each legacy Scottish Police force had their own systems in relation to crime, case, custody, command and control etc.

These have been gradually replaced with national systems over the years since 2013, most recently with the roll out of UNIFI and a National Case Management system in December 2023.

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 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 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.