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To **Police Accountability Board**

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Date: **10 August 2026**

Title: **Artificial Intelligence and Emerging Technology Within
Cambridgeshire Constabulary**

1. Purpose

- 1.1. The purpose of this paper is to provide assurance regarding the governance, oversight and current use of Artificial Intelligence (AI) and emerging technologies within Cambridgeshire Constabulary.
- 1.2. The paper outlines:
 - The process through which new technologies, including AI-enabled solutions, are assessed and approved.
 - The AI technologies currently in use.
 - How the Constabulary's position compares with other forces.
 - Future technologies currently being explored.
 - The governance, assurance and documentation completed to support implementation and deployment.

2. Overview

- 2.1. Artificial Intelligence is increasingly becoming a feature of modern policing. Nationally, police forces are exploring opportunities to utilise AI and advanced analytics to improve public service, enhance decision making, reduce administrative burden and support operational effectiveness.
- 2.2. Cambridgeshire Constabulary's approach is based upon the principle of responsible innovation. Whilst recognising the significant opportunities offered by AI, the Constabulary also recognises the importance of maintaining public trust and confidence through strong governance, ethical oversight, transparency, legality and human accountability. The approach aligns with national expectations set out within the NPCC AI Covenant, NPCC AI Playbook, College of Policing Authorised Professional Practice and BCH Artificial Intelligence Policy.
- 2.3. The Constabulary's ambition is to be one of the most innovative and forward-facing forces in this area, actively seeking out opportunities to use AI and emerging technology where they can improve public service, support officers and staff, strengthen decision making, increase productivity and enhance operational effectiveness. This will be progressed through a responsible innovation approach, ensuring that strong governance, legal compliance, transparency, ethical oversight and appropriate human decision making remain central to any deployment.

3. How are new technologies, including AI, assessed and approved for use within Cambridgeshire Constabulary?

- 3.1. New technology such as AI must pass through two linked governance routes before it is accepted within Cambridgeshire Constabulary:
 - 1. The ICT/Digital Change Proposal Process (to assess, prioritise and approve the technology proposal).

2. The Corporate Change Governance Process via Change Board (to assess business need, benefits, risks, affordability, delivery approach, and implementation).
- 3.2. AI solutions are treated as technology-enabled change initiatives and must progress through the established digital and change governance framework.
- 3.3. BCH have approved an A.I policy This policy sets out the authorised use of and associated considerations relating to AI within BCH.
- 3.4. AI presents significant opportunities to make policing more effective and efficient but also presents substantial issues with how it is safely used. While it can improve efficiency, support professional development, and aid administrative tasks, improper use can result in ethical breaches, data protection issues, and damage to public trust and confidence. This policy is aligned with guidance from the National Police Chiefs' Council (NPCC).
- 3.5. Please note that the current process may be refined further.
- 3.6. Stage 1: Proposal Raised/Change and Evidence Based Policing Board Submission:
 - 3.6.1. A business area identifies an opportunity and submits a proposal through the local change process with support from the Local Change Team and sponsor.
 - 3.6.2. The proposal enters the Constabulary's formal change governance process which is reviewed by the Change and Research Team before progressing to the Change and Evidence Based Policing Board.
 - 3.6.3. For AI technology, this is the point where ethical, legal, operational, and organisational implications would be formally documented and scrutinised.
 - 3.6.4. The proposal must include:
 - Benefits and disbenefits
 - Risks, issues, and opportunities
 - ICT requirements
 - Ethical and legal considerations
 - Costs

- Organisational impacts
- Stakeholder impacts
- Resource requirements

3.7. Stage 2: Change Board Decision

3.7.1. The Change Board, chaired by the Deputy Chief Constable, reviews whether:

- There is a clear rationale.
- The proposal is evidence based.
- Benefits have been identified.
- Dependencies are understood.
- Appropriate governance exists.
- The initiative should proceed and be prioritised.

3.7.2. The Board is the Constabulary's primary governance body for change, innovation, and research.

3.8. Stage 3: Digital Governance Assessment

3.8.1. The proposal must obtain local governance approval before progressing to strategic digital governance.

3.8.2. The proposal is reviewed by:

- Digital Change Review Group
- ICT Strategic Review Group
- Digital Portfolio Board
- DCC Collaboration Board (for strategic proposals)

3.8.3. The proposal can be:

- Approved
- Routed into an Innovation Proof of Concept (PoC)
- Assigned for SME assessment and development.

3.8.4. The process specifically includes consideration of:

- Sponsorship
- Strategic Outline Case (SOC)
- Priority scoring
- Strategic priority
- Resource availability
- Complexity
- Subject matter expert requirements

- Innovation opportunities

3.9. Stage 4: Business Case Development

3.9.1. Once approved, the proposal follows the Seven Stage Project Lifecycle.

3.9.2. The business case develops through:

- Strategic Outline Case (SOC)
- Outline Business Case (OBC)
- Detailed / Full Business Case (FBC)

3.9.3. Using HM Treasury Five Case Model principles:

- Strategic Case
- Economic Case
- Commercial Case
- Financial Case
- Management Case

3.9.4. This provides assurance that the AI technology is:

- Strategically aligned
- Affordable
- Deliverable
- Value for money
- Properly governed

3.10. Stage 5: Implementation and Technical Assurance

3.10.1. Before live deployment, the project may undergo activities such as:

- Procurement
- Supplier engagement
- Functional testing / UAT
- Technical and business change reviews
- Gap analysis
- Stakeholder engagement
- Benefits workshops
- AI Checklist completion and review
- Presentations at Internal AI scrutiny panel with engagement with Staff support network groups
- Draft Ethical Impact Assessments and consult

- DPIA
- Draft and consult on Policy and Procedures
- Training, upskilling, and communication delivered.

3.11. Stage 6: Go Live and Review

3.11.1. Prior to implementation:

- Change Readiness Assessment completed.
- Closure documentation prepared.
- Benefits plans agreed.

3.11.2. After implementation:

- 6-month review.
- 12-month Post Implementation Review.
- Benefits realisation assessed.
- Lessons learned captured.

3.11.3. The project remains under Change and Evidence Based Policing Board oversight with regular reporting of risks, issues, benefits, and progress.

4. **What types of AI are currently in use in Cambridgeshire?**

- 4.1. At present, operational use of AI within Cambridgeshire remains relatively limited and focuses primarily on productivity and efficiency gains. The following AI is currently in active use.
- 4.2. Microsoft Copilot and Copilot Chat: The Constabulary has deployed Microsoft Copilot and Copilot Chat to support officers and staff in activities such as:
 - Drafting documents.
 - Summarisation.
 - Research support.
 - Administrative activity.
 - Reporting.
 - Knowledge retrieval and productivity support.
 - AI-Assisted Redaction
- 4.3. The Constabulary has 400 active licences in use across the whole organisation with a full benefits tracking project being undertaken.

- 4.4. The Constabulary also utilises Riven DocDefender for document redaction: The system uses machine learning techniques to identify potentially sensitive information and recommend redactions for user review prior to release or disclosure. Human review remains a mandatory part of the process.

5. How does this compare with other forces?

- 5.1. Compared with some nationally recognised innovators, Cambridgeshire Constabulary remains in the early-to-developing stages of operational AI deployment. Current live use is narrower than that seen in some forces which have already implemented broader AI-enabled capabilities.
- 5.2. However, benchmarking undertaken nationally indicates that Cambridgeshire has many of the governance foundations expected for responsible AI deployment, including change governance, information assurance, legal oversight and alignment to national frameworks. Areas still developing include transparency arrangements, public engagement approaches, independent scrutiny and formal AI ethics governance structures.
- 5.3. The Constabulary is therefore well positioned for the next phase of digital transformation. Its evidence-based approach has created a strong foundation for responsible innovation, enabling the force to move forward with confidence while maintaining public trust, ethical oversight and robust governance.
- 5.4. However, the pipeline of initiatives currently being explored provides a positive outlook. Significant opportunities are emerging across public contact, analytics, safeguarding, workforce optimisation and operational decision support. These opportunities reinforce the organisation's vision to use digital and data technology to release officer time and reinvest it into visible policing within our communities.

6. What future AI technologies are currently being considered?

6.1. The Constabulary is actively exploring a number of emerging opportunities:

1. Generative AI and Workforce Productivity

The Constabulary is continuing to evaluate the use of generative AI to support officers and staff in routine business activities. Areas being explored include:

- Document drafting and summarisation.
- Meeting preparation and action tracking
- Research and information retrieval.
- Knowledge management
- Administrative process automation
- Report generation and quality assurance support.

The objective is to reduce manual administration and increase productivity while maintaining appropriate human oversight and accountability.

2. Demand Analysis and Contact Management

The Constabulary is exploring AI technologies capable of analysing contact demand and identifying emerging patterns within public contact channels.

Potential benefits being examined include:

- Automated transcription of contact centre interactions
- Identification of demand trends
- Enhanced quality assurance capability
- Improved understanding of vulnerability and risk
- Better visibility of non-policing demand
- Improved performance and service insight

This work seeks to support more informed operational decision making and resource allocation.

3. Citizen-Facing Digital Services

Cambridgeshire is supporting the exploration of AI-enabled digital reporting channels designed to improve the way members of the public interact with policing services.

Potential capabilities include:

- Conversational reporting interfaces
- Improved digital user experience.
- Automated classification and triage of information
- Enhanced risk assessment at first point of contact
- Improved data quality and completeness
- Increased accessibility for members of the public

Any future implementation would require significant governance, testing and assurance before operational deployment.

4. Advanced Data Analytics and Decision Support

The Constabulary continues to explore opportunities to utilise emerging data analytics and AI capabilities to support operational and strategic decision making.

Examples of capability areas being assessed include:

- Large-scale data analysis
- Identification of hidden trends and patterns
- Resource and demand forecasting
- Organisational insights
- Operational performance analysis
- Enhanced reporting and dashboard capabilities

These opportunities are intended to strengthen evidence-based policing and support proactive decision making.

5. Workforce Planning and Forecasting

AI-enabled workforce management and forecasting capabilities are being explored to support force control room and contact management functions.

Potential areas of benefit include:

- Demand forecasting
- Resource optimisation
- Workforce scheduling
- Real-time performance monitoring
- Predictive workload modelling
- Enhanced management information

The objective is to improve resilience and ensure resources are aligned to operational demand.

6. Digital Evidence, Transcription and Summarisation

The Constabulary is examining the potential use of AI-assisted transcription and summarisation technologies to reduce administrative burden and improve consistency.

Areas under consideration include:

- Video interaction transcription
- Automated note generation
- Structured information capture
- Risk assessment support.
- Information summarisation
- Process automation

These opportunities remain subject to ongoing national guidance, legal considerations, and evidential requirements.

7. Document Review and Information Redaction

AI-assisted tools are already being utilised to support the identification of sensitive information within documents and reduce the time required for redaction activities.

Capabilities include:

- Identification of personal information
- Document analysis
- Automated redaction recommendations
- Data protection and disclosure support

Human review remains an integral part of the process.

8. Public Protection and Risk Assessment

The Constabulary is exploring how AI and advanced analytics may support:

- Safeguarding decision making
- Identification of vulnerability indicators
- Violence Against Women and Girls (VAWG) analysis
- Risk assessment enhancement.
- Prevention and early intervention activity
- Identification of repeat victimisation indicators

Any future deployment would complement rather than replace professional judgement.

9. Future Opportunities

Further emerging opportunities under consideration across policing nationally and locally include:

- Demand prediction and resource planning.
- Investigation support
- Casefile preparation assistance
- Identification of offending patterns
- Support to out-of-court disposal decision making through data-driven analytics.
- Automated classification and routing of information
- Enhanced organisational learning and performance improvement.
- Operational insight and performance management

6.2. These remain exploratory opportunities rather than approved implementation programmes.

7. What governance and assurance documentation has been completed or may be required as part of implementation?

7.1. The exact documentation will vary depending upon the technology, risk profile and intended use case. However, the Constabulary's governance framework currently requires, or may require, a combination of the following:

- Strategic and Programme Documentation
- Change Proposal Submission
- Strategic Outline Case (SOC)
- Outline Business Case (OBC)
- Full Business Case (FBC)
- Benefits Realisation Plan
- Project Delivery Documentation
- Post Implementation Review Documentation
- Information Governance and Legal Documentation

- Data Protection Impact Assessment (DPIA)
- Information Asset Register updates
- Records of Processing Activity
- Information Sharing Assessments
- Information Governance reviews
- Legal review and advice where required.
- Ethical and Equality Documentation
- Equality Impact Assessments (EIA)
- Responsible AI Checklists
- Ethical Assessments
- Bias and fairness assessments where appropriate
- Staff support network consultation and engagement records.
- Security and Technical Assurance
- Information Security Assessments
- Cyber Security Review
- Technical Design Documentation
- User Acceptance Testing (UAT)
- Testing and Validation Reports
- Benefits Evaluation and Performance Monitoring Documentation.

7.2. In summary, these documents provide the structured evidence base for the responsible consideration, approval, implementation and review of AI and emerging technology. Taken together, they demonstrate that proposals are assessed against strategic need, operational benefit, affordability, information governance, legal compliance, ethical impact, equality considerations, technical security, delivery readiness and benefits realisation. They represent the audit trail and assurance framework through which the Constabulary can evidence that innovation is being pursued in a controlled, transparent and accountable way.

8. Independent Ethical Scrutiny

8.1. Recognising emerging national expectations, the OPCC and Constabulary are developing formal AI ethics governance arrangements to provide independent challenge and public assurance. Work has already been undertaken to benchmark approaches used across policing and to ensure compliance with national processes to develop an AI Ethics Panel model. Proposed functions include:

- Independent review of AI proposals.
- Ethical challenge and scrutiny.
- Assessment of transparency, fairness and proportionality.
- Community representation and public confidence considerations.
- Review of high-risk AI deployments.

9. Recommendation

9.1. The Board is invited to note the governance arrangements currently in place for Artificial Intelligence and emerging technologies, the current position regarding AI deployment within Cambridgeshire Constabulary, and the ongoing work to strengthen independent ethical scrutiny, transparency and public confidence as future capabilities are explored