



## Freedom Of Information

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Our ref: 00240/17

Date: 19/04/2017

Dear Ms Graham Wood

Thank you for your request for information, received by West Yorkshire Police on 16/01/17.

You requested the following information:

My request relates to the existence and use of local (a.k.a. 'in-house') mobile phone extraction / examination kiosks.

I seek information relation to the existence of these frontline self service kiosks; their use; any review conducted into the practice of mobile phone extraction/examination; relevant policy or guidance documents.

Please note that I set out below in the 'background information' the various reports which refer to these self-serve kiosks and 'Hubs'. If your force does not refer to them as self-service kiosks or downloading kiosks but uses other terminology, the request applies. The information sought relates the procedure whereby mobile phones are examined at the local police force by officers who are not part of the High Tech Crime Unit.

Request for information

1. Does your police force carry out mobile phone data extract in low level crime cases using self-service / downloading kiosks? Please provide your definition of a low-level crime.
2. Does your police force carry out mobile phone data extract in serious crime cases using self-service / downloading kiosks?
3. If your police force is not currently using mobile phone extraction kiosks, have you trialled this?
4. Does your police force use Hubs to carry out mobile phone data extract in low level crimes?
5. Does your police force use Hubs to carry out mobile phone data extract in serious crimes?
6. Do you centrally record mobile phone data extracted from kiosks?
7. If you have a mobile phone extraction kiosk, please provide the name of the company which provides the hardware / software / to whom you pay a licence for the relevant tools.
8. Please confirm whether or not a review has been conducted into the use of the self-service kiosk. Please note below PEEL reports and North Yorkshire report by way of example.
9. Please provide copies of the current relevant force level and/or national level guidance for the use of downloading kiosks.

10. Please provide copies of the current relevant force level and/or national level policy for the use of downloading kiosks.

11. How many officers are trained in mobile phone extraction in low level crime at your police force?

12. Do officers carry mobile phone examination kits on patrol and/or in vehicles and / or for other operational for use in (a) low level crimes? (b) serious crimes?

#### Background information

I note the following document which refers to Self Service Kiosks in police stations and Hubs:  
<https://www.documentcloud.org/documents/3280381-MPS-Digital-Cyber-and-Communications-Forensics.html>

"Frontline Self Service Kiosks: Forensic analysis carried out by police officers using locally based SSKs.

Frontline Supported Service: HUBS: Forensic analysis carried out with the support of or by the Authority's digital forensic technicians and assistants and providing for police officers to be assisted and trained to perform their own downloads."

The document goes on to state: "retention periods will depend on the crime type but could extend to years which will necessitate long term archiving of data."

In addition:

1. North Yorkshire Report which refers to 'examination of mobile phones at a District level'  
<https://www.documentcloud.org/documents/3259663-North-Yorkshire-Police-Mobile-Phone-Examination.html>

2. Wiltshire PEEL report which refers to 'specialist equipment has been introduced which allows staff with basic training to conduct limited mobile phone examinations'...  
<https://www.documentcloud.org/documents/3259662-Wiltshire-Police-downloading-kiosks-Police.html>

3. Avon & Somerset PEEL report which states 'HMIC identified that the constabulary lacked capacity in the recovery of digital evidence. ... New technology means that downloading kiosks are available to speed up the process and an increasing number of officers have been trained to use them.'  
<https://www.documentcloud.org/documents/3259660-Avon-amp-Somerset-Police-downloading-kiosks.html>

4. Durham PEEL report which states 'The majority of mobile phones are now examined by local officers trained to carry out a limited examination of evidence retained on these devices. The constabulary has purchased computer software designed to provide early indicative findings to support these officers in their examination and to ensure that these phones do not need to be submitted to the HTCUC for further assessment. The constabulary's own figures indicate that 90 percent of cases are now examined in this way.'  
<https://www.documentcloud.org/documents/3259659-Durham-Police-Phone-kiosks-HMIC-Report-Police.html>

West Yorkshire Police do not use self-service or kiosks. There are currently approximately 100 trained staff who are authorised to conduct downloads around the Force and use a portable forensic tool. The use of this tool is restricted to within Police buildings. The kit used is controlled and maintained by the West Yorkshire Police Digital Forensic Unit.

All requests for downloading by district/department staff are now submitted electronically via a web based portal to an Inspector who must authorise the submission. A Senior Digital Forensic Investigator then reviews this submission to determine whether it is suitable for a downloader or whether it should be examined by the Digital Forensics Unit prior to sending an electronic package to a downloader. In urgent cases the Inspector may send the request direct to a downloader however the Senior Digital Forensic Investigator will still review the request and subsequently send the package. All downloading requests and activity is now recorded on the Digital Forensics Unit case management system.

There is also one district within the Force which has a dedicated team who work in a small support hub environment who focus primarily on downloads and other activities. They also have a number of reactive staff trained to ensure resilience and cover for incidents/crimes which may occur outside of the working hours of the hub. Implementation of his model of operation is currently being considered more widely. The majority of districts and departments simply have a number of trained staff in a variety of roles.

Please find attached relevant extracts from the Forensic Examination of Digital Devices and Electronic Networks Policy. The Policy and scope of crimes suitable for district or department downloading, competency and control of staff/officers has been completely reviewed and updated by the Detective Inspector of the Digital Forensic Unit. The new policy now permits district and department downloaders to conduct downloads of mobile devices relating to serious crime or incidents if life is at risk or if the download would assist in an early investigative lead to the investigation (i.e. a high risk missing person). However, if the case under investigation relates to indecent images of children, downloaders are not permitted to perform the examination. There is also now a Standard Operating Procedure (SOP) document.

The use of the forensic tool is included in the scope of the Force application for accreditation of ISO standard 17025.

## **COMPLAINT RIGHTS**

If you are not satisfied with how this request has been handled or with the information provided, please read the advice notice attached to this letter. If you do wish to take up your right of complaint, please remember to quote the reference number above, in any future correspondence.

Yours sincerely,

Gemma Burton  
Disclosure Officer

## COMPLAINT RIGHTS

### 1. Are you unhappy with how your request has been handled or you think the decision is incorrect?

You have the right to request that West Yorkshire Police review their decision. Prior to lodging a formal complaint, we encouraged that you discuss the decision with the case officer that has dealt with your request.

### 2. Ask to have the decision looked at again

The quickest and easiest way to have the decision looked at again, is to telephone the case officer that is nominated at the end of your decision letter. That person will be able to discuss the decision, explain any issues and assist with any problems.

### 3. Complaint

If you are dissatisfied with the handling procedures or the decision of West Yorkshire Police, made under the Freedom of Information Act 2000 regarding access to information, you can lodge a written complaint to have the decision internally reviewed.

A West Yorkshire Police internal review of your decision, will be carried out by a senior member of staff who is fully trained in interpreting Freedom of Information legislation. The review will be independent conducted, regardless to the original decision made.

Complaints will only be treated as valid, if they are received by West Yorkshire Police within a 60 day timeframe from the date of the decision letter. They must include the original FOI Reference Number and can only be submitted in writing, by using the following contact details:

[foi@westyorkshire.pnn.police.uk](mailto:foi@westyorkshire.pnn.police.uk)

or

West Yorkshire Police  
FOI Internal Reviews  
PO Box 9  
Laburnum Road  
Wakefield  
WF1 3QP

In all possible circumstances, West Yorkshire Police will aim to complete and respond to your internal review within 20 working days. However this date may be extended in exceptional circumstances, by another 20 working days.

### 4. The Information Commissioner

If you are still dissatisfied with the internal review decision, made by West Yorkshire Police. You can then make an application to the Information Commissioner, for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at [www.ico.gov.uk](http://www.ico.gov.uk)

Alternatively, you can phone their helpline or write to them at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
FOI Help Line: 0303 1231113