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core questions on user experience of police ICT

2 new questions for 2026 on specific systems highlighted by users

2 new questions for 2026 on wellbeing and job satisfaction

6 demographic questions



49% not satisfied with their force's overall digital provision (-6% points from 2018 survey)



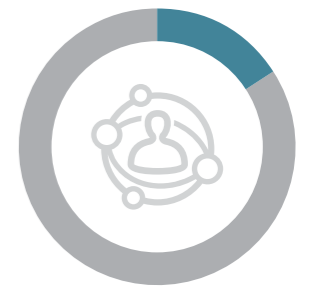
61% are satisfied with the range & quality of devices provided



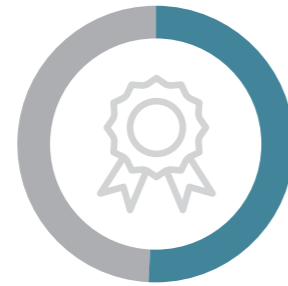
39% think that the main operational systems they rely on are easy to use (-3% points)



40% think that the main operational systems they rely on are efficient & effective



16% think the different policing systems are well integrated (-2% points)



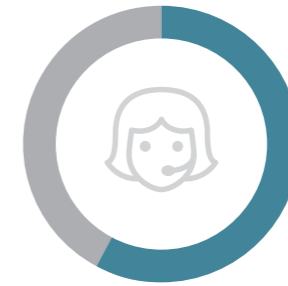
51% think they can rely on the quality of information held on the systems they use (+1% point)



59% can always access main systems via desktop/laptop, tablet or smartphone



34% can easily access knowledge & resources to use a system or device



58% can easily source effective help via virtual/online support, service desk or other support option

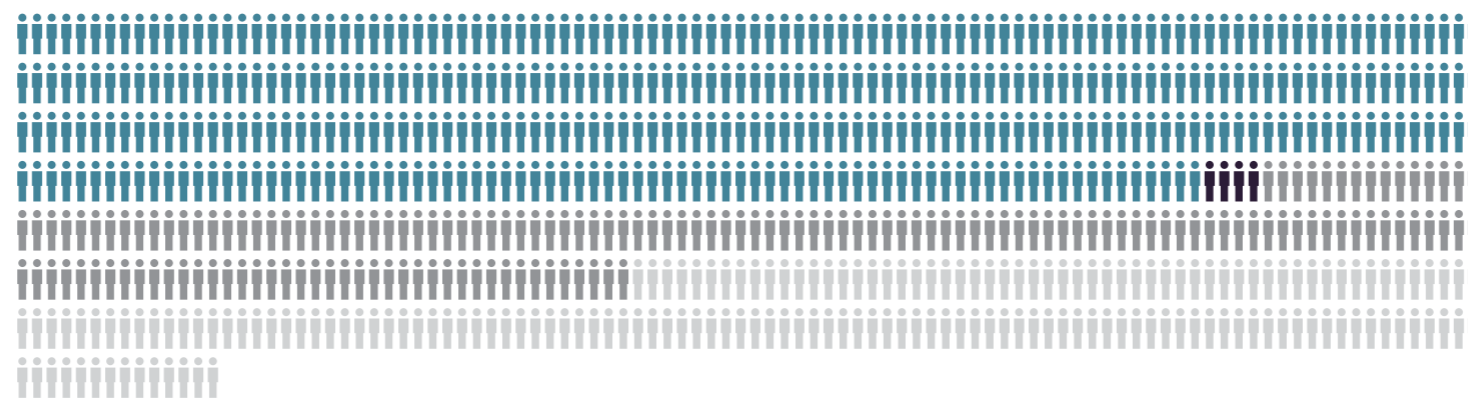


25% receive high-quality training, delivered at the right time & ongoing

Figures in brackets is the the change in sentiment from the equivalent question in the 2018 Police ICT: User Perspectives Report

8,081 total participants (7,145 submitted by deadline for analysis)

Each person represents 10 respondents



48 Police forces
43 England & Wales, Police Scotland, PSNI, BTP, CNC and National Crime Agency

- federated ranks
- senior officers
- staff
- did not finish survey



35k+ individual comments submitted