



## Freedom of Information Request Reference N<sup>o</sup>: FOI 005098-17

I write in connection with your request for information received by Suffolk Constabulary on the 25 May 2017 in which you sought access to the following information:

*“Please could I request the following information about alleged offences that involved the use of social media. This might include allegations that a social media site was used to distribute obscene publications, or to make threats or plan terrorist activity.*

*Please could I request information about each allegation which named the following social media sites, during 2014, 2015, 2016 and 2017 so far:*

- (a) Facebook*
- (b) Twitter*
- (c) Whatsapp*
- (d) Instagram*
- (e) Snapchat*
- (f) Telegram*

*For each of the above social media sites please state:*

- 1. The number of reports of alleged criminality made*
- 2. The number of crimes recorded, broken down by type of crime*
- 3. A summary of each individual crime recorded, stating the month and year of the complaint, the site involved and details of how the offence was said to have been committed and whether any criminal charges were brought.”*

## Response to your Request

The response provided below is correct as of 25 May 2017.

Suffolk Constabularies has considered your request for information and our response is below.

In relation to your request for information and in accordance with Section 17 of the Freedom of Information Act 2000 (FOIA), this response serves as a formal notification of refusal for your request. Suffolk Constabulary does not hold, for the purposes of FOIA, the information you require in a retrievable format.

It is estimated that to attempt to retrieve all of the information you require would take a considerable amount of retrieval time, which would exceed 18 hours. This would exceed the appropriate limit for dealing with Freedom of Information requests, in terms of costs and therefore Section 12(1) of the Freedom of Information Act 2000 applies.

There are a total of 1,803 offences recorded that contain one of more of the keywords Facebook, Twitter, Whatsapp, Instagram, Snapchat or Telegram. In order to establish how the offence was committed would require a manual review of the freetext of each offence to extract how the social media site was relevant to the request.



Considering a reserved 4 minutes per search, it is estimated to take in excess of 120 hours to extract the data relevant to this request.

Section 12(1) of the Freedom of Information Act 2000 states that a Public Authority is not obliged to: "...comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit." The Freedom of Information (Appropriate Limit and Fees) Regulations, defines the 'appropriate limit' for the Suffolk Constabulary as £450 and specifies that this sum equates to 18 hours work at a standard rate of £25 per hour.

In accordance with Section 17(5) of the Freedom of Information Act 2000, this letter serves as a refusal notice for this part of your request.

By requesting *all* information your request is too broad to be complied with within the £450 limit imposed on Freedom of Information requests.

Although excess cost removes the Force's obligations under the Freedom of Information Act, as a gesture of goodwill, I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

A search has been completed of the Constabulary's crime system for all offences recorded that contain one of more of the following keyword(s); Facebook Twitter, Whatsapp, Instagram, Snapchat, Telegram

The total number of offences recorded containing one of the above keywords is as follows:

<b>Social Media</b>	<b>Total Crime</b>
Facebook	1459
Twitter	30
Whatsapp	25
Instagram	147
Snapchat	142
Telegram	0

Should you have any further queries concerning this request, please contact Clair Pack, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;  
<http://www.opsi.gov.uk/>



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Your Right to Request a Review of Decisions Made Under the Terms of the  
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask Suffolk Constabulary to review their decision.

Ask Suffolk Constabulary to look at the decision again.

If you are dissatisfied with the decision made by Suffolk Constabulary under the Freedom of Information Act (2000), regarding access to information, you must notify Suffolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker  
Information Management Department  
Suffolk Constabulary  
Police Headquarters  
Martlesham Heath  
Ipswich  
Suffolk  
IP5 3QS  
OR  
Email: [information@suffolk.pnn.police.uk](mailto:information@suffolk.pnn.police.uk)*

In all possible circumstances Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply 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.org.uk](http://www.ico.org.uk) or contact them at the address shown below:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 01625 545 700