



## Freedom of Information Request Reference N<sup>o</sup>: FOI 000576-19

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 8 February 2019 which you sought access to the following information:

1. *"How many full time equivalent police officers are investigating cyber crime in your police force currently?"*
2. *How many cyber crime cases denoted by a unique crime reference number were reported to your police force for investigations in the last 12 month period for which you have the figures? Please state the dates for which the figures apply.*
3. *Of the above figure in question 2:*
  - (a) *How many of those cyber crimes have resulted in the person reporting the activity being contacted during follow up enquiries.*
  - (b) *How many of those cyber crime cases have resulted in a police arrest?*
  - (c) *How many of those cyber crime cases have resulted in a court conviction?*
  - (d) *How many of those cyber crime cases have resulted in the victim getting any of his/ her money back."*

### Response to your Request

The response provided below is correct as of 11 February 2019

Suffolk and Norfolk Constabularies have considered your request for information and the response is below.

The Constabularies are unable to confirm the number of occasions an individual who reported an offence to the Constabulary was contacted during follow up enquiries, nor are we able to confirm the number of those offences that resulted in a victim getting their money back.

We would be required to undertake a manual review of each cybercrime to establish whether such detail is noted within the crime freetext and associated documents. Considering there were over

500 offences recorded for the time frame specified, it would take well in excess of 36 hours to extract this information. The Constabularies have already taken 3 hours to extract the crime data and additional time to extract the HR data, therefore this would take us over the 36 hour limit.

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. The Constabularies do not hold, for the purposes of FOIA, all of 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, exceeding 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.

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 Constabularies as £450 and specifies that this sum equates to 18 hours work per force at a standard rate of £25 per hour. This equates to 36 hours of work, or £900, for joint responses.

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 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.

1. Norfolk and Suffolk Constabulary currently have the following number of officers and staff within the Joint cybercrime unit:

<b>Force</b>	<b>Police officers</b>	<b>Police staff</b>
Norfolk	2.63	1
Suffolk	6.95	2

Suffolk Constabulary also has 8 Cybercrime staff within the Safeguarding and Investigations department.

2. A search has been completed of the crime system for all offences that had a keyword marker of 'Online' for the period 8 February 2018 – 8 February 2019.

The total number of offences recorded by the Constabularies was 546, noting that not all offences will be recorded as they would fit under the criteria of a Fraud and therefore will be recorded by the NFIB.

3. 55 resulted in an arrest.  
The Constabularies does not record conviction data.

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/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

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 the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and 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 Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 40 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and 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