



Freedom of Information Request Reference N^o: FOI 000759-19

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 21 February 2019 which you sought access to the following information:

1. *“As of the 31st January 2019, how many social media accounts do you have representing your organisation?”*
2. *12 months ago - as of the 31st January 2018 - how many social media accounts did you have?*
3. *How many inbound social media questions, queries or complaints did you receive during the period 1st January 2019 to 31st January 2019?*
4. *How many inbound social media questions, queries or complaints did you receive during the period 1st January 2018 to 31st January 2018?*
5. *As of the 31st January 2019, how many people in your organisation manage and respond to inbound social media questions, queries or complaints?*
6. *12 months ago - as of the 31st January 2018 - how many people in your organisation were managing and responding to inbound social media questions, queries and complaints?*
7. *What was your average response time across all of your social media accounts during the period of 1st January 2019 to 31st January 2019?*
8. *What was your average response time across all of your social media accounts during the period of 1st January 2018 to 31st January 2018?”*

Response to your Request

The response provided below is correct as of 28 February 2019

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

It is considered that to provide an answer to your request will take in excess of 36 hours to provide the information. Information concerning the number of complaints, queries or questions received via our social media accounts is only centrally recorded for Facebook. With regards to the other social media accounts, the comments are held on the social media pages themselves, excepting any occasion where the comment, query, question or complaint requires further action. In such scenarios it is possible that a record is created via the force control rooms, Professional Standards Department, Local Neighbourhood teams etc.

In order to establish the number of such queries that have been dealt with away from the social media pages would require a manual review of all relevant officer files to establish the number that originated from a social media site.

It is recognised that the time parameters is relatively short i.e. January 2018 and 2019, however there are 380 people who specifically answer social media queries across the two forces. If we consider there will be many hundreds of queries received from various sources in any one month, even considering a search of 1 hour per person to go through all their documentation, note books and emails. It would take in excess of 1.5 hours per person to extract this information for those persons alone.

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.

Suffolk and Norfolk Constabularies have 96 social media accounts and this number was the same in 2018.

The Constabularies only maintain records relating to the Facebook account. During January 2019 Norfolk received 241 media questions, queries or complaints and Suffolk received 136. This information is not held for 2018.

As of the 31st January 2019, 380 people across the two organisations manage and respond to inbound social media questions, queries or complaints. This includes access to the corporate accounts, department accounts, district accounts and individual accounts. This information is not held retrospectively.

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*

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 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