



## Freedom of Information Request Reference N°: FOI 002579-19

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 17 July 2019 which you sought access to the following information:

*“Please could provide the following information for the calendar years 2016, 2017, 2018 and for the period 1st January 2019 to 15th July 2019:*

- 1) The number of reported incidents involving electric scooters (i.e. the term “electric scooter”, “e-scooter”, “Segway”, “hoverboard” or “self-balancing scooter” is mentioned in the MO field of an incident report)*
- 2) If it is within the time/cost limit set by the FOI Act, a brief description of each reported incident listed in your answer to question 1.”*

## Response to your Request

The response provided below is correct as of 29 July 2019

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

- 1) A search has been completed of the Constabularies call data for all incidents recorded involving electric scooters where the following terms are present within the call freetext: "electric scooter", "e-scooter", "Segway", "hoverboard" or "self-balancing scooter".

The table provided below confirms the total number of incidents recorded, excluding those relating to mobility scooters. Please note freetext searches are by their very nature unreliable, and therefore there may be additional relevant incidents which are not provided here as they did not meet the specific search criteria.

Year	Norfolk	Suffolk
2016	15	13
2017	10	11
2018	8	7
2019	3	4

2) The table provided below provides a brief summary of each call:

Norfolk Constabulary CADs		
Year	Description	Total
2016	Abandoned electric scooter.	1
	ASB complaint - children on electric scooters	2
	ASB complaint - children on hoverboard and bikes	1
	Assault - group riding on Segways have attacked person	1
	Assault - person hit over head with Segway	1
	Assault - partner has thrown a Segway	1
	Assault - Segway thrown at head	1
	Caller has been accused of stealing their neighbour's scooter	1
	Group of children riding electric scooters on road	1
	Theft of a Segway	2
	Theft of an electric scooter.	2
	Unsupervised child on a Segway on the road.	1
	2017	ASB complaint - children on electric scooters
ASB complaint against persons on hoverboard and offroad motorbikes on council land.		1
Assault - person pushed off their hoverboard.		1
Caller complaining about not being able to take their electric scooter on certain transport.		1
Criminal damage to an electric scooter.		1
Informant has been hit by a Segway being ridden on the pavement.		1
Theft of a Segway		1
Theft of an electric scooter.		1
Theft of two electric scooters		1
Unsupervised child on electric scooter in road.		1
2018	ASB complaint - children on electric scooters	1
	ASB complaint - one of group riding a Segway	1
	Children arguing over use of Segway.	1
	Criminal damage to a Segway	1
	Dispute over ownership of an electric scooter.	1
	Child riding electric scooter on the road.	1
	Theft of an electric scooter.	2
2019	Abandoned electric scooter.	1
	Child lost control of electric scooter.	1
	Informant's foot run over by electric scooter.	1

Suffolk Constabulary		
Year	Description	Total
2016	ASB complaint - group on bikes and hoverboard.	1
	ASB complaint - group on hoverboards and scooters	1
	ASB complaint - one of group riding a Segway	1
	Child riding hoverboard at speed on pavement.	1
	Group on Segways were asked lots of questions by a stranger who took photos of them.	1
	Inappropriate use of Segway around park area	1
	Civil disagreement after Segway/Mini Moto exchanged over Facebook.	1
	Riding on pavement on a hoverboard	1
	Theft of a Segway	1
	Theft of an electric scooter.	3
	Theft of two electric scooters	1
2017	ASB complaint - children on electric scooters	1
	ASB complaint - one of group riding a Segway	1
	Civil dispute over ownership of an electric scooter.	1
	Criminal damage to an electric scooter.	2
	Theft of a hoverboard.	1
	Theft of a Segway	2
	Theft of an electric scooter.	3
2018	Children using Segway on the road.	1
	Dogs chased after an electric scooter.	1
	Theft of a Segway	1
	Theft of an electric scooter.	1
	Theft of two Segways	1
	Domestic disagreement involving a Segway.	2
2019	ASB complaint - children on electric scooters	1
	Electric scooter being ridden at speed on a pavement	1
	Inappropriate use of electric scooter on public road.	1
	Theft of an electric scooter.	1

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