



**SUFFOLK  
CONSTABULARY**  
*Taking pride in keeping Suffolk safe*

## **Freedom of Information Request Reference N°: FOI 002674-19**

I write in connection with your request for information received by Suffolk Constabulary on the 23 July 2019 in which you sought access to the following information:

1. *“Does your force have an online system for reporting crime? If yes, when was the online system implemented?”*
2. *If you do have an online system for reporting crime, what categories of crime are the public able to report (please list the categories as they appear on the website)?*
3. *Does each crime report submitted online directly generate a record of a crime? If not what are the steps to a crime record being created?*
4. *Does each crime report submitted generate a call-back requirement for the force?*
5. *How many crimes have been reported online in the three years 1st April 2016 to 31st March 2019 or for the period since the online reporting system was launched. (Please break down the number of crimes reported by calendar month)”*

## **Response to your Request**

The response provided below is correct as of 5 August 2019

Suffolk Constabulary has considered your request for information and the response is below.

1. Yes, the online reporting tool has been in operation for over a year and a half.
2. Categories are as follows:

***Retail Theft  
Theft  
Criminal Damage  
Fraud  
Hate Crime  
ASB  
Other crimes  
Road Traffic Accident  
Dashboard camera report from  
Animals and lost dogs  
Disputes  
Fly Tipping***



***Lost Found Property  
Missing Person  
Noise  
Anon reporting***

3. The report generates an email that is then turned into a crime. The report will get assessed for threat/risk/harm and also prioritised.
4. Investigations are completed and victims are updated in line with the Victims Codes of Practice.
5. The below table provide a monthly breakdown of crimes reported online, this will include anything online including social media and email:

	<b>E-Mail</b>	<b>Email to the Police</b>	<b>On-line (Not e-mail)</b>	<b>Police On-Line Reporting</b>	<b>Social Media Message to the Police</b>	<b>Grand Total</b>
<b>2016</b>	<b>1199</b>					<b>1199</b>
April	82					82
May	94					94
June	106					106
July	96					96
August	99					99
September	182					182
October	205					205
November	166					166
December	169					169
<b>2017</b>	<b>2325</b>		<b>548</b>			<b>2873</b>
January	141					141
February	159					159
March	257					257
April	185					185
May	285		20			305
June	229		29			258
July	195		34			229
August	168		41			209
September	159		97			256
October	179		89			268
November	217		107			324
December	151		131			282
<b>2018</b>	<b>755</b>	<b>847</b>	<b>694</b>	<b>2265</b>	<b>5</b>	<b>4566</b>
January	155		150			305
February	152		126			278
March	149		135			284



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April	147		129			276
May	150		153			303
June	1	116	1	265	2	385
July		119		321	1	441
August		122		271		393
September	1	165		329		495
October		136		408	1	545
November		103		383	1	487
December		86		288		374
<b>2019</b>		<b>299</b>		<b>980</b>	<b>5</b>	<b>1284</b>
January		128		345	1	474
February		79		274		353
March		92		361	4	457
<b>Grand Total</b>	<b>4279</b>	<b>1146</b>	<b>1242</b>	<b>3245</b>	<b>10</b>	<b>9922</b>

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/>

Suffolk Constabulary is 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.



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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 40 working 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