



Freedom of Information Request Reference N°: FOI 004379-19

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 4 December 2019 which you sought access to the following information:

“This is an FOI request concerning complaints from members of the public relating to driving offences, such as dangerous driving, careless driving, red light offences, mobile phone offences, complaints of passing close. Specifically, could you answer the following questions:

- 1. Do you currently accept digital upload of video footage from road users as part of a complaint against driving offences by other road users? If you do, could you provide details on when it was introduced and how members of the public submit this footage?*
- 2. Could you please provide the number of complaints received, since introduction, via digital upload of video footage from road users, broken down by offence category.*
- 3. Could you please provide the outcome of such complaints received since introduction broken down by offence category?”*

Response to your Request

The response provided below is correct as of 16 December 2019

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

Information concerning question 3 is not held in easily retrievable format. Although the Roads and Armed Policing Team maintains records for the Dashcam footage received into the Constabularies, the records do not go as far as to confirm what the outcome was for any subsequently recorded offence. To provide the outcome where Dashcam had been used would require a manual review of all associated records. Reviewing thousands of records would be an enormous task, which would significantly exceed the cost limit for the Constabularies.

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 been accepting dashcam footage since the launch of the Dashcam website in April 2017. Members of the public are required to fill out an online reporting form, which is sent out in an email with appropriate attachments advising how to complete a statement, including an example statement; a blank statement form and an information sheet explaining the dashcam process. A second email is sent with a link to dropbox for the person to upload the footage.

The following tables confirm the total number of reports received by the Constabularies from April 2017 to October 2019. Please note that the results for October 2019 may not be complete as the Constabularies are awaiting footage.

Please note that In November 2017 a dedicated officer was put in place within the Dashcam project and a more efficient recording system was introduced in January 2018.

DASHCAM Reports 2017

Month	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Norfolk	24	30	27	52	80	52	49	33	28

Suffolk	15	15	31	12	36	39	32	27	17
NFA	8	12	9				6	21	11
Traffic Offence Report	7	8	18				11	12	13
Warning	3	6	0				15	16	14
No Reply	21	22	25			11	24	21	15
Dangerous								1	0
Careless							57	47	27
ATS							8	2	2
White Lines								0	0
No Mot								0	0
No Insurance								0	0
Mobile Phone							8	3	3
Other							9	0	2
Close Pass							2		

DASHCAM Reports 2018

Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Norfolk	45	86	56	125	127	112	101	89	91	116	81	22
Suffolk	36	39	37	38	68	84	57	55	39	61	58	12
NFA	35	23	4	18	13	21	20	17	11	7	2	3
Traffic Offence Report	19	47	33	63	88	67	47	45	20	37	20	0
Warning	22	34	27	58	66	73	51	44	51	68	54	13
No Reply	32	23	4	9	28	24	36	34	47	50	32	N/A
Dangerous			1			1			2	1	0	0
Careless	54	64	50	60	102	109	111	74	93	94	89	22
ATS	5	5	4	10	11	14	5	12	8	14	16	4
White Lines		1	8	4	3	6	1	8	0	3	0	1
No Mot	5	25	14	40	31	20	4	14	4	16	4	0
No Insurance	3		1	5	5	2	3	2	1	1	0	0
Mobile Phone	7	8	13	12	12	17	9	7	10	17	7	2
Other		14	8	33	27	25	29	25	10	21	21	3
Close Pass	11	8	4	9	18	27	22	15	19	30	31	6

DASHCAM Reports 2019

Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Norfolk	49	62	58	49	63	76	83	89	63	76

Suffolk	35	48	62	41	76	49	58	59	52	58
NFA	35	22	18	20	54	32	42	46	36	28
TOR	11	20	24	16	23	28	37	41	31	51
Wng	5	8	10	12	8	14	12	10	8	9
No Reply	57	65	76	40	51	46	43	38	39	41
Dangerous	0	1	1						1	1
Careless	33	48	54	54	62	78	65	63	59	57
ATS	8	9	9	3	8	5	15	12	8	23
White Lines	4	4	5	3	5	2	8	5	3	1
No MOT	0	0	0							
No Insurance	0	0	0							
Mobile Phone	7	7	9	5	20	6	9	11	6	4
Other	13	21	12	7	34	23	19	24	15	17
Close Pass	14	14	24	15	9	8	19	29	17	27

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