



Freedom of Information Request Reference N°: FOI 004502-19

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 13 December 2019 which you sought access to the following information:

1. *What is the email address of the person in your organisation who is responsible for the management of Subject Access Requests / DPA Requests?*
2. *What percentage of Subject Access Requests have been responded to on time since 25th May 2018? If you do know have this figure please provide a figure for what you do have.*
3. *On average how many SAR/DPA requests does your authority receive in a month?*
4. *How many SAR officers are employed by your organisation who work on Subject Access Requests?*
5. *What is the generic email address of the team which deals with SARs / DPA requests within your organisation?*
6. *How many overdue Subject Access Requests do you currently have?"*

Response to your Request

The response provided below is correct as of 13 December 2019

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

1. John McGuire, Information Compliance Manager, is responsible for the management of Subject Access Requests and DPA Requests: John.mcguire@norfolk.pnn.police.uk
2. The Constabularies SAR performance is monitored on a monthly basis. For the time frames 1 April 2018 to 31 March 2019 and 1 April 2019 to 30 November 2019, we can confirm as follows:

Time frame	Suffolk	Norfolk
1 April 2018 to 31 March 2019	62%	75%
1 April 2018 to 31 March 2019	74%	91%

3. Since 1 June 2019, the average number of SARs received per month is 24 in Suffolk and 38 in Norfolk.
4. The Constabularies do not have any personnel employed specifically to service SARs. There are six permanent full-time equivalent members of staff to service requests for information including SARs for Norfolk and Suffolk.

In addition, there are currently three temporary full-time equivalent members of staff to perform the same roles, for which funding has been provided until 31st March 2021.

5. The generic email addresses are as follows:

Suffolk - dataprotection@suffolk.pnn.police.uk

Norfolk - dataprotection@norfolk.pnn.police.uk

6. As at 13 December 2019, no SARs for Norfolk and Suffolk were overdue

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