



Freedom of Information Request Reference N^o: FOI 005017-17

I write in connection with your request for information received by Suffolk Constabulary on the 22 May 2017 in which you sought access to the following information:

"I wonder if you could assist me today with my inquiry relating to your social media policy.

- 1. Can you provide a document which states Police Support Volunteers are allowed to use twitter and answer questions from members of the public regarding the role itself?*
- 2. Secondly when a police support volunteer leaves the scheme or resigns due to feeling picked on by scheme manager why are they then blacklisted from rejoining?*
- 3. Thirdly can police support volunteers complain to the IPCC or PCC for internal review of the way things were handled."*

Response to your Request

The response provided below is correct as of 22 May 2017.

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

1. All Constabulary employees, including volunteers, should refer to the Digital and Social Media Policy, which although is interim guidance, is attached for your reference.
2. The request asks for information that is not recorded and therefore not valid under Section 8 of the Freedom of Information Act.
3. Police Support Volunteers, at present, are not covered by the Independent Police Complaints Commission (IPCC). However, those who manage or work with volunteers are covered so it is possible that the IPCC could investigate the managers/co-workers in respect of any misconduct.

The college of policing advice and guidance can be located here <http://www.college.police.uk/What-we-do/Support/Citizens/PSVs/Pages/Managing-volunteers.aspx>

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.



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 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 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 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