



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

Freedom of Information Request Reference N°: FOI 002149-19

I write in connection with your request for information received by Suffolk Constabulary on the 10 June 2019 in which you sought access to the following information:

“The request relates to, but is not limited to, all requests made pursuant to section 172 of the Road Traffic Act 1988, offers of fixed penalties, offers of speed awareness courses, requests for further information, and any response to any of those requests by the subject of the requests, or any third party.

- *How many letters are received by the department each day*
- *How many letters are issued by the department each day*
- *How are these letters processed*
- *How many outgoing letters are ‘returned to sender’ [daily]*
- *How many complaints do you receive indicating that letters sent to the department have been lost*
- *How many defendants claim as their defence at court that they did not receive any letters or notices from the police*
- *How are pieces of post assigned to a particular case*
- *How many pieces of post cannot be assigned to a particular case*
- *How many pieces of post are disposed of because they cannot be allocated*

The timeframe for this request, is the previous 5 years.”

Response to your Request

The response provided below is correct as of 13 June 2019

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

- 1) No records are maintained that confirm the number of letters received by the Central Ticket Officer in any one day.
- 2) The total number of letters sent out by the Central Ticket Office is provided in the table below, noting that this information is for both Norfolk and Suffolk Constabularies as the CTO is a collaborated unit and the information is not recorded separately. Please note that information is only held for the last 18 months.

The columns represent the total number of Notice of Intended Prosecution (NIPs) sent (1st column), the number resulting in Conditional Offers or Course invitations (2nd) and the number of any other letter (letter), noting the latter is sent 2nd class.



2018	1st	2nd	Letters	Total
Jan	11381	9888	2730	23999
Feb	9527	8470	2412	20409
Mar	8152	7218	2493	17863
Apr	12057	9280	2647	23984
May	13845	7417	3335	24597
Jun	13451	10736	2497	26684
Jul	14603	14547	3499	32649
Aug	13573	11859	3657	29089
Sept	10945	9708	3437	24090
Oct	12470	13800	5481	31751
Nov	8847	8990	2928	20765
Dec	5859	9382	2103	17344
total	128851	111913	35116	275880

2019	1st	2nd	letters	Total
Jan	6533	12941	2687	22161
Feb	4979	10954	2930	18863
Mar	5730	10163	8303	24196
Apr	7954	11967	11216	31137
total	25196	46025	25136	96357

- 3) Letters are processed through the PentiP system which will automatically generate the letters we request or, if none within PentiP are suitable, then they are typed in Word and attached to the PentiP record.
- 4) The Constabulary does not keep records relating to the number of letters that are returned to sender.
- 5) The Constabulary has received communication from people to say they have sent us letters which we have not received but, we do not keep a record of how many.
- 6) Once we send the summons for a court case we do not get any information back regarding what the defence is and therefore this information is not held.
- 7) Post received into the office is scanned into a Document Management System and stored in that system under the PentiP reference number. The hard copies are passed to our correspondence clerks to respond.



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- 8) The Constabulary does not keep records in relation to the number of pieces of post that can't be assigned to a case.
- 9) As above, the Constabulary does not keep records regarding the number of letters that are disposed of as a result of them not being allocated.

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*

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