

FOI Disclosures October 2020

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This month we have responded to questions relating to the following topics:

- [IOPC handling of subject access requests \(SARs\)](#)
- [IOPC investigations of Norfolk and Suffolk Police](#)
- [ICT services and infrastructure](#)

If you require a full copy of any of the embedded attachments, please contact Requestinfo@policeconduct.gov.uk quoting the reference number from the relevant response.

<u>Ref</u> <u>1008642</u> Back to top	<u>IOPC handling of subject access requests (SARs)</u>																		
<u>Request</u>	<p><i>You asked a number of questions regarding how the IOPC handle subject access requests (SARs)</i></p>																		
<u>Response</u>	<p>You asked “1. How many SARs have been made to your organisation in the last recorded 12 month period?”</p> <p>Between 1 September 2019 and 31 August 2020 we received 315 subject access requests.</p> <p>You asked “2. Please provide a breakdown of the specific departments/directorates that these SARs relate to.”</p> <p>The SARs related to the following departments:</p> <table border="1"><tbody><tr><td>Casework/ Contact Centre/ Admin Hub</td><td>139</td></tr><tr><td>Assessment Unit</td><td>112</td></tr><tr><td>Investigations</td><td>37</td></tr><tr><td>Human Resources</td><td>19</td></tr><tr><td>Directorate of Major Investigations</td><td>2</td></tr><tr><td>Hillsborough</td><td>2</td></tr><tr><td>Policy</td><td>2</td></tr><tr><td>ICT</td><td>1</td></tr><tr><td>Quality</td><td>1</td></tr></tbody></table> <p>You asked: “3. Is there a central response to SARs or is it devolved to the departments involved?”</p> <p>SARs are handled and responded to by a central Information Rights Team with support from the relevant department and Information Asset Owner.</p>	Casework/ Contact Centre/ Admin Hub	139	Assessment Unit	112	Investigations	37	Human Resources	19	Directorate of Major Investigations	2	Hillsborough	2	Policy	2	ICT	1	Quality	1
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	<p>You asked: “4. How many staff deal with responses - estimate of Full Time Equivalent needed to provide SAR responses (Alternatively - hours per typical SAR response)?”</p> <p>There are currently four full time staff dealing with SARs along with support from an administrative assistant.</p> <p>You asked: “5. Do you have any software to assist with SAR production (e.g. search over multiple unstructured document files, or automatic redaction of Personally Identifiable Information (PII))?”</p> <p>We use specialist redaction software to assist in redacting documents.</p> <p>You asked: “6. Who has budget responsibility over the costs & resources required to respond to the SARs. Please provide Name: Title: Direct Email: Direct Phone Number”</p> <p>Gemma Thomas, Data Protection Officer Email: dpo1@policeconduct.gov.uk Tel: 0300 020 0096</p>
<p><u>Ref</u> <u>1008682</u> Back to top</p>	<p><u>IOPC investigations of Norfolk and Suffolk Police</u></p>
<p><u>Request</u></p>	<p><i>Exactly how many cases from Suffolk and Norfolk Police have been investigated by the IOPC, with the information broken down into figures for those two police forces in each year, covering the past 20 years, if possible.</i></p>
<p><u>Response</u></p>	<p>The IOPC became Operational in April 2004 and was known as the IPCC until January 2018. Therefore no investigations were started before 1 April 2004 and we do not hold any relevant information from before that time.</p> <p>We have decided that we are not obliged by the FOIA to provide the data you have requested. This is because we have estimated that the work involved in complying with your request would exceed the cost limit under section 12 of the FOIA. Section 12 of the FOIA allows the IOPC to refuse a request when the estimated cost of carrying out certain activities exceeds £450, or 18 hours at £25 per hour.</p> <p>Locating and extracting the data you require for each of the years from 1 April 2004 to 31 March 2012 would involve manual searches of a large number of case files relating to these police forces so as to find out whether or not the matter was investigated by the IPCC. Taking into account changes in the last 16 years to our case management systems and the rules for counting our cases, we have calculated that the time that</p>

it would take to complete this work would exceed 18 hours with the result that we are refusing your request under section 12 of the FOIA.

However, the requested data for the years from 1 April 2012 to 30 September 2020 is retrievable by means of automated searches of our case management system. The tables of data below show the numbers of IOPC/IPCC investigations started in each of these years for Suffolk and Norfolk Police.

Independent investigations started by the IOPC for Norfolk Police between 01.04.2012 to 30.09.2020

Investigation Started Financial Year	Total
2012/13	1
2013/14	0
2014/15	2
2015/16	8
2016/17	7
2017/18	7
2018/19	7
2019/20	5
2020/21 YTD*	1
Grand Total	38
YTD* 01.04.2020 to 30.09.2020	

*This information is taken from live data and as such may differ from previously published data

Independent investigations started by the IOPC for Suffolk Police between 01.04.2012 to 30.09.2020

Investigation Started Financial Year	Total
2012/13	0
2013/14	0
2014/15	2
2015/16	3
2016/17	1
2017/18	2
2018/19	3
2019/20	4
2020/21 YTD*	2
Grand Total	17
YTD* 01.04.2020 to 30.09.2020	

*This information is taken from live data and as such may differ from previously published data

Ref 1008700 Back to top	<u>ICT services and infrastructure</u>
<u>Request</u>	<i>You asked a number of questions regarding our IT services and infrastructure</i>
<u>Response</u>	<i>You asked: "1. What approximate percentage of your IT services and infrastructure is in the cloud today?"</i> 51-60%

You asked: “2. *And what is a realistic, achievable target of migrating legacy applications to the cloud over the next 3years?*”

81-90%

You asked: “3. *Approximately what volume of data is held in legacy systems?*”

11 – 50TB

You asked: “4. *What are your organisation's/department's top five priority reasons for migrating to the cloud and enhancing your data strategy?*”

- Data security and compliance
- Improved services and functionality (both internally and for citizens)
- Improved operating-cost control and flexibility of service
- Cheaper data storage
- Improved organisational agility

You asked: “5. *Which are the biggest challenges you face in implementing your IT strategy?*”

- Estimating potential lifetime costs and making the case for investment in modern IT solutions
- Culture change
- Procurement processes
- Managing business expectations