



OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORFOLK

Reply to: Claire Buckley

Our Ref: CB/FOI-001

Direct Dial: 01953 424454

30th January 2013

Dear Member of the Public

Freedom of Information Request – FOI/OPCCN/01

I am writing in connection with your email dated 3rd January 2013 in which you requested the following information:

“The number of enquiries by post, telephone, email or in person, received by the former Police Authority for your force area from members of the public of your police area between 1 December 2011 and 31 January 2012.”

I have reviewed your request and I can provide some of the information you require. For clarity, your attention is brought to the following:

- We are only able to provide details of enquiries made by post and email as we do not record details of enquiries made by telephone and we do not receive visitors in person, always by letter/email.
- the information provided with regards to the number of emails received by the Authority specifically relates to emails received via the Police Authority generic e-mail address (policeauthority@norfolk.pnn.police.uk) only and does not include any emails sent directly to individual Authority Members/Staff email addresses as we do not keep a record of these.
- We have interpreted that by the use of the term ‘member of the public’ you mean individuals who have written/emailed on a personal matter and not individuals contacting us from other police authorities, organisations selling services, parish councils etc.

(contd.../)

Therefore, based on this criteria, the information you requested is outlined in the below table.

No. of letters received from Members of the Public between: 1 December 2011 and 31 January 2012	No. of emails received from Members of the Public between: 1 December 2011 and 31 January 2012
0	20

Yours sincerely

CBuckley

Claire Buckley
Freedom of Information Officer
Office of the Police and Crime Commissioner for Norfolk