



26/08/2026

REF: DD/2393024 FOI847

Sent via email: [REDACTED]

Dear [REDACTED]

RE: FREEDOM OF INFORMATION REQUEST – 847/2393024

Avon and Somerset Police and Crime Commissioner's (PCC's) office have now completed the search for the information which you requested on the 11th of August 2026.

Your request:

I am writing to request the following recorded information under the Freedom of Information Act 2000. Please treat this as a request under both the FOIA 2000 and the Environmental Information Regulations 2004, as applicable to each part. The request relates to your organisation's handling of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests.

Please provide the following:

The OPCC does not handle Environmental Information Regulations (EIR) requests, only Freedom of Information (FOI).

1. The name of any case management or software system currently used to log, track and manage FOI/EIR requests, including any modules, add-ons or configured tools (for example a CRM, case management platform, shared mailbox or SharePoint list) used for this purpose.

- Civica iCasework Case Management Platform
- Shared mailbox: PCC@avonandsomerset.police.uk
- Microsoft Excel Spreadsheet

2. A copy or extract of any recorded documentation (for example internal guidance, process maps or handling procedures) describing how FOI/EIR requests are logged, tracked and managed. If no such documentation is held, please confirm that.

FOI's managed in accordance with the NPCC Freedom of Information Manual of Guidance and the OPCC's internal FOI process flowchart. The NPCC Manual of Guidance is publicly available and can be accessed via the National Police Chiefs' Council website:

[2300-2025-04-npcc-manual-of-guidance-v.8.1-january-2025-10062025.pdf](#).

The OPCC's internal process flowchart is attached/provided in response to this request.

The OPCC holds an internal FOI process flowchart, which is attached. Please note that certain references to systems and job titles are no longer current following organisational and system changes. However, the document reflects the recorded process documentation held by the OPCC at the time of the request.

3. The number of full-time equivalent (FTE) staff involved in processing FOI/EIR requests, and the job titles of those roles. I am not requesting the names of any individuals; job titles or role descriptions are sufficient.

2x Contact & Scrutiny Officers
2x Scrutiny & Assurance Managers
1x Senior Scrutiny & Assurance Manager

4. Any recorded information describing how FOI/EIR requests are assigned and coordinated across the organisation — for example, whether a central team handles requests end-to-end, or whether requests are passed to individual departments or teams to respond directly. If no such information is held, please confirm that.

Please refer to the internal FOI process flowchart.

5. Any recorded information setting out internal target response times for FOI/EIR requests in addition to the statutory 20 working day deadline — for example internal service level agreements, process checklists or workflow timelines. If no such information is held, please confirm that.

Please refer to the internal FOI process flowchart.

6. For each of the last five financial years ending 31 March (2021-22, 2022-23, 2023-24, 2024-25 and 2025-26), please provide separately for each year:

- The number of FOI requests received
- The number of EIR requests received
- The number of Subject Access Requests (SARs) received
- The number of each of the above completed within the applicable statutory timeframe

Total FOI requests: 205 (see breakdown below)

Total EIR requests: 0

Total SAR requests x7 in 2025 and x3 in 2026 so far. (1x SAR was not sent within the timeframe from 2026.)

FOIs received:
2021/22 = 32



2022/23 = 29
2023/24 = 38
2024/25 = 48
2025/26 = 47
2026/27 = 11

Number completed within the statutory timeframe:

2021/22 = 28
2022/23 = 28
2023/24 = 28
2024/25 = 47
2025/26 = 45
2026/27 = 10

Please provide these figures for each year individually rather than as a combined total across the period. If your organisation records its statistics on a calendar year basis instead, figures for calendar years 2021 to 2025 would be equally acceptable. I appreciate that SARs fall under the UK GDPR rather than the FOIA; I am requesting only the recorded statistics relating to them.

If any of this information is not held, please advise me accordingly. Should any part of this request exceed the cost limit under the Fees Regulations, I would ask that parts 1, 3 and 6 be prioritised, and I am content for the remaining parts to be omitted rather than the request being refused in its entirety.

Our response:

Please find the responses to your questions listed below them.

If you are unhappy about how your request has been handled and wish to make a complaint or request a review of the decision, then you should write to:

The Chief of Staff
Avon and Somerset Police and Crime Commissioner's Office
Valley Road
Portishead
Bristol
BS20 8JJ

Please note, Avon and Somerset Police and Crime Commissioner's office provides you with the right to request a re-examination of your case under its review procedure. The appeals document is attached for your reference.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a



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decision unless you have exhausted the complaints procedure provided by Avon and Somerset Police and Crime Commissioner's office. The Information Commissioner can be contacted at: <http://ico.org.uk/>.

Yours sincerely,

Freedom of Information Officer

Avon and Somerset Police and Crime Commissioners Office