Police and Crime Commissioner
CAMBRIDGESHIRE AND PETERBOROUGH
Darryl Preston

Office of the Police and Crime Commissioner
PO Box 688
PE29 9LA
Tel: 0300 333 3456
Email: cambs-pcc@cambs.police.uk
Twitter: @PCCCambs

FOI Response

Information provided under the Freedom of Information Act

Freedom of Information Request		
FOI Reference: FOI/OPCC/26-027		
Date of Request: 13/08/2026		**Date of Response:** 07/09/2026
Information Requested:		
1.	**Question:** 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.	
	OPCC Response: **Exempt from disclosure under section 31(1)(a) of the Freedom of Information Act 2000** The Office of the Police and Crime Commissioner (OPCC) holds information within the scope of this request. However, the information identifying the specific case management and CRM platforms used for the management of FOI/EIR requests is exempt from disclosure under section 31(1)(a) of the Freedom of Information Act 2000. Disclosure of the requested information would be likely to prejudice the prevention and detection of crime. The OPCC's information systems hold sensitive personal information and information relating to policing functions. Disclosure of the specific systems used would provide information which	

	could assist malicious actors in identifying technologies deployed by the organisation, facilitating the targeting of known vulnerabilities, phishing campaigns and other cyber-enabled attacks. **Public interest test** Section 31 is qualified, so the public interest test applies. **Factors favouring disclosure** • Transparency about FOI administration. • Accountability for handling information rights requests. • Public understanding of systems used to manage statutory obligations. **Factors favouring withholding** • Protecting information systems holding sensitive personal and policing-related information. • Reducing opportunities for cyber-enabled crime. • Avoiding disclosure that may assist hostile actors in targeting OPCC systems. • Protecting the authority's ability to carry out its statutory functions. The OPCC recognises the public interest in transparency regarding the administration of Freedom of Information requests. However, there is a strong public interest in protecting the security and resilience of systems used to support statutory functions and in reducing the risk of cybercrime. Having considered the competing public interest factors, the OPCC considers that the public interest in maintaining the exemption outweighs the public interest in disclosure.
2.	**Question:** 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.
	OPCC Response: Information regarding how the OPCC adheres to requests for data is published on our website here: Freedom of Information (FOI)

	Please see attached 2 documents held regarding OPCC FOI handling procedures. Please note these are old handling procedure notes and have been redacted as detailed below: **Staff names - Exempt from disclosure under section 40(2) of the Freedom of Information Act 2000** The requested information contains third party personal data which is exempt from disclosure under section 40(2) of the Freedom of Information Act 2000. **File paths - Exempt from disclosure under section 31(1)(a) of the Freedom of Information Act 2000** The requested information includes file paths and network locations used to store and manage information relating to Freedom of Information requests. Disclosure would reveal details of the OPCC's internal information management and network structure. Whilst individual file paths may appear innocuous in isolation, they provide information about the organisation's systems, storage arrangements, directory structures and naming conventions. Such information could be used in conjunction with other publicly available information to develop a more detailed understanding of the OPCC's technical environment. The release of this information would therefore be likely to assist individuals seeking to gain unauthorised access to information systems, facilitate social engineering attacks, or identify potential avenues for cyber-enabled crime. Disclosure would therefore be likely to prejudice the prevention or detection of crime and the exemption at section 31(1)(a) of the Freedom of Information Act 2000 is engaged. **Public interest test** **Factors favouring disclosure** • Promotes openness and transparency. • Assists public understanding of how FOI requests are managed. **Factors favouring maintaining the exemption** • Protects the security and integrity of information systems.

	• Reduces the risk of cybercrime and unauthorised access attempts. • Prevents disclosure of information that contributes to a wider picture of the OPCC's network and information architecture. • Protects systems used to process sensitive personal data, complaint information and information related to policing functions. Whilst there is a public interest in transparency concerning the management of FOI requests, there is a stronger public interest in protecting the security of the OPCC's information systems and reducing the risk of cyber-related criminal activity. The public interest therefore favours maintaining the exemption.
3.	**Question:** 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.
	OPCC Response: Data requests within the OPCC are managed by the Reviews, Compliance and Governance Officer, as part of their full-time role.
4.	**Question:** 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.
	OPCC Response: The OPCC does not hold this information.
5.	**Question:** 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.
	OPCC Response: The OPCC does not hold this information.

6. **Question:**

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

OPCC Response:

FOI Requests:

Date	**Number of FOI requests received**	**Number of requests responded to within 20 working day timeframe**
1 April 2021 - 31 March 22	51	47
1 April 2022 - 31 March 23	59	58
1 April 2023 - 31 March 24	41	40
1 April 2024 - 31 March 25	60	59
1 April 2025 - 31 March 26	37	37

EIR Requests:

Date	**Number of EIR requests received**	**Number of requests responded to within 20 working day timeframe**
1 April 2021 - 31 March 22	0	N/A
1 April 2022 - 31 March 23	0	N/A
1 April 2023 - 31 March 24	0	N/A
1 April 2024 - 31 March 25	0	N/A
1 April 2025 - 31 March 26	0	N/A

SAR Requests:

Date	**Number of SAR requests received**	**Number of requests responded to within 1 calendar month timeframe**

1 April 2021 - 31 March 22	7	6
1 April 2022 - 31 March 23	30	29
1 April 2023 - 31 March 24	13	13
1 April 2024 - 31 March 25	15	15
1 April 2025 - 31 March 26	16	16