

By email: [REDACTED]

Date: 16th August 2024
 Our reference: HA06282
 Your reference: N/A

Dear [REDACTED]

Your request under Freedom of Information Act (FOIA)

Thank you for contacting the Office of the Police and Crime Commissioner requesting information. Your request dated 7th August 2024 has been given the reference number HA06282.

Responses:

<u>Request</u>	<u>Response</u>						
<p>In the light of experiencing both a slow initial response and also a substantive reply to an email enquiry sent to the PCC in May I would like to know what to expect. So my Freedom Of Information Request is as follows:</p> <p>For each of the following communication routes Direct email, Website enquiry and letter,</p> <ol style="list-style-type: none"> 1) please supply the performance target(s) used for both initial responses (e.g. acknowledgement) and substantive replies (i.e. one that contains information). 2) Please provide (summary) data showing the statistical performance against target. 3) In the absence of targets provide the median reply time and number of days to reply to 90% of enquiries (both initial and substantive). 	<ol style="list-style-type: none"> 1) Our performance target is: Communications will be replied to within 7 working days 2) Weekly summary for monitoring purposes: <table border="1" style="margin-top: 10px;"> <tr> <td style="background-color: red; color: white;">For Action: Over 28 days</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="background-color: yellow;">For Action: Over 14 days</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="background-color: green;">For Action Under 7 Days:</td> <td style="text-align: center;">12</td> </tr> </table> 3) See point 2. 	For Action: Over 28 days	0	For Action: Over 14 days	0	For Action Under 7 Days:	12
For Action: Over 28 days	0						
For Action: Over 14 days	0						
For Action Under 7 Days:	12						

If you are unhappy with the way this request has been handled or the decision made, you can make a request to the Office of the Police and Crime Commissioner for Hampshire to review the decision. Contact should be made in writing using the email address: opcc@hampshire.police.uk .

If you are unhappy with the outcome of the review, you can contact the Information Commissioner's Office. Contact details can be found by visiting the website:

<https://ico.org.uk/>

Yours sincerely,

Business Support team
Office of Police and Crime Commissioner Hampshire and Isle of Wight