Derbyshire Police and Crime Commissioner
Safer and Stronger Together
Protecting Communities Fighting Crime

The Office of the Police and Crime Commissioner for Derbyshire
Butterley Hall, Ripley
Derbyshire DE5 3RS

T: **0300 122 6000**
F: **0300 122 7797**
Email:
pccoffice@derbyshire.police.uk

FOI Request: 21/2026

I write in connection with your request for information received in the Office of the Police and Crime Commissioner for Derbyshire on the 17th August 2026. You asked the following questions:

"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.

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.

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.

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.

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.

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"

I can confirm that the Office of the Police and Crime Commissioner for Derbyshire holds the information that you have asked for.

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.

The organisation does not use a dedicated case management or external software system to log, track, or manage Freedom of Information (FOI) or Environmental Information Regulations (EIR) requests.

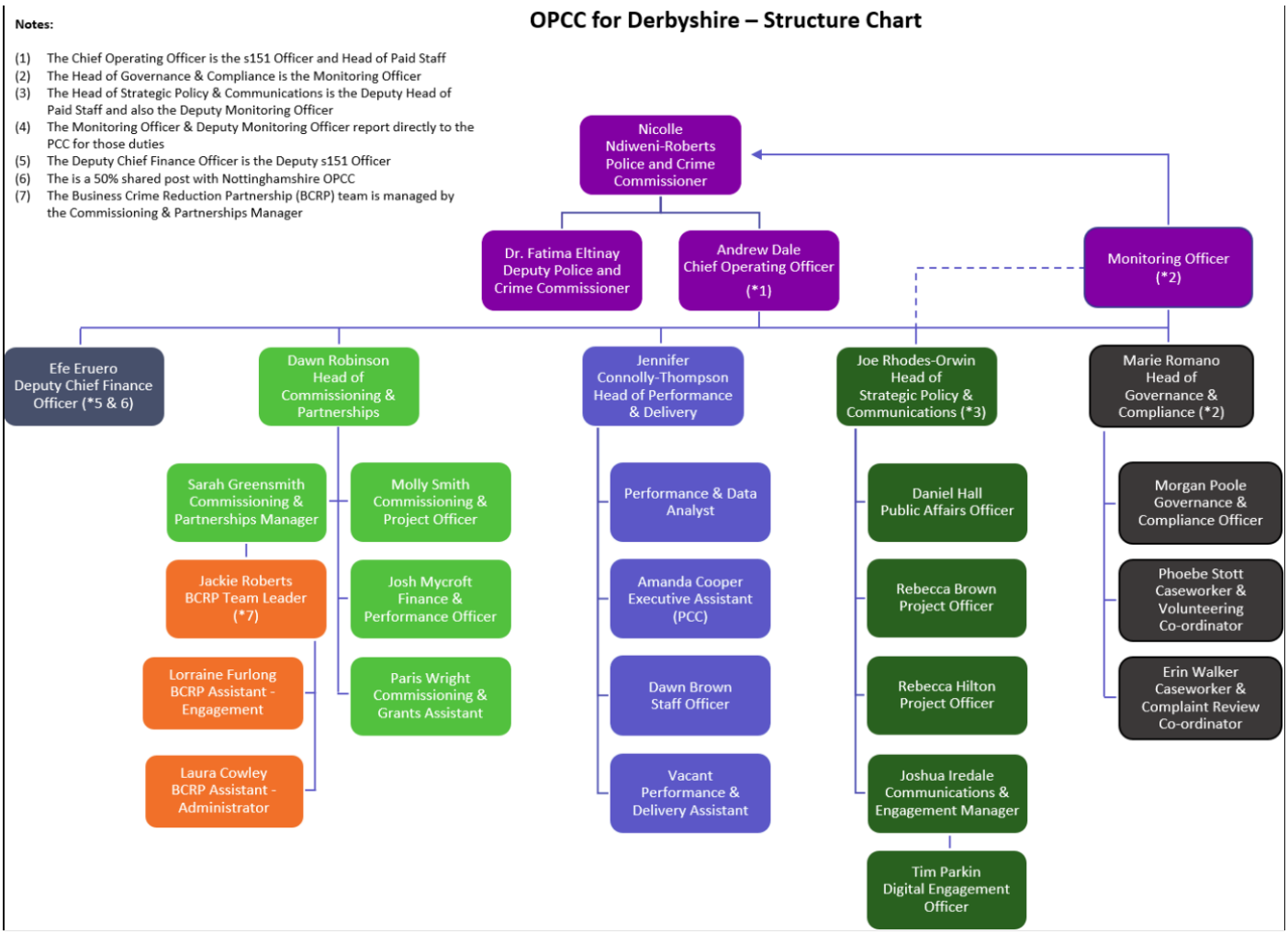
Requests are processed internally using an internal database for the purposes of logging, tracking, and managing FOI/EIR cases.

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.

I have attached a PDF copy of our Access to Information Policy, which outlines the process for handling and responding to Freedom of Information (FOI) requests.

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.

A copy of our Office Structure Chart is provided below. I can confirm that all four members of the Governance & Compliance Team, identified on the far right-hand side of the chart in black, are able to process information requests as part of their role.



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.

The OPCC's Governance and Compliance Team is responsible for managing all information requests. An internal information request form is completed and circulated to the Heads of Department (HoDs) to confirm whether any information is held within their teams. Once responses are received, the information is reviewed and processed accordingly, with consideration given to any applicable exemptions or required redactions. Draft responses are subject to senior management review processes, with final approval provided by the Police and Crime Commissioner.

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.

The internal information request form will specify a deadline for the HoDs response, which is typically set 10 days before the legislative deadline for an FOI, EIR, or SAR request.

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:

Please note that our organisation records and reports statistics on a calendar year basis (January to December), rather than by financial year (April to March).

- The number of FOI requests received

2021-22 - 49
2022-23 - 42
2023-24 - 39
2024-25 - 54
2025-26 - 37

- The number of EIR requests received

2021-22 - 0
2022-23 - 0
2023-24 - 0
2024-25 - 0
2025-26 - 0

- The number of Subject Access Requests (SARs) received

2021-22 - 9
2022-23 - 7
2023-24 - 17
2024-25 - 6
2025-26 - 3

- The number of each of the above completed within the applicable statutory timeframe

FOI Requests:

2021 -22 – 49
2022-23 – 41
2023 -24 – 35
2024-25 – 48
2025 -26 – 36

SAR Requests:

2021-22 – 7
2022 -23 – 7
2023 -24 – 16
2024 –25 – 5
2025 –26 – 2

If you are not satisfied with our response to your request, you are entitled to ask for an internal review of our decision. Any internal review needs to be submitted within two months of the date of receipt of this response and state why you are unhappy with the response. You can submit an internal review in the following ways:

- Emailing the OPCC Inbox – PCCOffice@Derbyshire.PNN.Police.UK or.

- Writing to the OPCC at –
  The Office of the Police and Crime Commissioner for Derbyshire
  Butterley Hall
  Ripley
  Derbyshire
  DE5 3RS

- By phone – 0300 122 6000 (as a reasonable adjustment under the Equality Act 2010).

If you are not satisfied with the outcome of the internal review under Section 50 of the FOIA you can apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the internal review procedure provided by the OPCC. You can contact the ICO in the following ways:

- Online at the ICO – https://ico.org.uk/global/contact-us/ or;

- Writing to the ICO at –
  Information Commissioner's Office
  Wycliffe House
  Water Lane
  Wilmslow
  Cheshire
  SK9 5AF

Yours sincerely,



Marie Romano
On behalf of the Police and Crime Commissioner