

c/o PO BOX 481
Fareham
Hampshire
PO14 9FS

Tel: 02380 478922
Email: npcc.foi.request@npfdu.police.uk

18/05/2022

FREEDOM OF INFORMATION REQUEST REFERENCE NUMBER: 166/2022

Thank you for your request for information regarding delivery of FPNs, which has now been considered.

Applicant Questions:

Thanks for your response to FoI ref 159/2022. In light of this, please find our fresh request below. All of this is therefore in relation to 'Operation Hillman'.

1. Please kindly provide information which explains how you come by the email addresses of people to send them Fixed Penalty Notices. If it's the case that you are just supplied with their email address(es) by the Met Police then that would be sufficient.
2. Please kindly provide your operating procedure which dictates whether to send Fixed Penalty Notices to the works email address or private email address (or all email addresses available).
3. Please kindly indicate how you issue a Fixed Penalty Notice if the recipient does not use email whatsoever. We note in FoI ref 159/2022 that you stated only email addresses are used, but not every recipient would have an email account.
4. Please kindly provide your procedure for ensuring only the intended recipient views the Fixed Penalty Notice when delivered electronically so that privacy and data protection laws are not violated

NPCC Response:

The NPCC does hold information captured by some of your request.

1. ACRO are supplied an email address from the issuing police force.
2. The NPCC does not hold an 'operating procedure which dictates whether to send Fixed Penalty Notices to the works email address or private email addresses. However outside of the Freedom of Information Act, my colleagues confirmed that ACRO copy in the email



address provided by the issuing force.

3. If there is no email address to use the issuing Police force will dictate to ACRO the distribution method.
4. The NPCC does not hold a recorded operating 'procedure for ensuring only the intended recipient views the Fixed Penalty Notice'.

However outside of the Freedom of Information Act, my colleagues confirmed that ACRO use the exact email address provided by the issuing Police force and ensure that email is sent using a secure encrypted email platform. The email procedure is based upon the designation by the NPCC to act on behalf of England's police forces and is part of the overall FPN process.

Yours sincerely

Fiona Greenlees

npcc.foi.request@npfdu.police.uk

www.npcc.police.uk

COMPLAINT RIGHTS

Internal Review

If you are dissatisfied with the response you have been provided with, in compliance with the Freedom of Information legislation, you can lodge a complaint with NPCC to have the decision reviewed within 20 working days of the date of this response. The handling of your request will be looked at by someone independent of the original decision, and a fresh response provided.

It would be helpful, if requesting a review, for you to articulate in detail the reasons you are not satisfied with this reply.

If you would like to request a review, please write or send an email to NPCC Freedom of Information, c/o PO Box 481, Fareham, Hampshire, PO14 9FS.

If, after lodging a complaint with NPCC, you are still unhappy with the outcome, you may make an application to the Information Commissioner at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Annex A

Legislation – Section 16

- (1) It shall be the duty of a public authority to provide advice and assistance, so far as it would be reasonable to expect the authority to do so, to persons who propose to make, or have made, requests for information to it.