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Fareham
Hampshire
PO14 9FS

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

11/06/2025

FREEDOM OF INFORMATION REQUEST REFERENCE NUMBER: 2300/2025

Thank you for your request for information regarding SoPs, guidance, manuals and handbooks produced by the Central Referral Unit (CRU); which has now been considered.

Applicant Question:

Under the Freedom of Information Act 2000 I wish to see full copies of any current standard operating procedures (SOPs), procedural guidance, manuals and handbooks produced by the Central Referral Unit (CRU).

NPCC Response:

The NPCC does hold recorded information captured by your request:

- 01 FIS PSD request process
- 02 National-Policing-Minimum-Requirements-V5.2
- 03 NPCC FOI PROCESS V.1
- 04 NPCC Manual of Guidance V.8.1 January 2025
- 05 NPFDU CRU Process

For context and transparency, 03 and 05 are out of date.

The NPCC FOI team ceased sharing 'applicant name' with any internal or external partners, including the NPCC Media Team circa 2022.

The CRU no longer record email or postal address (point 2), nor do they include the applicants name on the advice email (point 5); both changed in February 2025 and the name is not provided to bi-monthly stakeholder meetings (point 8) which ceased in 2022.

Information provided to you at parts 01, 02, 03, 05 and 06 have been provided in full.

Part 04 is subject to redaction by virtue of the following exemptions:

- S21 Information Reasonably Accessible by other Means
- S23 Information Supplied by, or Concerning Certain Security Bodies
- S31 Law Enforcement

Further information relating to the legislation, please see Annex A.



In wishing to provide assistance to you, information withheld by virtue of S21 Information Reasonably Accessible by other means can be found [here](#) and [here](#).

Outside of the Act, as a gesture of goodwill for context and transparency, I have also provided a draft Governance and Process Map which will supersede the information provided to you and captured by your request at parts three and five.

The Governance and Process Map is incomplete and yet to be finalised prior to ratification.

Yours sincerely

Sherry Traquair
Freedom of Information Officer & Decision Maker

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 40 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.

Annex A

Section 17 of the Freedom of Information Act 2000 requires the NPCC, when refusing to provide information by way of exemption in question and (c) states why the exemption applies. In accordance with the Freedom of Information Act 2000 this letter acts as a refusal notice to those aspects of your request.

The legislation: Section 21 Information reasonably accessible to the applicant by other means

- (1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.
- (2) For the purposes of subsection (1)—
 - a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and
 - b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.

S21 is an absolute exemption and there is no requirement to conduct a public interest test.

The legislation: Section 23 Information supplied by, or relating to, bodies dealing with security

- (1) Information held by a public authority is exempt information if it was directly or indirectly supplied to the public authority by, or relates to any of the bodies specified in subsection (3)

This is an absolute exemption and there is no requirement to consider the public interest test.

The legislation: Section 31 Law Enforcement

(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice -

- (a) the prevention or detection of crime
- (b) the apprehension or prosecution of offenders

Some email addresses are contained within the correspondence and disclosure of direct contact details would enable an individual, intent on committing an offence to make contact with the department, pose as a police officer or member of police staff and try to glean information which would assist in their offending behaviour.

Disclosing information which may place the public at risk, or make it easier for crime to be committed cannot be in the public interest.

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The police service primary performance indicator is the reduction of crime, and disclosure which has a negative impact on that agenda affects public trust in policing and in this case may make it more difficult to police.

With regard the evidence of harm itself, there is a threshold that requires the predicted issues to be 'more than likely'. In the case of an offender identifying full investigative techniques or gleaning information which would assist in offending behaviour can be difficult to establish and evidence the harm without actually disclosing exempt information. However, the principles are well established in terms of Freedom of Information legislation that to a certain extent the professional opinion of the police must be taken into account.

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.