



Freedom of Information Request 638/20

Response Date: 29th July 2020

Under the Freedom of Information Act 2000, I would like to request data regarding the number of scam reports received.

- Can I please receive each total individually for the time period of 01/04/2019 - 31/03/2020
- Could this be specific to those recorded within the boundaries of Cardiff & Swansea

Can I please receive a count of reported:

1) Scam emails 2) Scam phone calls 3) Scam text messages

RESPONSE

Your request for information has now been considered and I am not obliged to supply the information you have requested.

In relation to your particular request, the following exemption applies:

Section 12 – Exemption where cost of compliance exceeds appropriate limit.

Please note South Wales is policed by four territorial divisions or Basic Command Units: Northern (Rhondda Cynon Taf & Merthyr Tydfil), Eastern (Cardiff), Central (Bridgend & Vale of Glamorgan), Western (Neath Port Talbot & Swansea).

For the purpose of your request, a search has been conducted on our crime and incident recording system (Niche RMS) for all incidents including the word 'scam' within the requested time period which occurred in the Eastern or Western BCU. This search has retrieved 549 results. Each of these would require individual interrogation to establish if they are relevant to your request.

It is estimated that the cost of providing you with the information is above the amount to which we are legally required to respond i.e. the cost of locating and retrieving the information exceeds the "appropriate level" as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004.

In the case of the police service, the appropriate limit is £450 which has been calculated to equate to a total of 18 hours of work.

If any part of the request exceeds the fees limit then Section 12 applies to the whole request.

In accordance with the Freedom of Information Act 2000, this letter acts as a refusal notice.

Under S.16, the duty to provide advice and assistance, an authority is required to offer an applicant an opportunity to refine their request to allow the retrieval time to fall within the appropriate limit. If you were to submit your request for a shorter time period, we may be in a position to assist.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT THE DATE ORIGINALLY PROVIDED.

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