

Thank you for your request for information.

The Freedom of Information Act 2000 entitles you to access information held by the Office of the Police and Crime Commissioner (OPCC). Under the Act we must inform you whether we hold the information that you have requested and, if held, communicate this to you unless an exemption applies.

You have requested the following:

For each complete year (or part thereof, for the year 2015 to date) for which data is available, please could you advise the total number of messages received on the @WestYorksOPCC which (a) requested a response and (b) of those messages in (a), the number for which no response was given either (c) via Twitter or (d) otherwise. For each of the cases in (c), please give the reason why no response was given.

Under Section 12 of the FOI Act the OPCC is not obliged to respond to a request if the cost of certain activities, including locating, retrieving and extracting the information, would exceed the appropriate limit. The appropriate limit for public bodies is £450 at a flat rate of £25 per hour (ie, 18 hours).

This email serves as a refusal notice under Section 17 of the FOI Act. We are unable to provide you with the information that you have requested as we believe that an exemption applies under Section 12 of the FOI Act in that we estimate that the time taken to extract the information that you have requested is likely to exceed 18 hours.

This is primarily due to the time taken to load historic messages on Twitter. The longer ago the tweet the longer it takes for the browser to load. For recent tweets this is only a matter of minutes but for tweets received in April 2014, for instance, this is up to 28 minutes. The Twitter account was established in October 2011 for the West Yorkshire Police Authority (which became the OPCC in November 2012).

No information is held separately to the Twitter account in relation to whether responses have been made to people who have tweeted. No information is held regarding the reasons why responses may not have been made.

We have estimated the time that would be required to analyse the Twitter messages and replies as follows:

1. Time taken to load the tweets from the browser and analyse: 28 hours

This is an estimate based on 1 hour work blocks, ie, the assumption that the browser would be loaded at 1 hour intervals. The longer ago the tweet the longer it takes for the browser to load. This estimate is based on the assumption that the time to load the server does not exceed 30 minutes and that a continuous 1 hour working period can be achieved without interruption.

This figure also includes an estimated 15 minutes work per month of tweets to (a) read the tweet, (b) categorise whether each tweet required a response and (c) check whether a response was sent via Twitter.

2. Time taken to check other systems for responses: 14 hours

This is estimated on 30 minutes per month of data analysed to search for responses made via Facebook, letter or email. Each member of staff in the OPCC has an email account in addition to 4 general email accounts. This estimate is based on only 2 email accounts being searched.

It is estimated, therefore, that the total amount of time to check and analyse data from October 2011 would be 42 hours.

You may wish to refine your request so that it does not exceed the cost limit. Messages tweeted to the OPCC and our responses are publicly available via Twitter. You may wish to restrict your request to a more recent time-frame, for example, for the past 12 months or you may wish to raise specific tweets that you have seen and ask whether a response has been given by other means.

I hope you are satisfied with the way this request has been dealt with. If you wish to appeal against this response please write to the OPCC as detailed on the attached appeal procedure.