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Our Ref: FOI2018/01856

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/01856

I write in connection with your request for information received on 6th April. I note you seek access to the following information:

Please could you provide the answer to the following question:

- 1. How many cases of motor insurance fraud were recorded between 2008 and 2018? This includes:**
 - **Crash-for-cash incidents/staged accidents/phantom passenger scams and activity in support of fabricated or exaggerated claims**
 - **Fronting**
 - **Ghost broking**
 - **Obtaining insurance using false information**

I am required by the Freedom of Information Act 2000 (The Act) to handle all requests in a manner that is blind to the identity of the requestor. Any information released in response to a request is regarded as being published and therefore, in the public domain without caveat.

Response - Following enquiries within the Constabulary please see our response below;

The information you have requested is not retrievable from the Information System and the terminology in your request cannot be searched with any accuracy. To search cases manually will exceed the appropriate time limit.

Unfortunately this means it is not possible to suggest a way to refine this request, as even if the date range were reduced it would still require hundreds of records to be manually checked.

We therefore, consider that the cost of complying with your request for information would exceed the appropriate limit of £450 as has been stated in the Freedom of Information (Fees & Appropriate Limit) Regulations 2004.

Section 12(1) of the Freedom of Information Act 2000 provides that –
“Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.”

Section 17(5) of the Freedom of Information Act 2000 requires Hertfordshire Constabulary, when refusing to provide such information (because the cost of compliance exceeds the appropriate limit) to provide you the applicant with a notice which states that fact. This letter acts as a Refusal Notice under Section 12 of the Freedom of Information Act.

Should you have any further enquiries concerning this matter please do not hesitate to contact me quoting the above reference number.

Yours sincerely

Sonia Chopra-Miah
Information Rights

Hertfordshire Constabulary provides you the right to request an independent review of this response under its review procedure. If you require such a review you must notify us within two months from the date of this letter. After lodging a complaint with Hertfordshire Constabulary if you are still dissatisfied with the decision you may make an application to the Information Commissioner. For information on how to make a complaint please visit their website at <https://ico.org.uk/concerns/> or contact them on 0303 123 1113.