



Department  
for Environment  
Food & Rural Affairs

helpline@defra.gsi.gov.uk  
www.gov.uk/defra

Your ref:  
Our ref: RFI 6188  
Date: 13 February 2014

Dear [REDACTED]

**REQUEST FOR INFORMATION: Lost Devices**

Thank you for your request for information about mobile phones, laptops, iPads and USB flash drives which have been stolen from or lost by Defra staff in the last five years, which we received on 16 January 2014. As you know, we have handled your request under the Freedom of Information Act 2000 (FOIA).

We have answered your questions about lost and stolen items below.

	2009			2010			2011			2012			2013		
	Lost	Stolen	Average cost £	Lost	Stolen	Average cost £	Lost	Stolen	Average cost £	Lost	Stolen	Average cost £	Lost	Stolen	Average cost £
Mobile Phone	1	3	Not available	2	1	Not available	2	0	157	0	0	n/a	1	0	8
Black-Berry	4	1	Not available	7	2	Not available	6	2	168	4	3	188	6	1	18
Laptop	9	4	602.53	2	10	656.16	2	13	376.99	3	6	351.78	6	4	64.8
iPad	0	0	n/a	0	0	n/a	0	0	n/a	0	0	n/a	0	0	n/
USB Flash Drive	0	0	n/a	0	0	n/a	0	0	n/a	0	0	n/a	0	0	n/

Phones - records for phones have been broken down into BlackBerries and standard mobile phones, our records do not differentiate between smart phones and standard mobile phones. We have not provided cost information for mobile phones in 2012 as none of these items were reported as lost or stolen in that year. For Freedom of Information request RFI 5468 Vodafone provided us with average costs for mobile phones and BlackBerries as per the table above. Vodafone no longer hold data for 2009 and 2010.



Laptops - standard IT equipment such as laptops are the property of IBM which has provided IT services to Defra since October 2004. Items replaced under the IBM service contract do have a cost to the department, which is the asset's residual net book value, and that charge is affected by the age of the asset. The figures for 2013 lost and stolen laptops does not include data from September to December as this is not yet available, but we believe the combined lost and stolen figures for the year will be 13.

iPads and USB flash drives – we have not provided cost and type information as none of these items have been reported as lost or stolen in the last five years.

Number of staff provided with phones per year:

2009 – figures not available

2010 – figures not available

January 2011 – Blackberry 462, other phones 465

November 2012 – BlackBerry 587, other phones 202

December 2013 – BlackBerry 590, other phones 189, smart phones as part of an iPad trial 16

Number of staff provided with laptops per year:

2009 – 2846

2010 – 2955

2011 – 2655

2012 – 2623

2013 – 2769

Defra operates a laptop only policy which means that with the exception of certain circumstances, all of our staff operate using a laptop. All laptops are Lenovo make encrypted laptops. We have provided the figures for each of the last five calendar years for laptops and for phones we have provided figures for the last three years at specific points. The laptop and phone figures are the numbers being used at the time, not the number issued.

Number of staff provided with iPads per year:

1 X iPad purchased in June 2012 (£399)

1 X iPad purchased in December 2012/January 2013 (£0) – came from Defra's Tech Fund with Vodafone

Number of USB flash drives purchased per year (these figures are for Defra and its agencies, and can't be broken down for core Defra only):

2009 – 15

2010 – 140

2011 – 93

2012 – 159

2013 - 76

In keeping with the spirit and effect of the FOIA, and in keeping with the government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on [www.gov.uk](http://www.gov.uk) together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact me.

Yours

  
Email: [is.communications@defra.gsi.gov.uk](mailto:is.communications@defra.gsi.gov.uk)

## **Annex A**

### **Copyright**

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## **Annex B**

### **Complaints**

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: [requestforinfo@defra.gsi.gov.uk](mailto:requestforinfo@defra.gsi.gov.uk)) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF