



Your reference:

Our reference: FOI_2023.1069

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 29/11/2023

Dear

Gloucestershire Constabulary Freedom of Information request 2023.1069

On 03/11/2023 you sent an email constituting a request under the Freedom of Information Act asking the following:

According to research carried out by the Liberal Democrats, your force is slowest in responding to priority calls:

<https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.libdems.org.uk%2Fpress%2Frelease%2Fpolice-taking-over-five-hours-to-respond-to-priority-calls&data=05%7C01%7CFreedom.Information%40gloucestershire.police.uk%7C0ffabb704f54161d65e08dbdb9a2836%7Cd4936c562d8640769ba6ea6bfd965203%7C0%7C0%7C638345227381679587%7CUnknown%7CTWFpbGZsb3d8eyJWIjojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=7Ba9mJXqt%2FtpGjzTbjACS18v%2Fk%2F5BAhQISryqx82kE%3D&reserved=0>

'Of the 19 police forces who responded, the worst performing force was Gloucestershire Police with an average response time for priority calls of a staggering 18.5 hours.'

Priority calls include domestic abuse:

'These calls can include crimes such as burglaries, domestic abuse or grievous bodily harm.'

1. Please provide a copy of your response to the Liberal Democrats.
2. Please provide the number of priority calls the information you passed to the Lib Democrats was based on.
3. Please state how many of the priority calls related to domestic abuse. Include those calls that included something else as well as domestic abuse.

4. Please provide the average response time for those priority calls that related to domestic abuse.

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

Police Forces in the United Kingdom are routinely required to provide statistics to government bodies and the recording criteria is set nationally. However, the systems used for recording these figures are not generic, nor are the procedures used locally in capturing the data. It should be noted that for these reasons the figures given relate to information from the specific recording system of Gloucestershire Constabulary and should not be used for comparison purposes with any other response you receive.

Please note that our systems are designed to record information for policing purposes and the investigation of crime and not to extract statistical information. Accordingly whilst we endeavour to extract relevant data within the time limits of the Act, any data supplied is subject to these limitations.

Unfortunately, it is not possible to electronically identify records where there is more than one offence recorded. The Incident Recording System is largely a free text entry system and does not record information in as much detail as the Crime Recording System and therefore its reporting function is limited. Whilst there are some recording tags relevant to your request used within this system, i.e. a DA tag, this will not answer your enquiry in full.

Following receipt of your request, initial reviews of the previously identified data were carried out to filter the records for only those where the incident has been graded as 2 – Priority Attendance and where the closing code contains the word “domestic”. This has returned 2,905 records. In order to determine if those incidents were also concerned with another offence, a manual review of the individual records would be required. This would take considerably longer than the 18 hours prescribed by the Freedom of Information Act.

Please see below for suggestions on how you can refine your request to come within the cost constraints of section 12 of the Act.

Section 17(5) of the Freedom of Information Act 2000 requires Gloucestershire Constabulary, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states the fact, (b) specifies the exemption in question and (c) states (if not otherwise apparent) why the exemption applies.

In relation to your request Section 12 applies.

Section 12(1)– Fee Regulations states:

Section 1(1) of the Act 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. (As detailed in the Data Protection and Freedom of Information Fees Regulations of 2004)

The appropriate limit at the moment is £450 calculated at an hourly rate of £25 per hour for all staff time incurred in:

- i. Determining whether information is held
- ii. Locating it

- iii. Retrieving it
- iv. Extracting the information to be disclosed from the other information.

In accordance with the Act, this letter represents a Refusal Notice for your request.

Section 16 of the Freedom of Information Act, provides the opportunity to assist the applicant with any suggestions or variation that may allow a search to be undertaken within the cost constraints of Section 12 of the Act.

I confirm that the Constabulary could provide the following:

As an alternative, it is possible to search the Incident Recording System for all records where the DA tag has been applied and where the incident has been graded as 2 – Priority Attendance. We will then be able to provide a breakdown of the type of offence recorded, bearing in mind that although a DA tag has been applied, on further investigation, this may not be correct.

If this would be useful to you, you can submit a new FOI request on this basis.

By way of further assistance and although excess cost removes the Force's obligations under the Freedom of Information Act, I have supplied the information relevant to your request which has already been retrieved. I trust this is helpful but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

1. Please see the attached redacted copy of the FOI response requested.

The redactions have been applied to personal data, such as names of individuals

2. A review of the data retrieved in response to the previous FOI request has been reviewed and filtered for only the data where the incident has been graded as 2 – Priority Attendance.

I can confirm that for the period of 01/01/2018 to 31/12/2022, 51,391 incidents were recorded.

4. From the data identified for Q2, the average response time is 890.96 minutes.

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post –

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary