



Your reference: N/A
Our reference: FOI_2024_0117
E-mail: FOI
@gloucestershire.police.uk
Direct dial: 01452 754304
Postal Address: As above
Date: 23/02/2024

Dear

Gloucestershire Constabulary Freedom of Information request 2024_0117

On 26/01/2024 you sent an email constituting a request under the Freedom of Information Act asking the following:

1. How many emergency calls did the force receive in 2023?
2. How many of these calls were deemed not an emergency?
3. How many of those calls should have gone to other organisations?
4. How many people do you have answering calls?
5. How much does each call out cost the force?

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

Please note for ease of reference I have numbered your questions.

Unfortunately, it is not electronically possible to search for the information with regards to question 3, in order to identify and retrieve the requested information, a manual review of over 72,590 incidents would need to be conducted to ascertain whether the calls should have gone to another organisation. This manual review would exceed the 18 hours as prescribed by Section 12 of the Freedom of Information 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 – unable to assist

With regards to the question 3, I'm unable to assist in suggesting ways of refining your request to come within the confines of Section 12 of the Act. Even reducing the timescale would not reduce the number of records enough that a manual review could be conducted within the timescale but still provide meaningful information.

Providing Information Outside of the Act

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

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.

Q1&2. Following receipt of your request, I can confirm that a search of the incident recording system whereby the source of the call by 999 and where they were graded other than an emergency.

The results provided have been extracted from the number of incidents recorded, there are not always incident recorded for each call.

The results are as follows:

72,598 emergency calls have been received.
36,662 non-emergency incidents

Q4. A search has also been conducted for the number of call handlers and dispatchers on 31/12/2023 and there is found to be 120 people who have the job title as call handler or dispatcher/Call handler. Not all of the staff are on shift at any one time.

Q5. No information held.

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