



Your reference: N/A

Our reference: FOI_2024_0196

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 11/03/2024

Dear

Gloucestershire Constabulary Freedom of Information request FOI_2024_0196

On 12/02/2024 you sent an email constituting a request under the Freedom of Information Act asking the following:

What was the average response time (in hh:mm:ss) for a Grade 2 response in each of the following calendar years: 2023, 2022 and 2021.

What was the longest response time (in hh:mm:ss) for a Grade 2 response your police force recorded in each of the following calendar years: 2023, 2022 and 2021.

What was the longest response time (in hh:mm:ss) for a Grade 1 response your police force recorded in each of the following calendar years: 2023, 2022 and 2021.

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.

Following receipt of your request, I can confirm a search of the incident system has been conducted for all substantiated incidents between 01/01/2021 – 31/12/2024. Whereby a filter has been applied to the search for the grade 2 incidents where a resource has

attended. A further search has been conducted to search for grade 1 incidents. The results are follows:

Response Time (HH:MM)			
	2021	2022	2023
Average Grade 2:	12:30	22:38	14:58
Longest Grade 2:	1808:01	1567:12	2732:03
Longest Grade 1	111:14	208:51	123:46

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