



Your reference: N/A
Our reference: FOI_24_0319
E-mail: FOI
@gloucestershire.police.uk
Direct dial: 01452 754304
Postal Address: As above
Date: 15/04/2024

Dear

Gloucestershire Constabulary Freedom of Information request 24.0319

On 14/03/2024 you sent an email constituting a request under the Freedom of Information Act asking the following:

I presented my report on the Police and Crime Panel to Tewkesbury Borough Council's Overview and Scrutiny Committee and was asked the following questions:

1. Whether the number of officers currently on desk-based duties due to health issues is known, and for how long officers with health issues are on desk-based duties; and
2. What the statistics in relation to 101 and 999 calls are in terms of average response time and number per month.

A clarification email was sent to confirm what period you would want the data for, for question 2.

A response was received in answer to your question the period is since September 2023, or if that is too broad a timeframe then from the beginning of this year.

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

Unfortunately, it is not possible to electronically search for the information requested regarding the length of time officers have been on restricted duties. In order to identify and retrieve the requested information a manual review of multiple systems would need to be conducted to determine why the officers have been put on restricted duties and how long for. As of 09/04/2024, there are currently 178 officers who are on restricted duties and 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.

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.

Following receipt of your request, I can confirm a search of the incident recording system for all substantiated incidents where the source of 999 or 101, and a filter has been applied for the grade of incident. The average response time has been calculated by reviewing the time between arrival and the time the incident was first confirmed.

Please see below the average response times for 999 and 101 calls from 01/09/2023 until 15/03/2024.

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

101	Grade 1			Grade 2			Grade 3		
Month	Incidents	Attended Incidents	Average Response Time (Mins)	Incidents	Attended Incidents	Average Response Time (Mins)	Incidents	Attended Incidents	Average Response Time (Mins)
Sep-23	178	172	41.32	1116	754	871.22	1279	129	2425.53
Oct-23	197	190	38.53	1121	807	1096.55	1399	132	1437.32
Nov-23	245	241	29.42	1178	817	884.86	1368	153	1680.54
Dec-23	293	282	24.34	1128	478	2087.78	1352	38	7478.96
Jan-24	310	294	96.12	1195	571	2235.89	1435	41	4364.63
Feb-24	296	282	30.53	1238	886	1417.31	1537	150	3163.80
Mar-24	138	137	118.81	599	398	1648.70	773	74	2795.37
999	Grade 1			Grade 2			Grade 3		
Month	Incidents	Attended Incidents	Average Response Time (Mins)	Incidents	Attended Incidents	Average Response Time (Mins)	Incidents	Attended Incidents	Average Response Time (Mins)
Sep-23	2255	2191	17.58	970	635	659.81	530	77	1900.49
Oct-23	2131	2066	17.39	864	603	760.73	443	68	1419.55
Nov-23	1914	1858	16.55	784	563	637.08	370	46	1909.75
Dec-23	1996	1943	21.81	757	389	790.59	341	16	447.08
Jan-24	1870	1816	18.29	749	421	1286.22	399	19	3207.91
Feb-24	1735	1676	18.92	713	469	1086.79	376	64	2143.68
Mar-24	803	777	16.88	380	252	1029.02	201	23	2439.90
999 and 101 Combined	Grade 1			Grade 2			Grade 3		
Month	Incidents	Attended Incidents	Average Response Time (Mins)	Incidents	Attended Incidents	Average Response Time (Mins)	Incidents	Attended Incidents	Average Response Time (Mins)
Sep-23	2433	2363	19.31	2086	1389	774.57	1809	206	2229.27
Oct-23	2328	2256	19.17	1985	1410	952.93	1842	200	1431.28
Nov-23	2159	2099	18.03	1962	1380	783.77	1738	199	1733.52
Dec-23	2289	2225	22.13	1885	867	1505.76	1693	54	5395.44
Jan-24	2180	2110	29.13	1944	992	1832.86	1834	60	3998.33
Feb-24	2031	1958	20.59	1951	1355	1302.91	1913	214	2858.71
Mar-24	941	914	32.16	979	650	1408.46	974	97	2711.08