



Your reference: n/a

Our reference: FOI_24_0644

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: xxx

Dear

Gloucestershire Constabulary Freedom of Information request FOI_24_0644

On 05/07/2024 you sent an email constituting a request under the Freedom of Information Act asking the following:

1. Your force's incident response targets in minutes for each grade of 999 call and what potential crimes each grade includes, where incident response is the attendance of police officers following a 999 call.
2. Your force's annual average incident response times in minutes for each grade of call from 2019-2024
3. For each grade of call, your force's fastest and slowest incident response times by year from 2019-2024.

Please note I have reformatted your questions for ease.

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.

A search has been conducted of our Incident recording system for the requested dates above, whereby the source of the incident is a 999 call. A filter has then been applied to identify the number of those calls where a resource has attended the scene. The median average has then been calculated to provide an average for each grade. We have also provide the fastest and slowest of each grade. Please see the tables below for our response:

1.

Category	Title	Definition	Attendance Time
1	Emergency or Immediate Attendance	Police resource required in person and there is an immediate need to attend due to: • An emergency. • A danger to life, use of immediate threat of violence, serious injury to person or loss of property. • A crime in progress or ongoing incident which poses a risk to others. • Offender disturbed at scene or has been detained and poses a risk to others.	Attendance within 15 minutes of call receipt
2	Priority Attendance	Police resource required in person as soon as a suitable resource is available, including: • There is a concern for safety but no immediate threat of harm. • There is a need for primary investigation key witness, or other evidence will be lost if police do not attend soon. • The victim is considered vulnerable or a repeat victim. • Detained offender posing no risk.	Attendance within 1 hour of call receipt
3	Remote Initial Investigation	Police investigation necessary but attendance in person not initially required and can be progressed remotely: • There are proportionate lines of enquiry. • There is a need for an investigation but not time critical evidence. • THRIVE+ risks and opportunities can be managed without attendance. • Can potentially be investigated by telephone or video communication.	Completed within 24 hours of call receipt

4	Locally Scheduled Resolution	Specified team (e.g. Neighbourhood Team) to manage service offered and subsequently identified actions.	Attendance within 24 hours of call receipt
5	First Contact Resolution	Matter for resolution by call-handler or other initiating staff (e.g. front counter staff) and no specific further police action is required. This includes calls where advice is given and organisational recording of the issue is necessary.	Resolved during call
6	Partner or Other Agency Resolution	Calls for service where it is identified that another agency or organisation should take the lead and resolve without police involvement.	Resolved during call

2. Median averages in minutes for each grade.

Grade	Year					
	2019	2020	2021	2022	2023	2024
1	13.17	12.48	13.32	14.32	14.62	14.83
2	59.1	66.52	91.41	139.09	102.12	90.66
3	31.35	33.19	56.52	41.2	31.3	26.16
4	34.43	25.98	25.4	31.33	24.93	38.48
5	18.15	21.4	21.13	21.67	23.17	22.53
6	22.98	19.75	27.39	28.86	37.65	22.42

3. Quickest and slowest time for each grade in minutes

Year and grade	Quickest	Slowest
2019		
Grade 1	0.18	2005.45
Grade 2	0.07	16933.95
Grade 3	1	11684.88
Grade 4	2.22	4295.77
Grade 5	0.13	5377.53
Grade 6	4.47	369.9
2020		
Grade 1	0.2	12908.75
Grade 2	0.13	19612.58
Grade 3	3.17	11499.15

Grade 4	1.78	7163.3
Grade 5	0.08	5732.73
Grade 6	2.2	531.6
2021		
Grade 1	0.08	4738.08
Grade 2	0.1	108481.3
Grade 3	0.08	15683.85
Grade 4	1.32	31569.37
Grade 5	1.18	7579.08
Grade 6	3.58	2603.38
2022		
Grade 1	0.03	2328.9
Grade 2	0.03	28880.08
Grade 3	3.82	17443.47
Grade 4	0.03	14055.17
Grade 5	0.28	2892.65
Grade 6	0.15	1617.85
2023		
Grade 1	0.03	7426.57
Grade 2	0.22	45611.67
Grade 3	1.15	9455.95
Grade 4	0.35	16625.52
Grade 5	0.15	2388.05
Grade 6	1.28	5121.85
2024		
Grade 1	0.13	5180.67
Grade 2	0.27	45569.65
Grade 3	3.58	25518.67
Grade 4	1.02	10159.25
Grade 5	0.17	5177.37
Grade 6	2.57	839.32

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