

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.uk

XXXXXX – by email

Date: 17th December 2021

Your ref: FOI

Our ref: FOI 2021 / 995

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 24th November 2021 concerning Anti-Social Behaviour.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and I am not obliged to supply the information you have requested.

You wrote:

How many phone calls and online contacts did your police force receive about anti-social behaviour from 1st October 2020 to 30th September 2021?

Please provide separate figures for phone calls and online contacts.

Of these (giving answers for phone and online contacts):

- How many led to no action (no action means none of the actions in points b to e in the list below were taken)?
- How many were resolved at the time of contact by a call handler, or online at the time of contact by a member of staff on Live Chat?
- How many led to an officer being dispatched?
- How many led to an officer or other staff member making contact with the complainant after the call or contact, but not visiting in person?
- How many were referred to another agency such as a local authority or housing association (either by the police making the referral, or advising the complainant to make contact with the other agency themselves)?



INVESTOR IN PEOPLE

Our response:

The information that you are requesting for the majority of your request is not stored in a way which permits easy retrieval.

Details of calls and contacts related to Anti-Social Behaviour come into the Force from a variety of different sources and data is stored on either our Storm or Niche databases. Both of these databases have their own unique fields and characteristics and data that is in one is often duplicated in the other when Officers or Units are tasked to attendance.

In addition, an incident that may initially be tagged as ASB within Storm may be assigned as something else (eg criminal damage) within Niche.

We do not have specific fields within either system that can be searched definitively to determine whether an incident has been resolved at the time of call, whether officers attended or not or whether referrals were made to other agencies etc.

Unfortunately, it is not possible for us to extract the information you require easily from either system – this is compounded by the issue of duplicate records being held for what is essentially the same incident.

The only way of ascertaining the information you require would be to locate and read each individual incident log (on both Storm and Niche) for the time period you require in order to ascertain what has physically happened within each call and determine whether or not it meets your criteria.

Given that for the time period you have requested there are something in the region of 16,000 records that are flagged as being related to ASB in one way or another, I am absolutely confident that to locate, retrieve and extract the information you seek would by far exceed the time obligations upon this authority to comply, and in so doing would exceed the fees limits. This is set at £450 calculated at a flat rate of £25 per hour for those work activities comprising of confirming the information is held, locating it, retrieving it and extracting it.

I would also advise that there is no obligation on an Authority to actually create information where none exists today, simply in order to answer an FOI request.

Ordinarily under our section 16 duty to provide advice and assistance, we would advise you how to refine your request to a more manageable level. However, due to the difficulties outlined above, I cannot see how this can be achieved in this particular case.

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

The exemption applicable to the information requested is:

Section 12: Exemption where cost of compliance exceeds appropriate limit

- (1) Section 1(1) 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.

In accordance with section 17 of the Act, this letter represents a Refusal Notice for this particular request.

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Nick Penny
Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.pnn.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk