

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.police.ukDate: 10th November 2021

Your Ref: FOI

Our Ref: FOI 2021/923

Reply contact name is: Kay Moore

Dear,

I write in connection with your request for information dated 5th November 2021 concerning Police call-outs to hotels.

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:

I am writing to you under the Freedom of Information Act 2000 to request the following information regarding police call-outs to hotels in Wiltshire:

- 1) How many times were police called to this hotel in each of the past 12 months:
De Vere/Village Hotel Swindon, Shaw Ridge Leisure Park, Whitehill Way, Swindon SN5 7DW
- 2) Please provide a breakdown of the nature of the incidents for each hotel in each of the past 12 months, including incidents of hate crime and mental health related incidents.
- 3) Please provide a breakdown of the outcome of each incident for each hotel in each of the past 12 months.
- 4) Please provide a breakdown of how each of these incidents were graded for priority (as per the 'grade' system referenced here - <https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffoi.west-midlands.police.uk%2Fresponse-times-4014-19%2F&data=04%7C01%7Cdisclosure%40wiltshire.police.uk%7C2e01d26d8d4c4f09df9d08d9a07c73c9%7C4e5729cf852d4510921251157ca27e3e%7C0%7C0%7C637717278643910595%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikl1haWwiLCJXVCi6Mn0%3D%7C1000&sddata=tAo9HSZFtZz%2BqioZvPHx05wqGgsy%2FsdSnbqZ360umlo%3D&reserved=0>).



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.

When Police call-outs are made, the way in which addresses can be inputted onto the call log can be done in various different ways. For example, in this instance, the call taker may input the address as the hotel the incident is taking place at on the call log or it could be inputted as the street name the hotel is on, which would make searching for this information not as simple as you might think. Furthermore, the address that is inputted onto the call log might depend on the caller's location (because the caller may not be calling from directly inside the hotel) and the address of the location the incident is taking place at. For example, a reporting person might be just outside or across the road from the hotel you mentioned above reporting an incident that may be taking place inside the hotel, however, the address the call taker may have put on the call log could be the street name the reporting person is on at the time of the call, and within the call log itself the call taker may detail the name of the hotel the incident is taking place at, which we would not know without physically going into each call log to find this out.

Not only this, but even if the address on a call log was the address of the hotel you mentioned within your request, the actual report itself could relate to an incident taking place outside the hotel as opposed to directly inside it, which again may not be an accurate representation of the information you require. Therefore, in order to ascertain the information you require accurately, this would involve us having to carry out a manual interrogation of all call logs made within the last 12 months in order to locate any relevant logs where a report has been made about an incident taking place at the requested hotel. As a result, in order to furnish you with your request this would take us well over the allocated time frame we have to complete your request within and it is therefore, exempt from disclosure.

Under the circumstances 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.

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,

Kay Moore
Force 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.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