

14 August 2024

FOI Ref 16866

Request - You asked us the following:

1. Please provide the average annual response time to attend 999 calls categorised as (i) grade 1 emergency, (ii) grade 2 and (iii) grade 3, for each year from 2021 up to and including 2023. Please also provide the total number of calls for each part of the question.
2. Please in addition provide the total number of occasions where Staffordshire Police did not attend (i) grade 1, (ii) grade 2 and (iii) grade 3 emergencies for the calendar year 2023.

We received your request on 13/05/2024 and have processed this under the Freedom of Information Act (FOIA).

Please find below our response.

Staffordshire Police holds the following requested information.

1. Please provide the average annual response time to attend 999 calls categorised as (i) grade 1 emergency, (ii) grade 2 and (iii) grade 3, for each year from 2021 up to and including 2023. Please also provide the total number of calls for each part of the question. – **Information held.**
2. Please in addition provide the total number of occasions where Staffordshire Police did not attend (i) grade 1, (ii) grade 2 and (iii) grade 3 emergencies for the calendar year 2023. – **Information held.**

Staffordshire Police discloses/withholds the following information.

1. Please provide the average annual response time to attend 999 calls categorised as (i) grade 1 emergency, (ii) grade 2 and (iii) grade 3, for each year from 2021 up to and including 2023. Please also provide the total number of calls for each part of the question. – **Disclosed, please see accompanying file titled 'FOI 16866 Average Annual Response Times to Attend 999 Calls Data.CSV'.**
2. Please in addition provide the total number of occasions where Staffordshire Police did not attend (i) grade 1, (ii) grade 2 and (iii) grade 3 emergencies for the calendar year 2023. – **Disclosed, please see accompanying file titled 'FOI 16866 Average Annual Response Times to Attend 999 Calls Data.CSV'.**

Please note that this data has been provided to the best of our ability, subject to the limitation of current recording protocols and systems/software.



STAFFORDSHIRE
POLICE

Every effort is made to ensure that the data presented is accurate and complete. However, it is important to note that this has been extracted from multiple sources, developed for specific policing purposes, for which data extraction methods have not been specifically designed to directly correlate with the terminology of this request. Therefore, the data presented is subject to the inaccuracies and idiosyncrasies inherent in any large-scale recording system.

As a consequence, care should be taken in the interpretation and presentation of this data, so as to not misrepresent the whole or any part of the data disclosed.

Next steps

You can ask us to review our response.

If you would like us to carry out a review of our response, please let us know within two months of the date of receipt of this email, review requests should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

Central Disclosure Unit
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

Please remember to quote the reference number in any future communications.

Freedom of Information
Central Disclosure Unit