

28 May 2025

FOI Ref 21377

Request - You asked us the following:

- How many incidents of anti-social behaviour were reported to your force in the past four calendar years: 2024, 2023, 2022 and 2021?
- Please break down the numbers of incidents reported during working hours - and out of hours.
- For each of those four years, what proportion of the calls led to a police officer visiting the scene of the incident.
- Please break down the numbers for incidents reported during working hours - and out of hours.
- For each of those four years, what was the average length of time it took a police officer to attend the scene of the incident?
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- Please break down the numbers of incidents reported during working hours - and out of hours.
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- What hours, on which days of the week, is your Out Of Hours anti-social behaviour reporting hotline currently answered by a human.
- How long, on average, does it take for calls to your Out Of Hours anti-social behaviour hotline to be answered by a human?

Clarification received from applicant 27/05/2025

Out Of Ours is anything after 7pm and before 8am, Monday to Friday - and across the weekend.

We received your request on 20/05/2025 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police's response to your enquiry is as follows:

Staffordshire Police holds some of the requested information.

- How many incidents of anti-social behaviour were reported to your force in the past four calendar years: 2024, 2023, 2022 and 2021? – **Disclosed, please see the accompanying file entitled 'FOI 21377 ASB Incidents Data'.**
- Please break down the numbers of incidents reported during working hours - and out of hours. – **Disclosed, please see the accompanying file entitled 'FOI 21377 ASB Incidents Data'.**
- For each of those four years, what proportion of the calls led to a police officer visiting the scene of the incident. – **Disclosed, please see the accompanying file entitled 'FOI 21377 ASB Incidents Data'.**
- Please break down the numbers for incidents reported during working hours - and out of hours. – **Disclosed, please see the accompanying file entitled 'FOI 21377 ASB Incidents Data'.**



- For each of those four years, what was the average length of time it took a police officer to attend the scene of the incident? – **Disclosed, please see the accompanying file entitled 'FOI 21377 ASB Incidents Data'.**
To make this calculation we have used the opened to arrived time and when an officer has been resourced (dispatched to the incident). Please note that depending on the severity/urgency of the ASB incident, the dispatch time for an officer may be several hours after the time that the incident was opened/logged.
- Please break down the numbers of incidents reported during working hours - and out of hours. – **Disclosed, please see the accompanying file entitled 'FOI 21377 ASB Incidents Data'.**
- What hours, on which days of the week, is your Out Of Hours anti-social behaviour reporting hotline currently answered by a human. – **No information held, Staffordshire Police does not have such a hotline.**
- How long, on average, does it take for calls to your Out Of Hours anti-social behaviour hotline to be answered by a human? – **No information held, Staffordshire Police does not have such a hotline.**
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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. Additional incidents may have been recorded during these timescales but are awaiting finalisation and input onto these systems and would not be present within this dataset.

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.

Please be advised that all Freedom of Information request responses are published on the Staffordshire Police website although personal details are not included.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Staffordshire 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 within two months of the date of receipt of this email, and should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

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

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 Central Disclosure Unit within two months of the Force's response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by another Decision Maker who is independent from the original Decision Maker. The Central 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 20 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

ICO Website for complaints link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Central Disclosure Unit