

30 May 2025

FOI Ref 21390

Request - You asked us the following:

I am submitting this request under the Freedom of Information Act 2000 in relation to two separate police incidents recorded by Staffordshire Police. I am requesting procedural and metadata-level information only — this request does not seek full incident reports, nor any personally identifiable information about third parties.

This clarification is made in good faith to avoid unnecessary application of Section 40 exemptions and to support the principle of transparency in operational procedure.

Incident 1:

- Incident Number: ***
- Date: ***/2025
- Occurrence Number: *****

Incident 2:

- Incident Number: ***
- Date: ***/2025
- Occurrence Number: *****

Please note: Both incidents relate to the same named individuals and involve similar subject matter, but they are logged as two distinct police occurrences and are therefore being treated separately in this request.

I respectfully request disclosure of the following information for both incidents listed above:

1. Call Metadata & Origin of Report

- The exact date and time the initial call or report was made.
- The method used to submit the report (e.g. 999, 101, online form, third-party referral).
- Whether the report was made by the named complainant directly, or on their behalf by a third party — and if so, whether this was explicitly stated or inferred.
- The originating contact method (e.g. phone number, online form submission ID).

If full disclosure of the originating phone number is not permitted under Section 40, I request that a redacted version be provided (e.g. the last four digits) in line with ICO guidance on proportional redaction and previous FOI precedents.

- Whether the identity of the reporting party was verified by the call handler or confirmed by officers following the report.
- Whether there was any follow-up contact initiated by police with the complainant, reporting party, or any other individual — and if so, the purpose, method (e.g. telephone or in-person), and timing of that contact.

For clarity: “Call metadata” refers to technical or administrative data associated with the report — such as time of submission, channel of contact, and type of device or line used — not personal conversation content.



2. CAD Log Summary / Dispatch Notes

- A summary or redacted version of the CAD (Computer Aided Dispatch) log, showing:
 - o Initial call handling entries
 - o Response grading (if any)
 - o Officer deployment notes
 - o Any comments added during follow-up or closure
- Notations indicating urgency, risk level, or vulnerability if applied.

3. Procedural Verification

- Any record that police confirmed the identity and intent of the named complainant following the report — particularly in cases where the report was initiated by a third party.
- Whether there is a notation or log entry confirming that police spoke directly with the complainant to verify the complaint after the report was made.

We received your request on 27/05/2025 and have processed this under the Freedom of Information Act (FOIA).

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

Staffordshire Police can neither confirm or deny that it holds the information you requested as it believes that the duty under s1(1)(a) of the Freedom of Information Act 2000 (the duty to confirm whether the public authority holds information of the specified description) does not apply.

The following exemption has been applied:

In accordance with Section 17(1) of the Freedom of Information Act, this letter represents a refusal notice for this particular request.

- Section 40(5) Personal Information

Section 40(5) is an absolute exemption which means that there is no need to quantify the harm that may arise from the disclosure; neither is it subject to a public interest test.

To release personal or third-party information held by Staffordshire Police, would breach the data protection principles; namely –

- Data is lawfully and fairly processed.
- Processed in line with an individual's rights.
- Data is secure.

Personal and third-party information cannot be released under the Freedom of Information Act.

Disclosure under Freedom of Information is a release of information to the world in general and not an individual applicant.

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



STAFFORDSHIRE
POLICE

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