

31 October 2025

FOI Ref 21971

Request - You asked us the following:

I am writing to request information under the Freedom of Information Act 2000 regarding the handling of emergency (999) and non-emergency (101) calls by Staffordshire Police call handlers. This request seeks clarification of the policies, procedures, and practices that apply to calls originating from roadside incidents.

For clarity, I am not seeking any operationally sensitive information, but only the relevant policies, procedures, and guidance documents currently in use.

Specifically, I request the following information:

1. Call Logging

- 1.1. What is the standard procedure for recording 999 and 101 calls in your systems?
- 1.2. Under what circumstances, if any, may a 999 call be reclassified as a 101 call and deleted from a caller's record? What level of authorisation is required?
- 1.3. How does your system identify, link, and prioritise multiple 999 calls relating to the same incident to ensure that all callers are correctly recorded as having made a 999 call and associated with the same incident record?
- 1.4. How long are call recordings retained, and what internal guidance governs these retention periods?

2. Relaying Information to Attending Officers

- 2.1. What policies and procedures govern how call handlers relay information from 999 or 101 calls to officers attending a scene?
- 2.2. Are there any circumstances in which call handlers are permitted to withhold, omit, or delay passing critical or relevant information from a 999 call to officers attending the scene, particularly in incidents involving violence against the person? Please provide details of such circumstances, along with any related policies, guidance, or procedural documents.
- 2.3. How is the accuracy and completeness of information relayed to attending officers monitored and audited?

3. AI Transcription and Recording Format

- 3.1. Are there any known limitations in the format or quality of 999 or 101 call recordings that make them unsuitable for AI-based transcription?
- 3.2. Please provide details of any testing or evaluation by Staffordshire Police of AI transcription tools for 999 or 101 call recordings. If no formal testing or evaluation has taken place, please confirm this and explain any reasons or considerations as to why such tools may not be suitable or effective for your recordings.

3.3. Does Staffordshire Police have any policy, guidance, or criteria for manually transcribing 999 or 101 calls? If so, please provide details of the circumstances under which a manual transcription would be undertaken and any relevant guidance documents.

Please provide copies of any relevant policies, procedural documents, or guidance notes currently in use. If any part of this request is considered exempt, please cite the specific exemption under the Act and explain why it applies.

We received your request on 15/10/2025 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.

- I am writing to request information under the Freedom of Information Act 2000 regarding the handling of emergency (999) and non-emergency (101) calls by Staffordshire Police call handlers. This request seeks clarification of the policies, procedures, and practices that apply to calls originating from roadside incidents.
- For clarity, I am not seeking any operationally sensitive information, but only the relevant policies, procedures, and guidance documents currently in use.
- Specifically, I request the following information:
- 1. Call Logging
 - 1.1. What is the standard procedure for recording 999 and 101 calls in your systems? – **No information held.**
 - 1.2. Under what circumstances, if any, may a 999 call be reclassified as a 101 call and deleted from a caller's record? What level of authorisation is required? – **No information held.**
 - 1.3. How does your system identify, link, and prioritise multiple 999 calls relating to the same incident to ensure that all callers are correctly recorded as having made a 999 call and associated with the same incident record? – **No information held.**
 - 1.4. How long are call recordings retained, and what internal guidance governs these retention periods? – **Disclosed, 6 years - National Guidance under MoPI (Management of Police Information).**
- 2. Relaying Information to Attending Officers
 - 2.1. What policies and procedures govern how call handlers relay information from 999 or 101 calls to officers attending a scene? – **No information held.**
 - 2.2. Are there any circumstances in which call handlers are permitted to withhold, omit, or delay passing critical or relevant information from a 999 call to officers attending the scene, particularly in incidents involving violence against the person? Please provide details of such circumstances, along with any related policies, guidance, or procedural documents. – **Partially disclosed, no. Further information has been withheld, please see the below exemption.**

- 2.3. How is the accuracy and completeness of information relayed to attending officers monitored and audited? – **No information held.**
- 3. AI Transcription and Recording Format
 - 3.1. Are there any known limitations in the format or quality of 999 or 101 call recordings that make them unsuitable for AI-based transcription? – **No information held.**
 - 3.2. Please provide details of any testing or evaluation by Staffordshire Police of AI transcription tools for 999 or 101 call recordings. If no formal testing or evaluation has taken place, please confirm this and explain any reasons or considerations as to why such tools may not be suitable or effective for your recordings. – **No information held.**
 - 3.3. Does Staffordshire Police have any policy, guidance, or criteria for manually transcribing 999 or 101 calls? If so, please provide details of the circumstances under which a manual transcription would be undertaken and any relevant guidance documents. – **No information held.**
- Please provide copies of any relevant policies, procedural documents, or guidance notes currently in use. If any part of this request is considered exempt, please cite the specific exemption under the Act and explain why it applies. – **Withheld, please see the below exemption.**

Please note that the FOI Act 2000 only extends to requests for recorded information. It does not require public authorities to create information to answer questions generally; only if the information is already held in recorded form. The Act does not extend to requests for information about policies or their implementation, or the merits or demerits of any proposal or action - unless, of course, the answer to any such request is already held in recorded form.

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 part of this particular request.

- Section 31 (1)(a)(b) Law Enforcement

Information is exempt from disclosure under S31 (1) (a) (b) where the release of Information would, or would likely to, prejudice the prevention and detection of crime and/ or the apprehension or prosecution of offenders. This exemption is qualified and prejudice-based and, as such, we are required to evidence the harm in disclosure and apply the public interest test.

Harm:

To provide the policy, guidance or procedural document in relation to dispatch details and procedures for incidents could undermine existing or future investigations, operations and police tactics. It would allow those with ill intent to cause disruption to operational policing and prejudice the prevention and detection of crime. Knowing the procedure in which dispatch Officers operate along with associated information could allow individuals to disrupt the policing network that could lead to major disruption to the force communications network. It would also aide criminals in disrupting events involving these areas.

Public Interest Test

Factors favouring disclosure under Section 31(1)(a)(b)

To disclose this information would adhere to the basic principle of being open and transparent, it would also lead to a better public awareness of the workings of the police force and the communications and procedures used with incidents during routine policing.

Factors favouring non-disclosure under Section 31(1)(a)(b)

Releasing such data would give those individuals with the intent to do so, the intelligence required to disrupt police activity. This knowledge would allow those with ill intent to target their offending more effectively which would inevitably lead to an increased likelihood of criminal activity and an increased danger to the public. Any disclosure of information which is likely to undermine the ability to serve the public in preventing and detecting crime can only be considered as being harmful to the public.

Balance test

When considering whether disclosure is appropriate, we must weigh the strongest reason for disclosure against the strongest reasons for non-disclosure. In this case, whilst the factors favouring disclosure are important in that it would adhere to the basic principle of being open and transparent, we believe when weighed against the risk of disclosure undermining our ability to prevent and detect crime and hindering our ability to protect the public, then non-disclosure takes precedence.

Advice and assistance

Section 16 of the Act places an obligation upon the Authority to provide advice and assistance, in order to comply with this obligation please see below.

Although the actions of the above request are carried out by Staffordshire Police, there is no such formal policy or guidance that contains the information being specifically requested in a recorded format. Therefore, no information is held.

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:



STAFFORDSHIRE
POLICE

IAT@staffordshire.police.uk

Or by Post to:

Information Access Team
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 Information Access Team 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 a Supervisor who is independent from the original Decision Maker. The Information Access Team 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 Supervisor 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 Supervisor will reply to the appellant with the result of the review. If the appellant 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 link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Information Access Team