

15 October 2018

**Freedom of Information Request - Reference No: 20181871**

**REQUEST**

**'Non resourcing of 999 Calls'**

***Between 10.10.2016 and 10.10.2018***

***How many have been made to the 999 system and are assessed as requiring a 999 response, but were unable to be resourced within 999 times frames***

***For purposes of this FOI "resourced" is taken to mean that no emergency service personal were sent to the incident within set down 999 time frames***

**RESPONSE**

Section 17 of the Freedom of Information Act 2000 requires South Yorkshire 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 following exemption applies to the disclosure of the information:

**Section 12(2) – Exemption where cost of compliance exceeds appropriate limit**

I approached our Performance Review Officer within our Performance and Governance Unit for assistance with your request. He has advised the following in response:

*I've had a look and while it seems theoretically possible to do this there are a few issues:*

- *ProCAD only stores around 13 months of data so we couldn't do the requested two years with the data we can access here in Performance & Governance*
- *Doing for example a years worth of data would mean extracting upwards of two million rows of data, export it into Excel and then applying formulas to calculate the time between the first incident log entry timestamp and the timestamp of the log entry that says Resource Assigned. I don't think our computers and software can handle this much data. Even if they could, or if we could break the data down, I think it could end up taking more than 18 hours to do.*

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 provide that the cost limit for non-central government public authorities is £450. This must be calculated at the rate of £25 per hour, providing an effective time limit of 18 hours. . If you feel your endeavours can be achieved within the appropriate limit by refining your request, South Yorkshire Police would be more than happy to consider any further request.

Guidance from the Information Commissioner to public authorities is that where one part of a request is reasonably estimated to exceed the appropriate limit then the authority is not

obliged to consider or comply with the remainder of the request up to the point at which the appropriate limit has been reached. Please note point 30 of the below link:-

[https://ico.org.uk/media/for-organisations/documents/1199/costs\\_of\\_compliance\\_exceeds\\_appropriate\\_limit.pdf](https://ico.org.uk/media/for-organisations/documents/1199/costs_of_compliance_exceeds_appropriate_limit.pdf)