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Friday, 06 March 2009

Dear Mr Charlesworth

**FOI Reference No : FOI-20092/77769**

Thank you for your email dated and received by my office on the 06 Mar 2009. You have requested the following information under the terms of the Freedom of Information Act 2000:

Subject : Freedom of Information request - Police customer care, standards, and response times  
Body : Dear Sir or Madam,

You state in your pledge that you aim to get to all 999 callers within 10 minutes. How many callers to 999 received police attendance within 10 minutes, and how many within 11-20 minutes, and how many 21 minutes plus? For 2001, 2002, 2003, 2004, 2005, 2006, 2007, and 2008. I do not require a monthly breakdown, just annual figures.

You also state in your pledge that you "Always treat you fairly, with dignity and respect, ensuring that you have fair access to our services at a time that is reasonable and suitable for you." Please could you confirm how much "customer care" training officers receive and how they are generally monitored in this respect.

Please could you also confirm for each year 2001 to 2008 inclusive how many upheld complaints in total were received regards attitudes of police officers and civilians towards the public.

Please also furnish me with the West Yorkshire Police pledges for 2001 to 2008 inclusive.

Yours faithfully,  
Mark Charlesworth

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Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:  
<http://www.whatdotheyknow.com/help/about#officers>

Is xxx@xxxxxxxxxxxxxxxxxxx.xxx.xxx.xxx.xx the wrong address for Freedom of Information requests to West Yorkshire Police? If so please contact us using this form: <http://www.whatdotheyknow.com/help/contact>

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Received On : Thu Mar 05 21:24:33 GMT 2009

Your request will now be considered and you will receive a response within the statutory timescale of 20 working days as defined by the Act, subject to the information not being exempt or containing a reference to a third party. In some circumstances West Yorkshire Police may be unable to achieve this deadline. If this is likely you will be informed and given a revised time-scale at the earliest opportunity.

In exceptional circumstances, there may be a fee payable for the retrieval, collation and provision of

the information you have requested. If this is the case you will be informed and the 20 working day timescale will be suspended until we receive payment from you. If you chose not to make a payment then your request will remain unanswered.

**Yours sincerely**

Claire Vickers-Pearson

Freedom of Information Project Officer

**pp**

**Steven Harding**

**Head of Information Management**

The information supplied in connection with this application will be used for the purpose of the administering of this request and to ensure the accuracy of Police systems.