



Corporate Review Department
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Wednesday, 08 April 2009

Dear Mr Charlesworth

FOI Reference No : FOI-20092/77769

I write in connection with your request for information dated 06 Mar 2009 and listed below. Your request for information has now been considered and it is not possible to meet your requirements in full. Instead I enclose a partial response to your request for information. You asked for :

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. Incivility, impoliteness and intolerance is the category I would request information on. Please could you provide also then, total complaints annually for all categories but as one figure per year in addition to the specific category. Please also furnish me with the West Yorkshire Police pledges for 2001 to 2008 inclusive.

Dear Mr Charlesworth,

Please find attached a response in relation to your Freedom of Information request.

Also, please be advised that an internal review has been launched as requested.

Regards,

Claire Vickers-Pearson.
Freedom of Information.

Police forces providing information do not use generic systems, nor are the procedures used for capturing the data the same. It should be noted that for these reasons this forces response to your questions should not be used for comparison purposes with any other response you may receive.

Complaint Rights

If you are not satisfied with how this request has been handled or with the information provided, please read the advice notice attached to this letter. If you do wish to take up your right of complaint, please remember to quote the reference number above in any future correspondence.

Yours sincerely

Claire Vickers-Pearson

Freedom of Information Project Officer

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Steven Harding

Head of Information Management

The West Yorkshire Police in complying with their statutory duty under section 1 and 11 of the Freedom of Information Act 2000 to release the enclosed information will not breach the Copyright, Designs and Patents Act 1988. However, the rights of the copyright owner of the enclosed information will continue to be protected by law. Applications for the copyright owner's written permission to reproduce any part of the attached information should be addressed to The Force Solicitor, West Yorkshire Police Headquarters, PO Box 9, Laburnum Road, Wakefield WF1 3QP.

Complaint Rights

Are you unhappy with how your request has been handled or do you think the decision is incorrect?

You have the right to require West Yorkshire Police to review their decision.

Prior to lodging a formal complaint you are welcome and encouraged to discuss the decision with the case officer that dealt with your request.

Ask to have the decision looked at again

The quickest and easiest way to have the decision looked at again is to telephone the case officer that is nominated at the end of your decision letter. That person will be able to discuss the decision, explain any issues and assist with any problems.

Complaint

If you are dissatisfied with the handling procedures or the decision of West Yorkshire Police made under the Freedom of Information Act 2000 regarding access to information, you can lodge a complaint to have the decision reviewed.

A West Yorkshire Police independent review panel, which will be made up of a Senior Police Officer and a representative from the Force Solicitor's Office, will deal with this appeal in the first instance. Both are fully trained in interpreting the Freedom of Information legislation and neither person on the Appeal Review Panel will ever have been involved in dealing with your initial request.

Complaints should include the FOI reference number, be made in writing and addressed to:

West Yorkshire Police
FOI Appeals Panel
PO Box 9
Laburnum Road
Wakefield WF1 3QP

In all possible circumstances West Yorkshire Police will aim to respond to your complaint within three months.

The Information Commissioner

If you are still dissatisfied with the decision after the review by West Yorkshire Police Appeals Panel, you may then make an application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make an application to the Information Commissioner please visit their website at www.informationcommissioner.gov.uk. Alternatively, phone or write to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 01625 545 700