



# WEST YORKSHIRE POLICE

## Quality & Standards Department

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Your Ref:

Our Ref: FOI – 20122/293965

12<sup>th</sup> November 2012

Dear Ms Laws,

I write in response to your request for an internal review with regards to the timeliness of your Freedom of Information request received on 16<sup>th</sup> October 2012.

Your request was received on 17<sup>th</sup> August 2012, setting the statutory deadline for completion at 17<sup>th</sup> September 2012. On 12<sup>th</sup> September 2012, an extension letter was issued advising the balance of the public interest in disclosure was being considered, extending the statutory deadline for completion to 15<sup>th</sup> October 2012. A response to your request was issued today (12<sup>th</sup> November). I conclude, therefore, that the response to your request was issued beyond the statutory timescales and your complaint is upheld.

Having reviewed the circumstances of the request, the delay appears to be the result of 2 key factors: some ambiguity in the interpretation of the request and temporary staff shortages impacting on normal service.

Please be assured that measures have been taken to address these issues. Advice has been given to Freedom of Information staff in relation to seeking clarification at the earliest opportunity, and they have been tasked to reiterate the message to key internal contacts. Also, recruitment of additional staff to handle Freedom of Information requests is currently underway and will be concluded in the coming weeks.

I understand that the response has now been finalised and that you have been issued with a response.

Please accept my apologies for any inconvenience this delay has caused you and we will endeavour to ensure that any future requests will be dealt with more promptly.

If you are not satisfied with this response and wish to take this appeal further you will need to contact the Information Commissioner's Office, quoting this Appeal Reference, the reason for your appeal and the fact that you've already been through the first stage of the Appeals process. The address of the Information Commissioner's Office is as follows:

Information Commissioner's Office  
Wycliffe House  
Water Lane

Wilmslow  
Cheshire  
SK9 5AF

Telephone: 01625 545 745

Fax: 01625 524 510

Yours sincerely,

Claire Vickers-Pearson  
Force Records Manager