



Humberside Police
Corporate Development Branch
Information Compliance Unit
Priory Road
Kingston Upon Hull
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Your Ref:
Our Ref: F-2013-01907

07 January, 2014

Dear XXXX

FREEDOM of INFORMATION ACT 2000 Reference No: F-2013-01907

Thank you for your request for Information, received at this office on 11 December, 2013, in which you requested details of the following:

Can you please provide me with all the 'if asked' statements written by your press office in the last year.

The Freedom of Information Act requires that this request is dealt with in a manner that is motive and applicant blind. A disclosure under this legislation is considered a disclosure to the world and is considered to be on the basis that it is in the public interest.

This response is unique to Humberside Police and you are advised not to compare this like for like with any other force's response you receive.

Humberside Police Response

It has been determined that in order to retrieve all this information would exceed the appropriate limit of 18 hours or as a cost equivalent £450. The reason for this is explained below:

Unfortunately the call logging system we use in the Media Unit does not allow us to easily retrieve these figures. It records all the calls received, both internally and externally. We then input our briefing - be it if asked or otherwise, however there is no easy way of counting the number of briefings that were inputted and recorded as if asked. The only way to get the detail would be to open each individual call and then a) check if a briefing was added b) ascertain whether it was an "if asked" briefing and then c) check the calls recorded against the subject to determine whether or not the "if asked" was provided.

Having checked the system we can tell you in July we received 16,035 calls into the Press Office and thus in order to determine how many "if asked" briefings were recorded I would have to open each call and examine each individually - I would estimate that this would take a minimum of two minutes per call which would therefore take more than the 534 hours to retrieve the data.

Therefore from these estimations this would greatly exceed the appropriate limit.

Section 12 – Exemption where cost of compliance exceeds the appropriate limit.

Chief Constable Ms J Curran QPM Deputy Chief Constable D J Griffin QPM, MA
Assistant Chief Constable (Operations Support) A Leaver Assistant Chief Constable (Operations) S M Donald QPM, MA
Assistant Chief Officer (Support) P S Goatley BA (Hons), CPFA Assistant Chief Officer (Human Resources) I Watson MBA, MSc, FCIPD
Web site: www.humberside.police.uk

s1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the 'appropriate limit' (18 – hours).

Activities that may be counted within our time estimations are:

- Determining if the information is held;
- Locating the information, or a document containing it;
- Retrieving the information, or a document containing it; and
- Extracting the information from a document containing it.

The following have not been included within our calculations:

- The time spent identifying information to be exempted
- The time dedicated to the process of redaction.

Please take this as a refusal notice in accordance with section 17(5) of the Act which states; A public authority which, in relation to any request for information, is relying on a claim that section 12 or 14 applies must, within the time for complying with section 1(1), give the applicant a notice stating that fact.

Should you need to discuss this further please contact James Green, Information Compliance Officer on the above details.

Yours sincerely,

James Green
Information Compliance Officer

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File classification: NOT PROTECTIVELY MARKED - NO DESCRIPTOR

Humberside Police – Freedom of Information Complaints Review Procedure

Why Have A Complaints Process?

Humberside Police is committed to delivering an open and transparent service whenever possible and it is our intention to commit to the principles of openness embodied in the Freedom of Information Act. We will release information to the greatest extent possible, consistent with the public interest, however we may withhold information if we consider its release would cause significant harm.

If information within a document is withheld, it will be clearly marked to show where information has been removed and the legal exemption we have used. If we decline to supply all or part of any information you have asked for we will notify you in writing giving our reasons based upon legal exemptions contained within the Freedom of Information Act.

If you are not satisfied about the way in which your Freedom of Information request has been handled you have the right to appeal. This information has been designed to help you to understand how to complain to Humberside Police. Using this process will not affect your right to complain directly to the Information Commissioner if you feel we have not complied with our obligations under the Freedom of Information Act.

Who Can Complain?

Anyone who has made a Freedom of Information request in writing to the Force can complain. If you have requested information and you are not satisfied with the way we have dealt with it, you can use the complaints process to have it looked at again. If someone who requested information would like to complain but cannot do so themselves, you can complain on their behalf but it will help us if you make it clear that you are doing so.

What Can I Complain About?

If you are not satisfied with the way we have handled your request, with the fee we have charged, or with the reasons we have given for refusing to provide information, you have the right to appeal. You can complain about the range, amount and format of information we have sent following a request. You can also complain about the way a request was handled, for example, the time it took to respond.

How Do I Complain?

To deal with your complaint as quickly as possible, it will help if you can give us as much information as you can about the original request made and the reason for your complaint. Please put your complaint in writing and address it to:

FOI Appeals

[Humberside Police Information Compliance Unit](#)

Police Headquarters

Priory Road

Hull HU5 5SF

What Happens To My Complaint?

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Once we have enough details to identify the request, we will begin the review. The Head of The Information Compliance Unit will normally review your complaint. In the more complex cases a review panel consisting of a number of senior personnel from the Force will re-examine your complaint. We aim to complete the review process within 20 days of receiving your complaint. Upon completion we will send you the findings.

How Will I Be Notified?

Where we have not followed procedures or have failed to provide acceptable quality of service, we will apologise and explain what we will do to ensure this doesn't happen again. If our original decision to withhold information is over-turned on appeal we will send you the additional information immediately. If we believe that our original response was correct we will let you know, and inform you of your options (see below).

What If I'm Still Not Satisfied?

If we have been unable to resolve your complaint and you are not satisfied you can approach the office of the Information Commissioner, who may investigate the matter on your behalf. This option is open to you at all times, but we will endeavour to address your complaint initially, as this may lead to a speedier resolution. It is the Information Commissioner who decides whether to investigate or not. We will co-operate fully with the Information Commissioner.

If you have any further questions about the complaints process, please contact the Information Compliance Unit on 01482 317097 or alternatively you can write to:

*Head of Information Compliance Unit
Humberside Police Headquarters
Priory Road
Hull HU5 5SF
Email: Informationcomplianceunit@humberside.pnn.police.uk*

Requests for a review by the Information Commissioner should be made in writing directly to:

*The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 01625 545 700
www.informationcommissioner.gov.uk*

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