

Freedom of Information Publication Scheme



KEYWORDS:	Calls, Call-outs, Incidents, Retail, Premises, Customer
PUBLICATION NUMBER:	1011
FOI REFERENCE NUMBER(S):	14101

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REQUEST TITLE:	Call Outs To Retail Premises
DATE RANGE:	November 2018 – February 2020
INFORMATION REQUESTED:	a) The number of calls you have received, from persons in retail premises - regarding a customer who is acting violently or aggressively towards shop staff. Please break this down, if possible, into the reasons for these calls. E.g. whether staff specifically reported a 'physically violent' or 'verbally abusive' customer, etc. b) The number of arrests made in retail premises, in regard to these calls. Please break this down, if possible, into the reason for arrests. E.g. 'Threatening behaviour', 'public disturbance', 'assault' etc. c) The number of sentences passed down as a result of retail related violence, abuse or assault. Please break this down, if possible, into the reason(s) for sentences being passed down to criminals. E.g. 'Assault'. d) The number of times panic buttons have been pressed by staff in retail premises, which subsequently led to a police call-out. Please break this down, if possible, into the reasons that the buttons were pressed. E.g. 'Abusive customer', 'Violent Customer'. Etc.

	Please can you provide this information for all data available since November 2018, and divided it into monthly totals. I'm not sure whether my request may be too heavily detailed and will exceed the limits of which are stated in the Act. If this is likely to be the case, would it be possible to put forward my request- regarding to only point "A": "The number of calls you have received, from persons in retail premises - regarding a customer who is acting violently or aggressively towards shop staff. Please break this down, if possible, into the reasons for these calls. E.g. whether staff specifically reported a 'physically violent' or 'verbally abusive' customer, etc. Please can this be divided also, into monthly totals".
DISCLOSURE WITH EXEMPTIONS:	REFUSAL – SECTION 12 INCLUDING S16
INFORMATION CORRECT AS AT:	06.02.20
DATE OF DISCLOSURE:	06.02.20
RELATED DOCUMENTS:	N/A

FOI 14101 RESPONSE

Having completed enquiries within Essex Police in respect of Section 1(1)(a), Essex Police does hold information relating to your request, however, the obligation of Section 1(1)(b) cannot be met as Essex Police does not hold all the information requested in a format that allows it to be retrieved within the time and cost limits of FOI.

When responding to a request for information under the terms of the FOIA, a public authority is not obliged to provide information if the authority estimates that the cost of the retrieval of the information requested would be in excess of £450 (equivalent to 18 hours work). The costs criteria relate to a request in its entirety, which means that if we cannot retrieve all of the information requested within the costs limit, we are not obliged to retrieve any of the information requested.

Section 12(1) of the FOIA states that a public authority is not obliged to:

"...comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit."

The following explanation outlines the difficulty Essex Police has in answering your request:

Essex Police are unable to accurately extract data in relation to the number of calls you have received from persons in retail premises. This data is not available in a searchable format. Essex Police, therefore, would have to manually review each relevant records held to

answer this part of the FOI request. Essex Police systems are designed primarily for the management of individual cases and not primarily for the production of statistical information. This process would exceed the time and cost limits under the FOIA and would also qualify as the creation of data as the results cannot be processed by means of purely sorting or filtering data sources or running a database query tool. There is no requirement under the act to create data purely to answer FOI requests.

Consequently, and to this extent, Essex Police are exempt from the duty to provide information you have requested under the provisions of Section 12(1) of the FOIA. Therefore, and in accordance with Section 17(1) of the FOIA, this communication must act as a refusal notice to provide all of the information that could be interpreted as being captured by this part of your request.

Section 16 (1) of the FOIA provides that a public authority is required to provide advice and assistance:

Call outs are logged on our incident system (STORM). This system records the location of each incident but does not include a type of location. Therefore, we cannot identify retail premises by anything other than a keyword search working from the corporate name and splitting these into retail or not. This would be down to judgement of the requestor so is unlikely to be accurate it is also not and not a realistic undertaking given the huge volume of STORM incidents created each year.

Thank you for your interest in Essex Police and we are sorry that we have not been able to provide the information you have requested on this occasion. If you do require further information a new request will need to be submitted and the request will be dealt with accordingly.