



Our Ref: 003999/20

Your Ref:

Address Correspondence to: Information Management

Date 01 February 2021

Freedom of Information Act 2000

I write further to your request for information received 01/12/2020.

I note you seek access to the following information:

1. *Please state the number of 999 calls received by your force's control room in the period 1st April 2019 to 31st October 2020. Please breakdown the number of calls by calendar month.*
2. *Please state the number of 101 calls received by your force's control room in the period 1st April 2019 to 31st October 2020. Please break down the number of calls by calendar month.*
3.
 - a) *Does your force have a website facility for the public to report crimes and incidents? Please indicate if it is the Single Online Home system.*
 - b) *Please state the number of online crime/incident submissions received in the period 1st April 2019 to 31st October 2020? Please break down the number of submissions by calendar month.*
4. *How many webforms did your force receive in total from the public via the force website (total of all contact including crime/incident reporting and general contact etc) in the period 1st April 2019 to 31st October 2020? Please break down the number of webforms by calendar month.*
5. *How many external emails from the public were received by the force in the period 1st April 2019 to 31st October 2020? Please break down the number of emails by calendar month.*
6.
 - a) *How many posts in total were made by the public on your force's social media channels in the period 1st April 2019 to 31st October 2020? Please break down the number of responses by calendar month and by platform eg Facebook, Twitter, Instagram etc*
 - b) *How many social media posts did your force respond to in the period 1st April 2019 to 31st October 2020? Please break down the number of responses by calendar month and by platform eg Facebook, Twitter, Instagram etc*
7. *What platform does your force use to manage social media contact with the public?*
 - a) Orlo
 - b) Hootsuite
 - c) Other*If 'other' please name the platform used:*

8. *Does your force have the ability to manage all public contact (voice, text, social media, email, webforms and instant messenger/WhatsApp) in one platform and is it auditable?*

Following receipt of your request, searches were conducted within Leicestershire Police to locate information relevant to your request.

Your request for information has now been considered and the information asked for is as follows: -

Please see attached spreadsheet containing information relating to Q1-4.

In relation to Q5, we did not receive the requested clarification so have been unable to answer this.

Q6. This information is considered exempt by virtue of Section 12 as detailed below.

Q7. Leicestershire Police use CrowdControl for this.

Q8. Currently as a Force we have the ability to receive into a single platform voice, mail and web collaboration contacts and this system is auditable.

Section 12 – Cost of compliance exceeds appropriate limit.

Leicestershire Police would be required to carry out a manual review of all Force social media pages in order to identify each occasion where a comment or tweet has been received from a member of public that fits the criteria of your request. This would take over 18 hours to carry out.

In order to retrieve the information you have requested would therefore be in excess of the 18 hours specified by the Home Office as the time period for which a police force should allocate to a request under the Freedom of Information Act 2000.

In the Freedom of Information (Fees and Appropriate Limit) Regulations 2004, the current regulatory limit which has been set by the Secretary of State for public authorities, which includes the police service, is £450 for the marginal costs which are the costs of finding, sorting, editing or redacting information and disbursements (printing, photocopying etc). The Association of Chief Police Officers have agreed a national standard of an hourly rate of £25 is to be charged for the time taken. In essence therefore, the costs equate to 18 hours work per request. It will be apparent therefore that within the time frame of 18 hours it will not be possible to extract the information to answer any of your questions.

Leicestershire Police provides you the right to ask for a re-examination of your request under its review procedure. Letters should be addressed to Information Manager, Corporate Services Department at the above address. If you decide to request such a review and having followed the Force's full process you are still dissatisfied, then you have the right to direct your comments to the Information Commissioner who will give it consideration.

Yours sincerely

Freedom of Information Officer
Leicestershire Police

Leicestershire Police in complying with their statutory duty under sections 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.

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