

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.police.ukDate: 15th September 2021

Your Ref: FOI

Our Ref: FOI 2021/724

Reply contact name is: Kay Moore

Dear,

I write in connection with your request for information dated 8th September 2021 concerning 999 and 101 calls.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and after having consulted the Performance Team – I am now able to respond as follows.

You wrote:

I would like to know how many 999/101 calls for service were received by call handlers in calendar years 2019 and 2020 for the entire police force area, broken down by broad disposal types, listed below.

I'm not aware of disposal types within your call handling data, however, the broad categories I am seeking are:

- Alarms
- Anti-Social Behaviour
- Concern for Safety
- Crime – requiring emergency response (excluding Domestic Abuse)
- Crime – not requiring emergency response (excluding Domestic Abuse)
- Disturbance
- Domestic Abuse/Domestic Incident
- Missing Persons
- Suspicious Circumstances
- Traffic/Road Related (i.e. RTC, Highway Obstructions etc)
- Total Calls (including any categories not mentioned above)

%/# of all calls where Mental Health is recorded as a call type/tag/qualifier.

%/# of all calls where Covid/Social Distancing/Covid Breach is recorded as a call type/tag/qualifier.

Please can this be provided for each calendar year requested (2019 and 2020).



INVESTOR IN PEOPLE

Our response:

In relation to the call disposal types "Disturbance" and "Suspicious Circumstances", there is no data held that exactly matches these categories. However, instead we have used the "Anti-Social Behaviour, Nuisance" incident sub group to obtain the figure for "Disturbances", and we have used the incident sub group of "Suspicious Circumstances/Insecure Premises/Vehicle" to provide figures for "Suspicious Circumstances". Please note, that the Anti-Social Behaviour/Nuisance figures are also included within the general figures for Anti-Social Behaviour (as per the table below).

Caveats:

- Firstly, crime response figures include incidents as well as crimes as it is not possible for the call centre operators to determine whether a crime or an incident is being reported at the point of the initial call. Their priority is to dispatch units as required without delay.
- Secondly, please note that tags to each category are subject to human error. They can be applied when not appropriate or not applied when they should have been.

Call Type	999 Calls - 2019	101 Calls - 2019	999 Calls - 2020	101 Calls - 2020
Alarms	159	81	128	87
ASB	5941	7623	5602	7925
Concern for safety	2440	3293	2585	3494
Crime with emergency response, (excluding D.A.)	27542	21231	26385	19637
Crime without emergency response, (excluding D.A.)	27338	30292	22143	28098
Domestic Abuse	3712	3032	4020	3486
Missing Persons	335	1747	296	1394
Transport	6199	5355	4829	4074
Total Calls	54880	51524	48528	47735
Mental Health	3394	2151	3551	2040
Covid-19	0	0	289	3107
Percentage of Mental Health to all calls	6.2%	4.2%	7.3%	4.3%
Percentage of Covid Calls to all calls			0.6%	6.5%

	2019	2020
Percentage of mental health qualifier as total calls	5.2%	5.8%

	2019	2020
Percentage of Covid 19 qualifier as total calls	No Covid	3.5%

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Kay Moore
Force Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:
Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original Fol request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should

contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk