

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.uk

XXXXXX – by email

Date: 17th February 2022

Your ref: FOI

Our ref: FOI 2022 / 171

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 16th February 2022 concerning 999 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 having spoken to our Business Performance Team, I am able to reply as follows.

You wrote:

For calendar years 2019 up to and including 2021, please provide the average police response times for 999 calls categorised as i) I grade ii) S grade and iii) E grade and broken down by local authority.

Our response:

The information you require is found in the table below :-

	999 Call Priority								
	Priority 1 (Urban)			Priority 2 (Rural)			Priority 3		
	Total calls	Total response time	Average response time	Total calls	Total response time	Average response time	Total calls	Total response time	Average response time
2019	9590	1425	00:08:56	4486	1177	00:15:53	13442	9039	00:42:05
2020	9485	1393	00:08:50	4184	962	00:13:57	12706	8577	00:42:28
2021	10063	1796	00:10:14	4708	1200	00:15:31	12876	10285	00:50:42



INVESTOR IN PEOPLE

Please note :-

- **We currently do not have the capability in our software to break the analysis of 999 calls down into the separate Unitary areas of Wiltshire and Swindon.**
- **The information provided on the request above is for the whole of Wiltshire as a County.**

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,

Nick Penny
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.pnn.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 FoI 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