

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext. 62005

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

Date: 22/04/2022

Our ref: FOI 2022/341

I write in connection with your request for information dated 12/04/2022 concerning 101 / 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.

Following receipt of your request, research was conducted by the Performance Department at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote:

For the years 2018, 2019, 2020 and 2021 (01 Jan- 31 Dec) please could you provide me with the following:

a. The number of 999 calls to your police force for each of the years above

For the years 2016, 2017, 2018, 2019, 2020 and 2021 (01 Jan- 31 Dec) please could you provide me with the following:

a. The number of 101 calls to your police force for each of the years above
b. The number of Hoax 999 calls (deliberate or malicious) made to your force for each of the years above
c. The number of Hoax 101 calls (deliberate or malicious) made to your force for each of the years above
d. The number of 999 calls to your police force which were categorised as bomb threats for each of the years above
e. The number of 101 calls to your police force which were categorised as bomb threats for each of the years above



Response

Year	Number of 999 calls received	Number of 101 Calls Received	Number of Hoax calls	Number of Bomb threats
2016	Not requested	Not available	262	8
2017	Not requested	Not available	297	8
2018	94663	408122	267	10
2019	99501	392370	270	12
2020	94303	295878	168	7
2021	102896	268153	253	6

The data presented in this response is an un-audited snapshot of un-published data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data. Data is live and correct as at 12/04/2022.

Call volumes for 101 and 999 calls are not available for 2016 or for the full year of 2017 so these figures are not included

The number of Hoax calls and bomb threats are available as a total figure only and cannot be split between those received as 999 calls and those received as 101 calls.

It is possible that errors may have been made whilst categorising hoax calls and bomb threats in that the tags may not have been applied correctly on some occasions which may affect the final figures.

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

Force Disclosure Decision Maker



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 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

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>