

**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 E mail

Date: 16th May 2022

Your ref: FOI

Our ref: FOI 2022 / 400

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 4th May 2022 concerning 999 Domestic Violence 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 consulted our Business Performance and Policy Teams - I am now able to respond as follows.

You wrote:

1) Please can you provide data pertaining to the number of 999 calls that were made to report or in relation to domestic violence for the calendar years:

- a. 2016
- b. 2017
- c. 2018
- d. 2019
- e. 2020
- f. 2021
- g. 2022 (to date)

2) Please can you provide data pertaining to the number of 999 calls relating to domestic violence across 2016 – 2022 respectively that were assigned:

- a. Grade 1
- b. Grade 2
- c. Grade 3
- d. Grade 4

Please also provide the time taken to attend for each part of the question.



3) Please can you provide a copy of your Call Grades and Deployment Policy or direct me to where I can find this.

4) Please can you tell me the total number of calls relating to domestic violence that were assigned grade 1, 2, 3 or 4 in comparison to or categorised by the area the incident was reported to have taken place in or the area officers were instructed to attend for the calendar years:

- a. 2016
- b. 2017
- c. 2018
- d. 2019
- e. 2020
- f. 2021
- g. 2022 (to date)

5) Grades 1 to 3 typically refer to an emergency response, a prompt response and a routine response. Please provide a description of the different grades (including expected response times to attend) used by the force if these differ.

6) Please provide the longest individual time taken to attend a grade 1, 2, 3 or 4 emergency call in 2021 for domestic violence, including what grade the call was assigned.

7) Please provide the total number of occasions that police did not attend:

- a) Grade 1,
- b) Grade 2
- c) Grade 3
- d) Grade 4 emergencies last year (2021) relating to domestic violence.

I would be grateful if you could provide all of this data in either an .xls/.xlsx/.csv file format.

If you cannot provide the full breakdown of information I have requested, please contact me to discuss what information you could supply at the earliest opportunity via email.

Our Response :

With regards to Questions 1, 2, 4, 6 and 7 of your request, please refer to the attached spreadsheet which features separate tabs providing the answers to each of these questions individually, together with a breakdown of all DV-related 999 calls for the time period you require.

With regards to Questions 3 and 5 of your request, please find attached a copy of our Call Grading and Deployment Policy which answers both of these questions.

Please note

- We only hold a rolling 6-years worth of data on our systems for the purposes of providing information for FOI responses.

- Data for Year 2016 covers the period 1st May 2016 to 31st December 2016 inclusive.
- Data for 2022 year to date covers the period 1st January 2022 to 10th May 2022 inclusive.
- For Q4, I have provided a pivot table summarising the volumes of DV-related 999 calls by Priority Type , by Year and by Beat Area.
- Please refer to the notes on each tab of the attached spreadsheet which either provide clarity around the data provided or details of any caveats that should be noted.

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