

**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: 29th July 2022

Your ref: FOI

Our ref: FOI 2022 / 619

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 28th July 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 consulted our IT and Finance Teams - I am now able to respond as follows.

You wrote (and Our Response) :

I request the number of 999 calls that were flagged as no unit/resource available, or took longer than 15 minutes to be attended, between January 2018 and June 2022.

As part of this request, I would like the information to be broken down into the following:

i) The number of 999 calls received between January 2018 and June 2022, broken down into months, years and a grand total.

Please refer to the attached spreadsheet – Tab “Q1”

ii) Out of these 999 calls, how many were flagged as no unit/resource available, and how many were not attended within 15 minutes.

The only 999 calls for which there is a planned response within 15 minutes are those calls categorised as Priority 1 (Immediate – Urban). For the breakdown of those calls for the time period you have requested please refer to the attached spreadsheet – Tab “Q2”.



INVESTOR IN PEOPLE

We do not record or flag those calls where no unit/resource was available. Our response to this part of your question is - No Information Held.

Whilst we effectively record the attendance time for calls, there are data-quality issues in respect of this information. Officers are meant to log the time of their attendance on every call with the call room (hence allowing an attendance time to be calculated) but in reality this does not always happen. Officers may log their attendance some time after arrival has actually happened and occasionally even after they have left the call (if they forgot to do it on arrival).

The call duration times recorded on our systems therefore cannot be trusted, certainly to report on the number of Priority 1 999 calls where attendance was longer than 15 minutes.

Our response in respect of this part of your question is – No Information Held.

iii) Your incident response time targets, and how many times these targets were missed during the above time frame.

Wiltshire Police do not have “Target” times per-se for responding to calls / incidents. We have SLA’s (Service Level Agreements) depending on the category of the call. Calls are split into one of 6 different priorities – please refer to the attached spreadsheet – Tab “Call Priorities”.

For the reasons described above in response to q2, we are not able to provide details about the number of occasions where the SLA for response time on any type of call (999 or otherwise) were missed.

Our response in respect of this part of your question is – No Information Held.

iv) The average time for a 999 call to be attended.

Please refer to the attached spreadsheet – Tab “Q4” for the Mean (average) and Median Response Times by Priority Type for the time period you have requested.

v) The longest period of time for a 999 call to be attended.

For the reasons described above in response to q2 and q3 of this request, we are not able to provide details of the longest period of time for a 999 call to be attended.

Our response in respect of this question is – No Information Held.

Please Note :-

- **Whilst we have not been able to provide answers (in part) to questions 2,3 and 5 of this request which relate to the number of calls (and duration) where the attendance exceeded SLA levels, in theory this could be produced. However, due to the sheer number of calls that would have to be manually looked at to ascertain the true rather than the recorded attendance time undertaking this task would inevitably involve an exemption on the basis of time cost (Section 12).**

- It also needs to be remembered that there is no obligation on an Authority to create information (where none exists today) solely to answer an FOI request.

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 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