



WILTSHIRE POLICE

XXXXXXX
By email

**Force Disclosure Unit
Police Headquarters**
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 8th August 2022

Our Ref FOI 2022/622

Dear XXXXX,

I write in connection with your request for information dated 31st July 2022, concerning 999 / 101 calls, online crime reports and "live chats".

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 Business Intelligence department and Digital Services Manager at Wiltshire Police.

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

You wrote:

I am writing to ask for the following information please:

1. The number of 999 calls (a) received and (b) NOT answered in the calendar years (i) 2018 (ii) 2019 (iii) 2020 (iv) 2021
2. The number of 101 calls (a) received and (b) NOT answered in the calendar years (i) 2018 (ii) 2019 (iii) 2020 (iv) 2021
3. The number of online crime reports received in the calendar years (i) 2018 (ii) 2019 (iii) 2020 (iv) 2021
4. The number of "live chats" initiated through your website in the calendar years (i) 2018 (ii) 2019 (iii) 2020 (iv) 2021

Our response:

1. The number of 999 calls (a) received and (b) NOT answered in the calendar years (i) 2018 (ii) 2019 (iii) 2020 (iv) 2021
2. The number of 101 calls (a) received and (b) NOT answered in the calendar years (i) 2018 (ii) 2019 (iii) 2020 (iv) 2021

Please note:

- ❖ The Force do not abandon 999 calls – if they are not picked up by Wiltshire Police, they will defer to the nearest Force with capacity
- ❖ Calls may be abandoned by the caller
- ❖ Data is correct as at 03/08/2022

999 Public	2018	2019	2020	2021
Received	82708	87626	82348	88757
Abandoned	880	792	2475	3680

101	2018	2019	2020	2021
Received	254457	241721	148003	132626
Abandoned	2763	3222	7351	3901

3. The number of online crime reports received in the calendar years (i) 2018 (ii) 2019 (iii) 2020 (iv) 2021

Please note:

- ❖ We do not hold data earlier than May 2019
- ❖ Data is correct as at 03/08/2022

2019 (from May)	2020	2021
1707	4590	6966

4. The number of "live chats" initiated through your website in the calendar years (i) 2018 (ii) 2019 (iii) 2020 (iv) 2021

No information held as Wiltshire Police do not have this facility at this time.

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,

Abigail Standidge

Phone: 01722 547081

Email: abigail.standidge@wiltshire.police.uk

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



Proud to serve and protect our communities

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

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 to contact them, please visit <https://ico.org.uk/global/contact-us/>