

**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 September 2022

Your ref: FOI

Our ref: FOI 2022 / 758

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 26th September 2022 concerning 999 Response Times.

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 Team - I am now able to respond as follows.

You wrote :

I am a journalist with BBC News, and I would like to request information regarding police response to domestic abuse and neighbourhood crime-related 999 calls. If you believe this request could exceed the time/cost limit, please prioritise the most recent years and work backwards until the time/cost limit is reached.

Of 999 calls reporting domestic abuse:

1 Please provide the median annual police response time (in seconds) to attend 999 calls reporting domestic abuse categorised as

(i) grade 1 emergency,

(ii) grade 2,

(iii) grade 3, and

(iv) all grades

for each financial year from 2017-18 up to and including the current financial year until 31 Aug 2022.

Please also provide the total annual number of calls, target response time, and number of emergency incidents responded to within target time for each part of the question (i.e., by urgency grade).

Grades 1 to 3 typically refer to an emergency response, a prompt response and a routine response.



INVESTOR IN PEOPLE

Please provide a description of the different grades (including expected response times to attend) used by the force if these differ.

An example for GMP is included here:

<https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.bbc.co.uk%2Fnews%2Fuk-england-manchester-47582743&data=05%7C01%7Cdisclosure%40wiltshire.police.uk%7C9e1885edcfd049460da508da9fcd65a4%7C4e5729cf852d4510921251157ca27e3e%7C0%7C0%7C637998001938145094%7CUnknown%7CTWFpbGZsb3d8eyJWljoIMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikh1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=qL%2FC1FQcanYwFPDakwezYAP94niGOdIV7tUjgEJUFso%3D&reserved=0>

2 Please provide the total number of occasions that police did not attend

i) grade 1,

ii) grade 2 or

iii) grade 3 emergencies for each financial year from 2017-18 up to and including the current financial year until 31 Aug 2022.

3 Please provide the longest individual time taken to attend a grade 1 and 2 'priority' emergency calls or equivalent for each financial year from 2017-18 up to and including the current financial year until 31 Aug 2022.

4 If possible within the cost/time limits, I would also like to know: How many domestic abuse incidents were subsequently recorded as domestic abuse crimes? Please do not include this question in the request if you think it would hit the cost limits, or engage any other exemption.

Of 999 calls reporting domestic burglary, vehicle-related crime, theft from the person and robbery:

5 Please group these crime types together and provide the same information requested in questions 1, 2, 3, and 4.

Please provide annual data for each of the last financial years, from 2017-18 up to the current financial year until 31 Aug 2022. If possible, please provide the answers in csv or xlsx format.

Suggested tables:

For each of the crime types requested (i.e., domestic abuse on one hand, and domestic burglary, vehicle-related crime, theft from the person and robbery grouped together on the other), below are some suggested tables to structure the response:

Domestic abuse

Table 1: Median Response Time (Seconds) for 999 calls reporting domestic abuse, by Urgency Grade, between 2017/18 and 2022/23 (up to 31 Aug 2022).

Table 2: Count of Total 999 calls reporting domestic abuse, by Urgency Grade, between 2017/18 and 2022/23 (up to 31 Aug 2022).

Table 3: Count of Total 999 calls reporting domestic abuse with No Response, by Urgency Grade, between 2017/18 and 2022/23 (up to 31 Aug 2022).

Table 4: Target response time, by Urgency Grade, between 2017/18 and 2022/23 (up to 31 Aug 2022).

Table 5: Number of 999 calls reporting domestic abuse responded to within target time, by Urgency Grade, between 2017/18 and 2022/23 (up to 31 Aug 2022).

Table 6: Longest Response Time (Seconds) for an I (Immediate) Graded Emergency Incident, between 2017/18 and 2022/23 (up to 31 Aug 2022).

Table 7: Longest Response Time (Seconds) for an II (Prompt) Graded Emergency Incident, between 2017/18 and 2022/23 (up to 31 Aug 2022).

Same tables for domestic burglary, vehicle-related crime, theft from the person and robbery (grouped together).

Our Response

Please refer to the tables below which have been constructed as you have requested.

However, please note the following :-

- The information provided in the tables below for DA (Domestic Abuse) are based on the DA flag being applied to incident at the time the call is received.
- In all of the tables provided, the figure for “All” includes not only Priority Types 1,2,3 but also our Priority Type 4 (Scheduled Appointment) and Priority Type 6 (ASB).
- In the second set of tables covering “Other” specific crimes, we do not have the ability to split Burglary into Domestic and Business, therefore the data provided includes ALL types of Burglary.
- Also in the second set of tables covering “Other” specific crimes, we are unable to analyse Thefts from a Person specifically as opposed to say Bicycle Thefts, therefore the Theft figures are for All Thefts with the exception of Shoplifting.
- The response times in all of the tables are in the format Hours:Minutes:Seconds

Domestic Abuse Data

Priority	TABLE 1					
	Median Response Times (DA) by Fiscal Year					
	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
1	0:09:06	0:08:58	0:08:37	0:08:50	0:09:57	0:09:57
2	0:12:01	0:12:26	0:12:28	0:12:33	0:12:36	0:13:04
3	0:39:25	0:39:41	0:34:59	0:35:07	0:41:04	0:48:07
All	0:13:33	0:13:47	0:13:04	0:12:55	0:14:08	0:13:46

TABLE 2						
999 Call Volume (DA) by Fiscal Year						
Priority	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
1	1441	1528	1714	1739	1944	895
2	501	551	572	624	642	328
3	1171	1260	1285	1240	1322	583
All	3269	3506	3749	3750	4088	1882

TABLE 3						
999 Calls not attended (DA) by Fiscal Year						
Priority	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
1	3	-	-	1	4	-
2	1	-	-	1	1	-
3	10	5	12	16	20	15
All	38	44	39	38	44	27

TABLE 4		
Target Response Time by Priority Grade		
Priority	Description	Target Resp Time
1	Priority - Urban	15 mins
2	Priority - Rural	20 mins
3	Priority	60 mins
4	Scheduled Appointment	-
5	No Deployment	N/A
6	ASB	-

Tables 5, 6 and 7

In respect of Table 5 (999 calls responded to within Target Time), this is not something that Wiltshire Police currently measure.

Whilst we have perceived “Target Times” for each of our Priority Types, we do not formally measure against these due to data-quality issues in terms of the Response Times recorded on our system(s).

Our Response in respect of this part of your request is therefore – **No Information Held**

With regards to Tables 6 and 7 (Longest Response Time for a 999 call), this information is not held in a format which is either easily retrievable or even accurate.

There are a number of 999 calls on our system(s) where the arrival time was not recorded formally on our system(s) at the appropriate time – due to either operational issues or handler error. This means there is data quality issues in respect of the data we hold in respect of the longest response time by category.

In some cases, the 999 response time is showing at 10 hours or more which is clearly incorrect.

In order to identify the exact longest response time by category, it would be necessary to look through each call log and try and identify the true arrival time of officers in each instance, in order to identify the records that meet your criteria.

Given the number of these anomalous records for the 6 year period you are requesting, I am absolutely confident that to locate, retrieve and extract the information you seek would by far exceed the time obligations upon this authority to comply, and in so doing would exceed the fees limits. This is set at £450 calculated at a flat rate of £25 per hour for those work activities comprising of confirming the information is held, locating it, retrieving it and extracting it, which would inevitably exempt this part of your request under Section 12 of The Act.

Our Response in respect of this part of your request is therefore – **No Information Held**

It also needs to be noted that where no records are currently held, there is no obligation on an Authority under the FOIA to create information simply to answer an FOI request.

TABLE 8						
999 Calls (DA) that ultimately became DA crimes						
Priority	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
1	781	843	952	922	1079	505
2	274	339	322	371	370	173
3	586	635	624	587	639	314
All	1699	1889	1977	1943	2156	1024

Other Specific Crimes (Burglary, Vehicle-related, Theft from the Person, Robbery)

TABLE 1						
Median Response Times (Other Crimes) by Fiscal Year						
Priority	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
1	0:07:36	0:07:11	0:06:32	0:06:45	0:07:23	0:07:11
2	0:12:05	0:11:04	0:09:49	0:11:22	0:12:16	0:11:55
3	0:35:19	0:31:44	0:32:10	0:29:45	0:34:12	0:35:39
All	0:18:24	0:16:58	0:16:18	0:13:05	0:14:51	0:12:37

TABLE 2						
999 Call Volume (Other Crimes) by Fiscal Year						
Priority	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
1	331	294	287	235	224	129
2	89	145	94	75	77	53
3	616	567	479	282	289	133
All	1211	1168	969	664	681	360

TABLE 3						
999 Calls not attended (Other Crimes) by Fiscal Year						
Priority	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
1	-	-	-	1	-	-
2	-	1	-	-	-	-
3	10	7	12	8	4	7
All	116	102	64	52	68	34

TABLE 4		
Target Response Time by Priority Grade		
Priority	Description	Target Resp Time
1	Priority - Urban	15 mins
2	Priority - Rural	20 mins
3	Priority	60 mins
4	Scheduled Appointment	-
5	No Deployment	N/A
6	ASB	-

Tables 5, 6 and 7

Please refer to the comments above within the DA section of this response.

TABLE 8						
999 Calls (Other Crimes) that ultimately became crimes						
Priority	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
1	297	264	256	211	195	112
2	80	133	83	62	63	45
3	567	529	438	248	262	120
All	1096	1072	876	576	595	315

For the purposes of clarity and to help provide you with some additional context, although you have not asked for it, please also find below Tables 1,2 and 3 (only) for ALL 999 Calls Received, irrespective of reason :-

ALL 999 Calls Irrespective of Reason

	TABLE 1					
	Median Response Times (ALL 999 CALLS) by Fiscal Year					
	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Priority						
1	0:08:01	0:07:53	0:07:42	0:07:56	0:08:45	0:08:36
2	0:12:12	0:12:12	0:12:14	0:12:16	0:13:26	0:13:16
3	0:26:15	0:25:48	0:24:34	0:25:41	0:28:15	0:30:24
All	0:15:02	0:14:48	0:14:16	0:14:24	0:15:19	0:15:00

	TABLE 2					
	999 Call Volume (ALL 999 CALLS) by Fiscal Year					
	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Priority						
1	8731	9501	9633	9202	10690	5664
2	4014	4448	4487	4015	5166	2688
3	14032	13747	13414	12362	13434	6683
All	48874	52863	54715	46642	56772	29178

	TABLE 3					
	999 Calls not attended (ALL 999 CALLS) by Fiscal Year					
	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Priority						
1	44	19	17	33	69	29
2	22	27	43	41	83	29
3	537	474	606	577	770	380
All	3074	3364	3370	2864	3659	1692

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