

# WILTSHIRE POLICE



**Police Headquarters**  
London Road  
DEVIZES  
Wiltshire  
SN10 2DN  
[disclosure@wiltshire.police.uk](mailto:disclosure@wiltshire.police.uk)

Date 12<sup>th</sup> January 2023

**Our ref**    **FOI 2023/001**

Dear \*\*\*\*,

I write in connection with your request for information dated 1<sup>st</sup> January 2023 concerning Average 999 call 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.

Following receipt of your request, research was conducted by the Business Intelligence Unit 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 request the average time taken by your force to answer 999 calls in 2022, and also the longest time taken to answer a 999 call in 2022.

Please also provide the same data for 2021.

## **Response:**

**Please note we cannot answer your question relating to the longest time taken to answer a 999 call, this is because if the phone is not answered within 5 minutes for any reason, the call transfers to a neighbouring Force.**

| MonthYear | Avg    Answer<br>Time |
|-----------|-----------------------|
| Jan-2022  | 0:00:08               |
| Feb-2022  | 0:00:08               |
| Mar-2022  | 0:00:10               |
| Apr-2022  | 0:00:09               |

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|          |         |
|----------|---------|
| May-2022 | 0:00:08 |
| Jun-2022 | 0:00:10 |
| Jul-2022 | 0:00:12 |
| Aug-2022 | 0:00:11 |
| Sep-2022 | 0:00:12 |
| Oct-2022 | 0:00:09 |
| Nov-2022 | 0:00:05 |
| Dec-2022 | 0:00:04 |

| MonthYear | Avg Answer Time |
|-----------|-----------------|
| Jan-2021  | 0:00:09         |
| Feb-2021  | 0:00:08         |
| Mar-2021  | 0:00:08         |
| Apr-2021  | 0:00:10         |
| May-2021  | 0:00:09         |
| Jun-2021  | 0:00:10         |
| Jul-2021  | 0:00:11         |
| Aug-2021  | 0:00:09         |
| Sep-2021  | 0:00:12         |
| Oct-2021  | 0:00:10         |
| Nov-2021  | 0:00:09         |
| Dec-2021  | 0:00:08         |

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**

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

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## **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](mailto: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

Proud to serve and protect our communities

SK9 5AF  
Tel: 01625 545 700  
Fax: 01625 524 510  
Email: [mail@ico.gsi.gov.uk](mailto: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/>**