

**Force Disclosure Unit**

Wiltshire Police HQ  
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Wiltshire  
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Tel 101 ext 62005

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[disclosure@wiltshire.pnn.police.uk](mailto:disclosure@wiltshire.pnn.police.uk)

Date: 28<sup>th</sup> February 2023      Your ref: FOI

Our ref: FOI 2023/118

I write in connection with your request for information dated 20<sup>th</sup> February 2023 concerning police attendance 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 I am not obliged to supply the information you have requested in full.

**You wrote:**

Under the Freedom of Information Act 2000, please can you provide me with responses to the following regarding police attendance response times for 999 calls.

If you do not use the grades 1-3 grading system, please could you provide the equivalent figures for the system you use for prioritising calls.

1) Please could you provide the average police response time to attend 999 calls categorised as (i) grade 1 emergency, (ii) grade 2, (iii) grade 3, for each of the five calendar years from 2018 to 2022.

2) Please could you provide the number and proportion of emergency calls that were not responded to within the target time for (i) grade 1 emergency, (ii) grade 2, (iii) grade 3, for each of the five calendar years from 2018 to 2022.

3) Please could you provide the individual longest police response time to attend a 999 call for (i) a grade 1 emergency, (ii) grade 2, (iii) grade 3, for each of the five calendar years from 2018 to 2022.



INVESTOR IN PEOPLE

## Our response:

In relation to Questions 2 and 3, the information you are requesting is not stored in a way which allows easy retrieval.

There are a number of 999 calls where the arrival time was not recorded formally on our system(s) at the appropriate time – due to either operational issues, handler error, re-grading and duplications.

In order to identify the information requested for Questions 2 and 3 would require us to manually review each incident and try and identify the true arrival time of officers in each instance.

Therefore, 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.

Although excess cost removes the forces' obligations under the Freedom of Information Act, as a gesture of goodwill I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

What I am able to provide you with is the information we hold for Question 1

|                       |        | Grade 1  | Grade 2  | Grade 3  |
|-----------------------|--------|----------|----------|----------|
| Average response time | Target | 00:15:00 | 00:20:00 | 00:60:00 |
|                       | 2018   | 00:08:54 | 00:14:18 | 00:52:44 |
|                       | 2019   | 00:08:56 | 00:15:40 | 00:53:07 |
|                       | 2020   | 00:09:04 | 00:13:56 | 00:54:13 |
|                       | 2021   | 00:10:13 | 00:15:28 | 01:05:21 |
|                       | 2022   | 00:10:02 | 00:15:48 | 01:22:51 |

Ordinarily under our section 16 duty to provide advice and assistance, we would advise you how to refine your request to a more manageable level. However, due to the difficulties outlined above, I cannot see how this can be achieved in this particular case.

Section 17 of the Freedom of Information Act 2000 requires the Wiltshire Police, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The exemption applicable to the information requested is:

Section 12: Exemption where cost of compliance exceeds appropriate limit

- (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

In accordance with section 17 of the Act, this letter represents a Refusal Notice for this particular 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

Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



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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](mailto: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](mailto:mail@ico.gsi.gov.uk)