

**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: 14th June 2023

Your ref: FOI

Our ref: FOI 2023 / 619

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 12th June 2023 concerning Response Times for Grade 2 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 Business Performance Team - I am now able to respond as follows.

You wrote (and Our Response) :

I would like to know the average police response times for Grade 2 priority calls for the past three calendar years (2022, 2021, 2020), broken down by local authority area.

We do not have the capabilities within our system(s) to be able to report response times by Local Authority Area – all of our analysis is done against specific Policing Hubs / Sectors / Beat Areas.

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

However, under our Section 16 obligation to be as helpful as possible to an applicant, I have provided the response time information for Priority 2 calls in the table below, which is based on the relevant Policing Hub.

It needs to be noted that whilst the Swindon Policing Hub does not mirror exactly the Local Authority Area, it is as close as it is possible to get when breaking down the respective geographical region into recognisable and practical areas to be controlled from a policing perspective.



INVESTOR IN PEOPLE

Ave Response Time - Priority 2			
Year	Wiltshire	Swindon	Overall
2020	00:14:19	00:11:04	00:13:56
2021	00:15:46	00:12:38	00:15:28
2022	00:16:10	00:12:45	00:15:48

Please could you also provide the target response time for Grade 2 priority calls for your police force.

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.

Priority 2 calls have an SLA response time of 20 minutes.

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