



WILTSHIRE POLICE

Force Disclosure Unit

Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN

By Email

Date: 28th June 2023

Ref: FOI 2023/605

I write in connection with your request for information dated 07/06/2023 concerning 999 and 101 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 after having consulted Business Intelligence – I am now able to respond as follows.

You wrote:

- 1) In each of the last three financial years (20/21), (21/22) and (22/23) how many calls to (a) 999 and (b) 101 were recorded as NOT having been answered?
- 2) In each of the last three financial years (20/21), (21/22) and (22/23) what was the average time for a response to be connected to an operator on a (a) 999 and (b) a 101 call?
- 3) In each of the last three financial years (20/21), (21/22) and (22/23) what was the longest time it took for a caller to get a response to a (a) 999 and (b) a 101 call? For each example state the date of the call and how long it took to be answered.
- 4) In each of the last three financial years (20/21), (21/22) and (22/23) how many calls to (a) 999 and (b) 101 took more than 5 (five) minutes to be connected to an operator.

For the avoidance of any doubt when I refer to "response" what I am seeking is the time between the call being made and the call being answered by a handler, NOT the time between the call being made and the time when the police provide a physical response to the incident/emergency.

Our response:

Financial Year	Q1				Q2	
	Calls Abandoned		Abandonment rate		Avg Answer Time	
	101	999	101	999	101	999
2020/21	24289	3358	8%	4%	00:01:07	00:00:08
2021/22	15036	4928	6%	4%	00:01:07	00:00:10
2022/23	23094	1755	8%	2%	00:02:16	00:00:09

Question 3 and 4

The information that you are requesting in regards to questions 3 and 4, is not held in a format which is easily retrievable.

In some cases the response to the call is showing in excess of more than 10hours which is clearly incorrect. Any 999 calls not answered by Wiltshire Police within 5minutes automatically gets diverted to a neighbouring force. 101 is slightly different and we do have some calls where callers stay online longer. However, there are some technical icssues where calls are not disconnected or the caller does not hang up which creates false call times.

In order to identify the exact longest time it would be necessary to look through the data for each call received to ascertain the true call times. Given the number of these anomalous records for the 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.

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.

Ordinarily under our Section 16 obligation to provide advice and assistance, we would advise you of a way to refine your request to a more manageable level. However, due to the difficulties in obtaining the requested information, as outlined above, I cannot think of a way in which this could be achieved.

Section 17 of the Freedom of Information Act 2000 requires the Constabulary, 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,

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
Telephone 101

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.

Proud to serve and protect our communities

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 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