



Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN
disclosure@wiltshire.police.uk

Date 17th August 2023

Our ref **FOI 2023/768**

Dear ***,

I write in connection with your request for information dated 3rd August 2023 concerning 999 responses which exceeded response times target.

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 not obliged to supply you all of the information you have requested.

You wrote:

I write, under the terms of the Freedom of Information Act, to request the number of 999 calls where responses exceeded your internal response time targets, between July 2022 and July 2023.

As part of this request, I would like the information to be broken down into the following:

- i) The number of 999 calls received between July 2022 and July 2023, broken down into months, and a grand total;
 - ii) Out of these 999 calls, how many were flagged as no unit/resource available, and how many were not attended within 15 minutes
 - iii) Your incident response time targets, and how many times these targets were missed during the above time frame;
 - iv) The average time for a 999 call to be attended;
 - v) The longest period of time for a 999 call to be attended.
- Proud to serve and protect our communities

Response:

The information that you are requesting namely your question relating to the longest period of time for a 999 call to be attended is not stored in a way which permits easy retrieval.

We currently do not have the capability within our systems to flag information on the longest period of time for a 999 call to be attended which can then be analysed quickly and easily. This is because any high recorded long response times are usually due to a data quality issue/admin error. For example, the response time wasn't as long as it is recorded, and the officer hasn't closed down the log properly. Therefore, in order to determine the requested data, we would be required to manually read through each report that had a high time listed to check if the response time was correct, or if it was an admin error and not closed down correctly.

Under the circumstances 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 are the answers documented below:

i) The number of 999 calls received between July 2022 and July 2023, broken down into months, and a grand total;

Number of 999 calls received from 1st July 2022 - 30th June 2023			
Jul-22	5591		
Aug-22	5581		
Sep-22	4097		
Oct-22	4337		
Nov-22	4310		
Dec-22	4465		
Jan-23	4399		
Feb-23	4252		
Mar-23	4748		
Apr-23	4780		
May-23	5540		
Jun-23	6642		
Total	58742		

ii) Out of these 999 calls, how many were flagged as no unit/resource available, and how many were not attended within 15 minutes

We do not measure unit/resource availability. The measures are recorded by average log response time and Median Log response time:

From 1st July - 30th June 2023	
--------------------------------	--

Proud to serve and protect our communities

	Average Log Response Time (Hr/Min/Sec)	Median Log Response Time (Hr/Min/Sec)
Immediate urban	00:10:31	00:09:02
Immediate Rural	00:16:16	00:13:38
Priority	01:24:34	00:35:07

iii) Your incident response time targets, and how many times these targets were missed during the above time frame;

We don't measure target response times due to odd outliers which occur usually due to data quality issues as explained above e.g not clearing down correctly. Therefore, the average and median log responses times are measured instead.

Incident response time targets:	
	Target Response Times
Immediate urban	15 minutes
Immediate Rural	20 minutes
Priority	60 minutes

iv) The average time for a 999 call to be attended;

See answer to question ii

Ordinarily under our section 16 duty to provide advice and assistance, we would advise you how to refine your request in respect of question V 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.

Proud to serve and protect our communities

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

Proud to serve and protect our communities

www.wiltshire.police.uk | [Facebook/wiltshirepolice](https://www.facebook.com/wiltshirepolice) | [Twitter/@wiltshirepolice](https://twitter.com/wiltshirepolice) | [LinkedIn/company/wiltshirepolice](https://www.linkedin.com/company/wiltshirepolice)

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.

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

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/>