

WILTSHIRE POLICE



XXXXXXX
By email

**Force Disclosure Unit
Police Headquarters**
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 27th October 2023

Our Ref FOI 2023-981

Dear XXXXX,

I write in connection with your request for information dated 10th October 2023, concerning burglary 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 department at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote:

The average time (in hours:minutes:second) it takes for police to arrive on the scene of domestic burglary incidents in your force for the following financial years: 2022/23, 2021/22 and 2020/21.

Our response:

Please note:

- ❖ The majority of domestic burglary reports are made via 101 or online crime recording, as the victim realises after the fact that an offence has occurred (i.e. coming back from holiday to a house that has been broken into etc).
- ❖ The data provided has been extracted from 999 call data as this is how we are able to extract average response times.
- ❖ The average and median times have both been provided, as an outlier figure can skew the average results and therefore the median is more accurate.
- ❖ The data has been broken down by priority response level as this provides a more reliable figure as to our response times.

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2020-21

Of the 'burglary residential' occurrences recorded on our crime recording system, 45% of these had a 999 call linked to the occurrence. Of this 45%, the average and median response times are:

2020-21	Average	Median
Immediate urban	00:08:24	00:07:18
Immediate rural	00:13:31	00:11:22
Priority	01:08:10	00:48:39
Scheduled Response	04:43:00	01:48:38

2021-22

Of the 'burglary residential' occurrences recorded on our crime recording system, 42% of these had a 999 call linked to the occurrence. Of this 42%, the average and median response times are:

2021-22	Average	Median
Immediate urban	00:08:41	00:08:05
Immediate rural	00:11:00	00:09:53
Priority	01:29:27	00:54:32
Scheduled Response	05:12:42	02:27:04

2022-23

Of the 'burglary residential' occurrences recorded on our crime recording system, 35% of these had a 999 call linked to the occurrence. Of this 35%, the average and median response times are:

2022-23	Average	Median
Immediate urban	00:08:31	00:07:55
Immediate rural	00:14:05	00:11:38
Priority	02:07:08	01:10:08
Scheduled Response	07:24:59	03:56:18

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,

Abigail Standidge

Phone: 01722 547081

Email: abigail.standidge@wiltshire.police.uk

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

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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.

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

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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

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 to contact them, please visit <https://ico.org.uk/global/contact-us/>