



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

Date: 23rd May 2024

Ref: FOI 2024/437

Dear,

I write in connection with your request for information dated 22nd April 2024 concerning rural and urban areas.

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 our Finance, Professional Standards Department and Business Intelligence team – I am now able to respond as follows.

You wrote:

1. Average response time to urban areas for a priority graded incident in areas classified as "urban" for years 2023 – 2020.
2. Average response time to urban areas for a priority graded incident in areas classified as "Rural" for years 2023 – 2020.
3. Average response time to urban areas for Immediate graded incidents in areas classified as "urban" for years 2023 – 2020.
4. Average response time to urban areas for Immediate dragged incident in areas classified as "Rural" for years 2023 – 2020.
5. Number of crimes recorded against the number of positive outcomes for areas defined as "Urban" recorded for years 2023 – 2020.
6. Number of crimes recorded against the number of positive outcomes for areas defined as "Rural" recorded for years 2023 – 2020.
7. Number of complaints recorded for areas defined as "Urban" recorded for years 2023 – 2020.
8. Number of complaints recorded for areas defined as "Rural" recorded for years 2023 – 2020.
9. Number of upheld complaints recorded for areas defined as "Urban" recorded for years 2023 – 2020.
10. Number of upheld complaints recorded for areas defined as "Rural" recorded for years 2023 – 2020.

11. Number of serving police officers and PCSOs stationed in "Urban" areas within the Wiltshire force area for year 2023 -2020.
12. Number of serving police officers and PCSOs stationed in "Rural" areas within the Wiltshire force area for year 2023 -2020.
13. Total operational funding allocated to "Rural" areas within the Wiltshire force area in years 2023 – 2020.
14. Total operational funding allocated to "Urban" areas within the Wiltshire force area in years 2023 – 2020.
15. Number of total days where minimum response policing staffing was not met in rural areas for years 2023 – 2020.
16. Number of total days where minimum response policing staffing was not met in urban areas for years 2023-2020.
17. Number of incidents recorded as "rural crime" for years 2023 -2020.
18. Number of incidents recorded as "rural crime" with positive outcomes.
19. Number of incidents recorded as "rural crime" where police have attended for years 2023 -2020.
20. Average response time for priority incidents recorded as "Rural crime" for years 2023 -2020.
21. Average response time for Immediate incidents recorded as "Rural crime" for years 2023 -2020.

Clarification received regarding questions 7-10:

Those questions asked refer directly to complaints made to the police, for example complaints made about police conduct/ service.

Our response:

No information held – we do not break the requested information down into the terms "rural" and/or "urban".

However, under our Section 16 duty to provide advice and guidance where possible, in relation to questions 13-14 with regards to funding, please be aware that we could look to provide the budget allocated to our Rural Crime Team and the budget provided for the remainder of the County Hub as "urban", however, this will not provide an accurate reflection as it will not capture all monies spent on rural budget and may be misleading. For example, if we confirmed that the Rural Crime Team had a budget of £0.5m for instance and the overall Force budget was £150m, it is not the case where then the remainder of the budget (£149.5m) is spent on "urban", as funding and where it gets allocated to is not as simple as this so this is worth keeping in mind.

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

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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

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 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.

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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