



Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN

Date: June 21, 2024

Our ref: FOI 2024/546

Reply contact name:

Dear,

I write in connection with your request for information dated 29th May 2024 concerning 999 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 Team Performance Department at Wiltshire Police.

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

You Wrote:

1. The categories of 999 calls used by the police force in 2012 (i.e. to prioritise 999 calls), and the descriptors of each category
2. The average response time to 999 calls for each category in calendar year 2012
3. The categories of 999 calls used by the police force in 2015, and the descriptors of each category
4. The average response time to 999 calls for each category in calendar year 2015
5. The categories of 999 calls used by the police force in 2019, and the descriptors of each category
6. The average response time to 999 calls for each category in calendar year 2019
7. The categories of 999 calls used by the police force in 2021, and the descriptors of each category

8. The average response time to 999 calls for each category in calendar year 2021
9. The categories of 999 calls used by the police force in 2022, and the descriptors of each category
10. The average response time to 999 calls for each category in calendar year 2022
11. The categories of 999 calls used by the police force in 2023, and the descriptors of each category
12. The average response time to 999 calls for each category in calendar year 2023
13. The categories of 999 calls used by the police force in 2024, and the descriptors of each category
14. The average response time to 999 calls for each category in calendar year 2024 to date

Notes:

If any of the questions cannot be responded to within the section 12 cost limit, please mark that question as 'information not held' and respond to the rest of the request

If figures are unavailable for calendar years, please use financial years instead

If information is not available for 2015, please use the earliest year after 2015 for which information is available

Where there has been no change in categories or descriptors between years, the police force should simply refer back to its response regarding the previous year (while providing response time figures for all requested years)

Questions regarding average response times are seeking the average response time for each separate category of 999 call

There is no need to give a monthly breakdown

Just to clarify, "response time to 999 calls" refers to the time taken for police to attend following a call, rather than the time taken to answer the phone

Response:

Questions One to Four

No Information Held

Questions Five, Seven and Nine

Immediate

The response standard for 'immediate' category incidents is attendance within 15 minutes in urban areas and 20 minutes in rural areas. Such incidents include – where there is an immediate threat to life; a serious crime is in progress or likely to occur or a suspect for a serious crime is present or nearby; to allow evidence of a serious crime to be secured, that

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would otherwise be lost; a road traffic collision involving personal injury has occurred; where a person who is especially vulnerable needs urgent assistance; or the person receiving the call assesses that an immediate response is required

Priority

The response standard for 'priority' category incidents is attendance within 60 mins for both rural and urban. An incident that does not merit an immediate response, but where a resource deployment should be made on a priority basis, either because of the potential impact on the individual or the community; the likelihood of reoccurrence or escalation; the serial nature of the offence; or the vulnerability of the victim. Such incidents will be attended as soon as reasonably practicable and in any case within 1 hour where resources permit, unless (in either case) negotiated otherwise with the caller.

Scheduled

Where a caller is assessed as a vulnerable victim, because of ASB or a concern for safety, and an immediate or priority attendance is not essential, but a response is required due to the vulnerability of the call (in line with the three strands of vulnerability). A STORM log will be created in the first instance so that the vulnerability of the caller can be assessed; the response time being within 8 hours.

Question Six

Immediate urban = 08:56
Immediate rural = 15:40
Priority = 53:07
Scheduled = 03:05:32

Question Eight

Immediate urban = 10:13
Immediate rural = 15:28
Priority = 1:22:51
Scheduled = 05:26:56

Question Ten

Immediate urban = 10:02
Immediate rural = 15:48
Priority = 01:22:51
Scheduled = 05:26:56

Questions Eleven and Thirteen

Immediate

15 mins (urban) 20 mins (rural).

There is an incident ongoing and there is, or likely to be, a risk of:

- Danger to life
- Use or immediate threat of use of violence
- Serious injury to a person
- Serious damage to property

Allegation of criminal conduct where:

- The crime is, or is likely to be, serious and in progress
- An offender has been disturbed at the scene

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- An offender has been detained and poses, or likely to pose, a risk to other people

Report of road related incident where:

- It involves or is likely to involve serious personal injury
- The road is blocked or there is dangerous and excessive build-up of traffic

Priority

60 mins.

Priority incidents require attendance as soon as possible and within 60 minutes. Prompt attendance is to mitigate / reduce threat, harm and risk, to enable golden hour principles to be followed and to ensure face to face interaction between the victim / caller and police. Priority incidents may include the below with an appropriate THRIVE+ rationale recorded:

- There is a genuine concern for a person's safety
- A hate incident / crime is reported
- An offender has been detained but poses no risks to others
- A witness or other evidence is likely to be lost
- A person involved is vulnerable or a repeat victim
- A wanted person or recall to prison where threat, harm or risk exists
- There is a sudden death that does not initially appear suspicious
- There is a report of a missing person where there is no immediate risk
- A road collision, there are injuries or obstruction

Scheduled

8 hours

A scheduled incident may include any of the above priority incidents. THRIVE will be used to determine whether a response within 8 hours is appropriate and the THRIVE rationale will be recorded and will reflect that:

- Threat, harm and risk has been assessed and does not require a prompt (immediate / priority) attendance to mitigate or reduce it
- Investigation has no golden hour principles to be followed with no loss of evidence
- Call / victim is not a vulnerable person or repeat victim who requires prompt attendance
- There are no engagement opportunities that would require a prompt attendance

Question Twelve

Immediate urban = 11:08

Immediate rural = 16:23

Priority = 01:54:20

Scheduled = 07:20:28

Question Fourteen

January – May 2024

Immediate urban = 10:43

Immediate rural = 16:49

Priority = 01:17:30

Scheduled response = 07:24:40

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,

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



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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.

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