

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.uk

XXXXXX – by email

Date: 17th July 2024

Your ref: FOI

Our ref: FOI 2024 / 638

Reply contact name is: Nick Penny

Dear Sir/Madam,

I write in connection with your request for information dated 4th July concerning 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.

Your request for information has now been considered and I am not obliged to supply the information you have requested in full.

You wrote:

- Your force's incident response targets in minutes for each grade of 999 call and what potential crimes each grade includes, where incident response is the attendance of police officers following a 999 call.
- Your force's annual average incident response times in minutes for each grade of call from 2019-2024
- For each grade of call, your force's fastest and slowest incident response times by year from 2019-2024.

If the time period requested is not available, please provide figures from the earliest year available up until the most current available at the point of production

Our response:

The information that you are requesting for your third question - in respect of the fastest and slowest incident response times - is not held in a format which is easily retrievable.

There are a number of 999 and 101 calls where the arrival time was not recorded formally on our system(s) at the appropriate time – due to either operational issues or handler error. This means there is data quality issues in respect of the data we hold in respect of both the fastest and slowest response times recorded on our systems.

In some cases, the response time shown is mere seconds (which may be correct but would need to be substantiated) and in others it is showing at 10 hours or more which is clearly incorrect.

In order to identify the correct fastest and slowest response time by category, it would be necessary to look through each respective call log and try and identify the true arrival time of officers in each instance to try and determine the information you require.

Given the number of these anomalous records for the 6 year 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. 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 :-

Question 1

All calls (be them via 101 or 999) are all triaged at source and allocated an appropriate Priority or grading. Our current call Priorities and target response times for each are shown below :-

Target Response Time by Priority Grade		
Priority	Description	Target Resp Time
1	Immediate - Urban	15 mins
2	Immediate - Rural	20 mins
3	Priority	60 mins
4	Scheduled Appointment	-
5	No Deployment	N/A
6	ASB	-

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 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 caller (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 2

The average response time (by year) for 101 and 999 calls is as shown below :-

When call is received through 999

2019

Immediate Urban – 08m 56s

Immediate Rural – 15m 53s

Priority – 42m 5s

2020

Immediate Urban – 8m 50s

Immediate Rural – 13m 57s

Priority – 42m 28s

2021

Immediate Urban – 10m 14s

Immediate Rural – 15m 31s

Priority – 50m 42ss

2022

Immediate Urban – 10m 3s

Immediate Rural – 15m 44s

Priority – 63m 32s

2023

Immediate Urban – 11m 16s

Immediate Rural – 16m 29s

Priority – 91m 12s

2024 (Jan-Jun)

Immediate Urban – 10m47s

Immediate Rural – 16m 47s

Priority – 69m 18s

When call is received through 101

2019

Immediate Urban – 10m 36s

Immediate Rural – 14m 57s

Priority – 60m 52s

2020

Immediate Urban – 11m 44s

Immediate Rural – 13m 56s

Priority – 63m 19s

2021

Immediate Urban – 11m 32s

Immediate Rural – 16m 30s

Priority – 78m 2s

2022

Immediate Urban – 11m 10s

Immediate Rural – 15m 53s

Priority – 99m 30s

2023

Immediate Urban – 12m 8s

Immediate Rural – 17m 22s

Priority – 135m 10s

2024 (Jan-Jun)

Immediate Urban – 11m 39s

Immediate Rural – 18m 8s

Priority – 92m 37s

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

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,

Nick Penny
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 ext 62005

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.pnn.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