

**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 E Mail

Date: 18th November 2024

Your ref: FOI

Our ref: FOI 2024 / 1011

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 15th November 2024 concerning Hoax 999 calls.

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 – having consulted our Business Performance Team - I am now able to respond as follows.

You wrote :

1. How many hoax 999 calls were received by your force between 1st January 2019 – 30th June 2019
2. How many hoax 999 calls were received by your force between 1st July 2019 – 31st December 2019
3. How many hoax 999 calls were received by your force between 1st January 2020 – 30th June 2020
4. How many hoax 999 calls were received by your force between 1st July 2020 – 31st December 2020
5. How many hoax 999 calls were received by your force between 1st January 2021 – 30th June 2021
6. How many hoax 999 calls were received by your force between 1st July 2021 – 31st December 2021
7. How many hoax 999 calls were received by your force between 1st January 2022 – 31st December 2022



INVESTOR IN PEOPLE

8. How many hoax 999 calls were received by your force between 1st July 2022 – 31st December 2022
9. How many hoax 999 calls were received by your force between 1st January 2023 – 30th June 2023
10. How many hoax 999 calls were received by your force between 1st July 2023 – 31st December 2023
11. How many hoax 999 calls were received by your force between 1st January 2024 – 30th June 2024

Our response:

The information you require is shown in the table below :-

Date Range	Hoax 999 calls
1st January 2019 – 30th June 2019	128
1st July 2019 – 31st December 2019	85
1st January 2020 – 30th June 2020	55
1st July 2020 – 31st December 2020	61
1st January 2021 – 30th June 2021	143
1st July 2021 – 31st December 2021	67
1st January 2022 – 31st December 2022	72
1st July 2022 – 31st December 2022	87
1st January 2023 – 30th June 2023	104
1st July 2023 – 31st December 2023	89
1st January 2024 – 30th June 2024	101

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