



WILTSHIRE POLICE

XXXXXXXXX
By email

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

Date 9th June 2025

Our Ref FOI 2025-510

Dear XXXXX,

I write in connection with your request for information dated 20th May 2025, concerning anti-social behaviour.

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 and Crime Reduction & Prevention departments at Wiltshire Police.

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

You wrote and our response:

Please note:

The timings used to define working hours has been selected as 09.00 to 16.59.

The response to question 3 is the average of response times from all attended ASB logs.

The data has been selected using Storm Incident Group 'ASB' and all origin methods as follows:

999, EMAIL, TEL, RADIO, WEB, COUNCIL, OTHER, AMB, FIRE, DRINKDRIVE, AVON TAUN, MTI, GLOS, ALARM, LCO, HE, EDS, TVP, DP, ABNORMAL, HANTS, SCHOOL, SOC SER, HOSPITAL, CHILDLINE, DC

- How many incidents of anti-social behaviour were reported to your force in the past four calendar years: 2024, 2023, 2022 and 2021?
- Please break down the numbers of incidents reported during working hours - and out of hours.

Distinct Count of ISR_NO	During Working Hours? No	During Working Hours? Yes	Grand Total
2021	8301	4330	12631
2022	7514	3763	11277
2023	5980	3318	9298

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2024	5259	2851	8110
Grand Total	27054	14262	41316

- For each of those four years, what proportion of the calls led to a police officer visiting the scene of the incident.
- Please break down the numbers for incidents reported during working hours - and out of hours.

Distinct Count of ISR_NO	During Working Hours? No		During Working Hours? Yes		Grand Total
	Attended	Not Attended	Attended	Not Attended	
2021	6118	2183	3239	1091	12631
2022	5361	2153	2684	1079	11277
2023	3977	2003	2148	1170	9298
2024	3545	1714	1962	889	8110
Grand Total	19001	8053	10033	4229	41316

- For each of those four years, what was the average length of time it took a police officer to attend the scene of the incident?
- Please break down the numbers of incidents reported during working hours - and out of hours.

Year	Ave Response Time
2021	00:45:45
2022	01:04:23
2023	01:17:32
2024	01:18:16

- What hours, on which days of the week, is your Out Of Hours anti-social behaviour reporting hotline currently answered by a human.

No information held - Wiltshire Police do not have an out of hours anti-social behaviour hotline.

- How long, on average, does it take for calls to your Out Of Hours anti-social behaviour hotline to be answered by a human?

As above.

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



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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 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 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/>

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