

WILTSHIRE POLICE



Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN

Date: August 21, 2025

Our ref: FOI 2025/677

Reply contact name:

Dear,

I write in connection with your request for information dated 16th July 2025.

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 able to respond as follows.

You Wrote:

Computer-Aided Dispatch

- 1) Please specify the name and version of the Computer-Aided Dispatch (CAD) software currently deployed and actively utilised by your force.
- 2) Does the aforementioned CAD software incorporate functionality designed to identify the closest available unit to an incident location?
- 3) If such functionality exists, is it actively deployed and routinely utilised by your force in dispatch operations?
- 4) If such functionality exists, is your force aware of the methodology employed to calculate unit proximity (e.g., straight-line distance, travel distance, estimated travel time, or other algorithms)? Please specify the calculation method if known.

Response Officers

- 5) As of the most recent figures available, please specify the total Full-Time Equivalent (FTE) number of warranted police officers within your force. Additionally, please provide the effective date of these figures.
- 6) From the total number of warranted police officers specified in response to Question 5, please delineate the number of officers whose primary designated operational role is responding to emergency calls for service (commonly referred to as 'response officers').
- 7) With respect to the 'response officers' identified in response to Question 6, please provide the average number of such officers typically on duty at any given time. If

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disaggregated data is available for specific operational timeframes (e.g., peak demand periods, night shifts), kindly provide this breakdown.

Response:

Question One

Sopra Steria Storm MA version 3.26.1

Question Two

Yes via GIS mapping module which tracks Airwave radio location

Question Three

Yes

Question Four

It does but this is not functionality routinely used

Question Five

1201.89 – date taken 20/08/2025

Question Six

FTE Response Officers 409.58 – date taken 20/08/2025

Question Seven

Average Saturday Summer Shift

0700 – 40 response officers

1500 – 55 response officers

1900 – 80 response officers

Average Sunday Summer Shift

0700 – 35 response officers

1500 – 60 response officers

1900 – 55 response officers

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
Keeping Wiltshire Safe

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/>