



WILTSHIRE POLICE

XXXXXXXXX
By email

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

Date 25th June 2026

Our Ref FOI 2026-542

Dear XXXXX,

I write in connection with your request for information dated 10th June 2026, concerning 999 call priority allocations.

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 department at Wiltshire Police.

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

You wrote and our response:

For years 2024/25 and 2025/26 please provide the following:

- 1) List the structure of priority grading and target response times assigned to 999 calls

Priority Grading	Target Response Time
Immediate Urban	15 mins
Immediate Rural	20 mins
Priority	60 mins
Scheduled	8 hrs
No Deployment	N/A

- 2) List the total number of incidents allocated to each priority grade.

Priority Grading	Volume of Logs	
	FY 24/25	FY 25/26
Immediate Urban	12,185	13,169
Immediate Rural	6,877	7,814
Priority	22,481	19,749
Scheduled	21,023	28,201

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No Deployment	59,965	57,712
Grand Total	122,531	126,645

- 3) For each priority grade, list the total number of initial 999 calls which resulted in the allocation of a Non-Crime Hate Incident after investigation

Priority Grading	Volume of NCHIs (999 Source)	
	FY 24/25	FY 25/26
Immediate Urban	2	1
Immediate Rural	0	0
Priority	2	2
Scheduled	2	1
No Deployment	2	3
Grand Total	8	7

- 4) For each priority grade, list the total number of initial 999 calls which resulted in the recording of a hate crime after investigation.

Priority Grading	Volume of Hate Crimes (999 Source)	
	FY 24/25	FY 25/26
Immediate Urban	68	101
Immediate Rural	10	20
Priority	71	82
Scheduled	23	54
No Deployment	11	26
Grand Total	183	283

- 5) For all Non-Crime Hate Incidents recorded, please provide a breakdown of the reporting method used to initiate the report (e.g., 999 call, 101 call, online report, or officer-initiated)."

Source of Log	Volume of NCHIs	
	FY 24/25	FY 25/26
999	8	8
101	7	5
Online Crime Report (OCR)	11	2
Other	5	16
Grand Total	31	31

Note - The 999 figure for 25/26 differs to the grand total for question 3 as there is one matter where the grading is listed as 'unknown'. It is possible that this may be as this was meant to be regraded and was missed, however this cannot be confirmed for certain.

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,

FDU Decision Maker

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