

**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: 29th September 2026

Your ref: FOI

Our ref: FOI 2026 / 881

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 23rd September 2026 concerning Calls to Call Centre.

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 Intelligence Team - I am now able to respond as follows.

You wrote:

For calls received to your Control Room over the last 3 months, can I kindly ask you to advise how many were closed with a disposal code of "not a police matter" or your equivalent, and if possible, give me a breakdown on how many of those calls were received using 999 and 101.

Our response:

Please refer to the following tables that break down the 999 and 101 calls that were closed with a disposal code of RCRP (Right Care Right Person).

This code (and specific reason) is effectively our equivalent of "not a police matter" :-



INVESTOR IN PEOPLE

TOTAL					
Final Service Code	Jun-26	Jul-26	Aug-26	Sep-26	Total
RCRP ABSENT WITHOUT LEAVE	7	10	3	6	26
RCRP CHILD WELFARE CONCERN	8	9	5	4	26
RCRP MEDICAL INCIDENT	112	86	107	64	369
RCRP PARTNER AGENCY	20	19	24	14	77
RCRP WALK OUT OF HEALTHCARE	10	13	13	12	48
RCRP WELFARE CONCERN	141	171	132	119	563
Total	298	308	284	219	1109

999					
Final Service Code	Jun	Jul	Aug	Sep	Total
RCRP ABSENT WITHOUT LEAVE	5	6	1	4	16
RCRP CHILD WELFARE CONCERN	6	5	2	2	15
RCRP MEDICAL INCIDENT	105	83	97	57	342
RCRP PARTNER AGENCY	19	18	22	13	72
RCRP WALK OUT OF HEALTHCARE	8	12	9	9	38
RCRP WELFARE CONCERN	103	124	85	83	395
Total	246	248	216	168	878

101					
Final Service Code	Jun	Jul	Aug	Sep	Total
RCRP ABSENT WITHOUT LEAVE	2	4	2	2	10
RCRP CHILD WELFARE CONCERN	2	4	3	2	11
RCRP MEDICAL INCIDENT	7	3	10	7	27
RCRP PARTNER AGENCY	1	1	2	1	5
RCRP WALK OUT OF HEALTHCARE	2	1	4	3	10
RCRP WELFARE CONCERN	38	47	47	36	168
Total	52	60	68	51	231

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