WILTSHIRE POLICE

XXXX – Via email

Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN
disclosure@wiltshire.police.uk

Date: 11th November 2026 **Our ref:** FOI 2026-1036

Dear XXXX,

I write in connection with your request for information dated 30th October regarding crimes in Swindon.

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 Unit at Wiltshire Police.

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

You wrote (and our response):

I am writing to make a request under the Freedom of Information Act 2000. Please provide the following information relating specifically to the Swindon area.

Police response times

What was the average police response time to emergency (999) calls in the Swindon area for each of the last five calendar years?

	Average Response Time	
Year	Immediate	Priority
2021	00:10:20	00:55:18
2022	00:10:11	01:03:38
2023	00:11:54	01:56:30
2024	00:11:14	01:26:23
2025	00:10:24	00:49:14

999 calls

How many 999 calls were received from the Swindon area for each of the last five calendar years?

Year	999 Calls that resulted in a Storm Log
2021	20323
2022	20811
2023	23329
2024	23609
2025	25813

Please note, we are unable to get 999 calls that originated from Swindon from our systems. We have provided Storm logs created in Swindon that originated from a 999 call.

Unresolved crimes

How many crimes reported in the Swindon area remain unresolved, or were closed without a suspect being identified, for each of the last five calendar years?

How many cases were closed because there was insufficient evidence?

Reported Year	New/Unresolved	Outcome 15 - Evidential Difficulties	Outcome 18 - No Suspect Identified
2021	3	3541	5041
2022	11	3740	5372
2023	40	2994	5882
2024	122	2394	4998
2025	338	2797	5537

Please Note, the above data shows reported year rather than disposal year

I am satisfied that all the relevant information has been passed to me and 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

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.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

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/