

Gloucestershire Constabulary
Police Headquarters
No.1 Waterwells, Waterwells Drive
Quedgeley, Gloucester. GL2 2AN
www.gloucestershire.police.uk



Your reference:

Our reference: FOI_26_0096

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 08/04/26

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0096

On 20/01/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

I request information under the Freedom of Information Act 2000. Specifically, I request information on 999 calls.

Please provide:

- The time in which the force is expected to respond to 999 calls.
- The number of 999 calls received by the force in each year from 2020 to 2025.
- The number of occasions on which no police car was available to answer a 999 call in each year from 2020 to 2025.

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

Police Forces in the United Kingdom are routinely required to provide statistics to government bodies, and the recording criteria is set nationally. However, the systems used for recording these figures are not generic, nor are the procedures used locally in capturing the data. It should be noted that for these reasons the figures given relate to information from the specific recording system of Gloucestershire Constabulary and should not be used for comparison purposes with any other response you receive.

Please note that our systems are designed to record information for policing purposes and the investigation of crime and not to extract statistical information. Accordingly, whilst we endeavour to extract relevant data within the time limits of the Act, any data supplied is subject to these limitations.

Correct as of 01/12/25 the aim in to answer 90% of 999 calls in 10 seconds.

999 calls received by the force in each year from 2020 to 2025:

Year	Total Incidents
2020	50971
2021	57290
2022	66644
2023	72598
2024	63753
2025	65770

No information is recorded regarding the third part of your request; however, we can provide you with the total number of incidents that were not attended:

Year	Total Incidents
2020	27642
2021	29690
2022	32392
2023	30773
2024	26179
2025	27998

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post – Information Commissioner's Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire
 SK9 5AF

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary