

4 February 2026

FOI Ref 22431

Request - You asked Staffordshire Police (SP) the following:

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.

SP received your request on 21/01/2026 and have processed this under the Freedom of Information Act (FOIA).

SP's response to your enquiry is as follows:

SP holds some of the requested information.

Specifically, I request information on 999 calls.

Please provide:

- The time in which the force is expected to respond to 999 calls. – **Disclosed, 20 minutes for both rural and urban.**
- The number of 999 calls received by the force in each year from 2020 to 2025. – **Disclosed,**
2020 - 175,336
2021 - 195,396
2022 - 222,815
2023 - 238,487
2024 - 212,246
2025 - 201,936
- The number of occasions on which no police car was available to answer a 999 call in each year from 2020 to 2025. – **No information held.**

Please note that this data has been provided to the best of the ability of SP, subject to the limitation of current recording protocols and systems/software. Additional calls may have been recorded during these timescales but are awaiting finalisation and input onto these systems and would not be present within this dataset.

Every effort is made to ensure that the data presented is accurate and complete. However, it is important to note that this has been extracted from multiple sources, developed for specific policing purposes, for which data extraction methods have not been specifically designed to directly correlate with the terminology of this request. Therefore, the data presented is subject to the inaccuracies and idiosyncrasies inherent in any large-scale recording system.

Consequently, care should be taken in the interpretation and presentation of this data, to not misrepresent the whole or any part of the data disclosed.

Please be advised that all Freedom of Information request responses are published on the SP website although personal details are not included.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from SP, 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 within two months of the date of receipt of this email, and should be addressed to:

IAT@staffordshire.police.uk

Or by Post to:

Information Access Team
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

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 Information Access Team within two months of the SP response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by a supervisor who is independent from the original Decision Maker. The Information Access Team 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 forty working days.

The independent supervisor 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, considering the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the independent supervisor will reply to the appellant with the result of the review. If the appellant is still dissatisfied following the review they should contact the Information



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Commissioner to make an appeal. The Information Commissioner can be contacted via the following link:
<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Information Access Team