



XXXXXXX
By email



Force Disclosure Unit
Wiltshire Police HQ
London Road
Devizes
Wiltshire
SN10 2DN
Tel 101 ext. 62005

Website: www.wiltshire.police.uk
Email: disclosure@wiltshire.police.uk

Date: 17th February 2022

Our ref: FOI 2022/093

Reply contact name is: Abigail Standidge

Dear XXXXX,

I write in connection with your request for information dated 28th January 2022, concerning misfuelling of Police vehicles.

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 Head of Fleet at Wiltshire Police. Your request for information has now been considered and I am not obliged to supply the information you have requested.

You wrote:

Q1) For each of the last five calendar years (2017 - 2021) can you please share how many instances there were of police vehicles having the incorrect fuel put in them by staff.

Q2) Can you please supply the cost to the force of rectifying the misfuelling/repairing the vehicle. Please give the total cost for each calendar year from 2017 to 2021.

Q3) Can you please advise of any special measures your force has implemented to prevent these mistakes happening in future. For instance, have police staff been put on training courses or have the vehicles been modified in any way to stop this occurring in future. Please describe the steps taken and also the cost implication of these measures.

Q4) For each of the last five years can you please advise how many instances there have been of police vehicles breaking down as a result of running out of fuel. Please provide figures for each year.

Our response:

The information you are requesting, in relation to question 1, is not stored in a way which permits for easy retrieval. With the current system, we are not able to provide exact data on the number of misfuelling events that have occurred within the requested timeframe. This is because the job title may not reflect the actual cause of the defect, i.e. a vehicle may have a job card title of 'rough running' (for which there can be multiple reasons for this) but it would not be until the diagnostics have been completed that you would find out incorrect fuel was the cause of the issue; the job card title would not



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be changed, as this reflects the issue initially reported. To provide a response would require manually searching each job reported since 2017 to determine whether it was relevant to this request.

Under the circumstances I am absolutely confident that to locate, retrieve and extract the information you seek would by far exceed the time obligations upon this authority to comply, and in so doing would exceed the fees limits. This is set at £450 calculated at a flat rate of £25 per hour for those work activities comprising of confirming the information is held, locating it, retrieving it and extracting it. Therefore the whole of the request should fall under the exemption of section 12 of the Freedom of Information Act 2000.

Please also note that if one part of the request engages a Section 12 response, the whole request will engage a Section 12 response. The reason being is due to the fact that locating, retrieving and extracting any further information would only add to the already exceeded time obligations.

Ordinarily under our Section 16 obligation to provide advice and assistance we would advise you of a way to refine your request to a more manageable level. Due to the difficulties in obtaining the requested information, as outlined above, I cannot think of a way in which this could be achieved.

Although excess cost removes the Forces' obligations under the Freedom of Information Act, as a gesture of goodwill I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request. What I can provide you with is documented below:

Q2) Can you please supply the cost to the force of rectifying the misfuelling/repairing the vehicle. Please give the total cost for each calendar year from 2017 to 2021.

The cost of repairing a misfuelled vehicle will vary due to differing circumstances. There are a few factors to consider when undertaking a repair of this nature. The labour charge would be costed at £38.40 per hour.

1. How much fuel was added?
2. How much fuel was already in the tank?
3. Was the engine started and the vehicle driven?

From the information a plan can be drawn up to decide how far the repair will need to go, from simply draining and refilling the fuel tank to a full strip down and clean of the fuel system.

1. Small amount of incorrect fuel – under 5 litres, fill the tank with the correct fuel, road test the vehicle, 1 hour.
2. Misfuelled over 5 litres engine not started – Drain tank and refill the tank would be allocated 2 hours of labour, no parts required.
3. Misfuelled over 5 litres engine started – Drain the tank, Flush system, renew fuel filter would be approximately 4 hours of labour.
4. Misfuelled over 5 litres engine started and driven, fault codes detected on road test - Drain, Flush system, renew fuel filter, renew injectors, and fuel pumps would be approximately 8 hours of labour plus new parts as required by diagnostics.

Q3) Can you please advise of any special measures your force has implemented to prevent these mistakes happening in future. For instance, have police staff been put on training courses or have the vehicles been modified in any way to stop this occurring in future. Please describe the steps taken and also the cost implication of these measures.

1. The bunker fuel sites use an individual activation tag allocated to each vehicle, the operator of the vehicle can only draw fuel that the tag has been programmed to dispense, this eliminates the risk of miss fuelling at our own fuel sites. The system logs the mileage, time/date, pump location, litres dispensed, and the user ID. This data is then used to feed into a service schedule along with stock monitoring.
2. Fuelling off site at local forecourts are monitored with a fuel card system, the same data is collected and added to the service schedule. There is a risk of miss fuelling as at sites that the vehicle operator is unfamiliar with or if they have been allocated a different vehicle to what they are used to. The force driver training unit give training on fuelling vehicles on courses that they provide, the fleet workshop also give advice to vehicle operators on what fuel is required for what vehicle. It is expected that the operator of the vehicle is to take responsibility for fuelling and seek advice if there is any confusion.
3. As the pump nozzles are different and the miss fuelling can only be Unleaded to Diesel due to the diesel nozzle not fitting into the fuel filling neck of an unleaded vehicle, we place a sticker stating the fuel type on or next to the fuel flap/filler neck stating that it is a diesel fuel vehicle. Vehicles that are plain/unmarked will have the sticker on the vehicle logbook or placed in the cockpit area. The vehicle logbook also has the fuel type indicated along with other useful data such as tyre pressures and oil grade.

Q4) For each of the last five years can you please advise how many instances there have been of police vehicles breaking down as a result of running out of fuel. Please provide figures for each year.

There have been no vehicles that have run out of fuel.

Section 17 of the Freedom of Information Act 2000 requires Wiltshire Police, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The exemption applicable to the information requested is:

Section 12 – Exemption where cost of compliance exceeds appropriate limit

(1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

In accordance with section 17 of the Act, this letter represents a Refusal Notice for this particular request.

Please contact me if you would like to discuss the withheld information.

Yours sincerely

Abigail Standidge
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 to contact them, please visit <https://ico.org.uk/global/contact-us/>