



Force Disclosure Unit
Wiltshire Police HQ
London Road
Devizes
Wiltshire
SN10 2DN
Tel 101 ext 62005
www.wiltshire.police.uk
disclosure@wiltshire.pnn.police.uk

XXXXXX – by E Mail

Date: 7th January 2025

Your ref: FOI

Our ref: FOI 2025 / 024

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 7th January 2025 concerning Caseload and Time Use.

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 liaised with our Finance Team - I am now able to respond as follows.

You wrote:

I am writing to request data under the Freedom of Information Act on the caseload and time use in the police forces in England and Wales. I would like any data relating to the hours/minutes per day/month and the number of cases that the average police officer dedicates to specific activities. I am specifically interested in the split between time spent on:

First, non-crime demand (like responding to mental health, welfare and social care calls).

Second, core policing responsibilities like patrolling, emergency response, intelligence gathering, prison interviewing, crime prevention etc.

Third, administrative tasks, HR activities like training, staff management etc.

Additionally, I am interested in the data broken down by:

First, data for each year from 2010 (or the earliest year you have available) onwards. If you do not hold longitudinal data, I'd appreciate stock data for the latest year possible.

Second, the hours/minutes per day/month and the number of cases that the average police officer dedicates to specific activities, split by type of police officer (i.e. sergeant, constable etc.) If that's not available, please feel free to disregard this variable.



Third, police force area or the lowest level of geography available (like Community Safety Partnerships). Even if you possess data for just a few police force areas, that would be very valuable.

Our response:

No Information Held

There is no obligation on an Authority to provide any rationale or explanation when providing a No Information Held response, however in this instance – and under our Section 16 duty to be as helpful as possible to an applicant – I am happy to do so.

Wiltshire Police do not utilise any form of time-management or task-management based systems to monitor the day to day activities of either front-line Officers, Investigators or Staff OR to determine the amount of time dedicated to various parts of an investigation or indeed serving the public either directly in policing matters or indirectly on non-crime demand or supporting partner-agencies.

It should also be noted that there is no obligation on an Authority under FOIA to create data – where none currently exists – purely to answer an FOI request.

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 Fol 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