

WILTSHIRE POLICE



XXXXXXX
By email

**Force Disclosure Unit
Police Headquarters**
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 13th February 2025

Our Ref FOI 2025-120

Dear XXXXX,

I write in connection with your request for information dated 29th January 2025, concerning use of force / complaints policy and compliant handcuffing.

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 Force Policy Officer, Public Order Public Safety department and Professional Standards Department at Wiltshire Police.

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

You wrote and our response:

- The forces use of force policy and any associated guidance. This can be redacted but specifically requiring anything that governs the practice of "compliant handcuffing" as well as anything the force has issued to officers and/or supervisors/investigators/psd that supports or advises against its practice.

The information you are requesting is exempt by virtue of Section 21 Freedom of Information Act 2000 - Information accessible to applicant by other means.

The following link will direct you to the most up-to-date version of our Use of Force policy - [Use of Force Policy](#).

- Any elements of your officer safety training material/handouts that covers "compliant handcuffing". For clarity I do not require the operational detail of how officers are trained to handcuff either compliant or non-compliant individuals but what the forces teaches them in respect of it as a power and how and when it should be used in an operational policing context.

All our Officers are trained as per the ACPO guidance in relation to handcuffing. The justification to handcuff, regardless of compliant or non-compliant handcuffing, is a fear of violence or a fear of escape. The legislation would depend on the circumstances but it could be common law, section 117 of PACE or section 3 of the Criminal Law Act.

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An FOI response published by the College of Policing in October 2020 covers the ACPO guidance on this area. Please use the following link for further assistance - [Use of handcuffing without arrest \(pdf\)](#).

- The forces official stance on the "widespread" or "routine" use of "compliant handcuffing"

Officers are trained that use of handcuffs is not routine but only if they have a fear of violence or a fear of escape.

- How many times (and the outcomes if any) in 2024, 2023 and 2022 "compliant handcuffing" has been deemed either unjustified (and as such was excessive use of force) or inappropriate for the circumstances at the time (these terms are not set in stone and should be taken to mean the number of times this practice was viewed in a negative light" either by: The Professional Standards Team (or similar), the local policing body (e.g. The Offices of the Police and Crime Commissioner), HMICFRS or any and all independent mechanisms that exist for the scrutinising of the police use of force. **If there is an issue with the wording or cost limit of this request please contact me before refusing it.**

2022 - 3 cases initially deemed "service provided was not acceptable"

- **Outcome of investigations : 2 x no action (service provided was acceptable), 1 x dismissal**

2023 - 7 cases initially deemed "service provided was not acceptable"

- **Outcome of investigations : 5 x no action (service provided was acceptable), 1 x case de-recorded, 1 x case Sub judice**

2024 - 8 cases initially deemed "service provided was not acceptable"

- **Outcome of investigations : 4 x no action (service provided was acceptable), 1 x Reflective Practice Review Process (RPRP), 1 x case de-recorded, 2 x cases ongoing**

- The forces complaints policy.

No information held.

Wiltshire Police do not have a complaints policy. Advice on making a complaint can be found on the Force website - [Complaints | Wiltshire Police](#).

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 21 - Information Accessible to the Applicant by Other Means

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

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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



Freedom of Information Request Appeals Procedure

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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 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

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/>