

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.uk

XXXXXX – by email

Date: 29th May 2025

Your ref: FOI

Our ref: FOI 2025 / 439

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 25th April 2025 concerning Police Force Structure.

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 I am not obliged to supply all the information you have requested.

You wrote (and Our Response):**REQUEST 1:**

1. What is the structure of teams in the force?

We do not have a Structure Chart within the organisation which details all current Teams / Sub-Teams and the various reporting lines.

There is no obligation on an Authority to create information – where none currently exists – purely to answer an FOI request.

Due to the complexity of our Force Structure and the sheer number of both independent Teams and Sub-Teams, the most appropriate method by which we can reply to this question is by listing the individual Teams / Departments which we currently have with the Force, which are the following :-



INVESTOR IN PEOPLE

ACPO

Black Rock

Chief of Corporate Services

Collaborations

Contact Management

County Hub

Crime Standards & Justice

Employee Experience and EDI

Employee Relations & Reward

Estates

Finance

Fleet

Force Operations

Geographical Crime

Health & Safety

HQ Crime

ICT

Improvement & Change

Information Management & Assurance

Intel & FAO

Learning & Development

Neighbourhood Harm Reduction Team

Occupational Health

PPD & Safeguarding

Professional Standards

Regional Forensics

Seconded

Specialist Ops

Swindon Hub

Tri-Service

Wilts Police Strategic Comms & Engagement

Workforce Planning & Recruitment

a. How many people work within each of those teams?

This information is exempt under Section 31 of the FOIA – see separate note below →

b. How many detectives are there?

261 individuals currently hold a Detective Post

2. How many specialist teams are there in your force?

There are currently 21 specialist teams in the Force

3. How many officers have work assigned mobiles?

1730 (Officers and Staff)

4. How many officers drive vehicles?

No Information Held.

Any officer or staff member with an up to date licence has access to operational vehicles and or pool cars as required in order to fulfil the requirements of their role

5. How many teams require equipment beyond standard uniform (specialist)?

There are currently 13 different kit issue sheets for Specialised roles beyond “standard uniform”.

6. How many officers are licensed firearms users?

This information is exempt under Section 31 of the FOIA – see separate note below →

7. Which team(s) manage the issuance and upkeep of firearms?

We have a Force Armourer who looks after the up-keep of Firearms and a database called Chronicle which manages the issue

of Firearms. Both are managed jointly by the Specialist Operations Team and Chief Firearms Officer.

REQUEST 2:

1. How many vehicles do you have?

562

a. What quantity of each type of vehicle? (IRV, ARV, etc.)

This information is exempt under Section 31 of the FOIA – see separate note below →

2. How many people are involved in the management of vehicles?

We have 18 staff within the fleet department.

a. What software application(s) do you use to manage your fleet?

We use Halo as our fleet management system.

3. How many third-party suppliers do you use for vehicle repair/maintenance?

8

a. What are they?

2x bodyshops for body repair work, and 6 x main dealers for warranty work etc.

4. How many vehicle recoveries were completed in the last year?

There were 3,826 recoveries in the preceeding 12-month period.

a. How many of those used police owned recovery vehicles?

None – we do not have our own recovery vehicles

b. How many were third-parties?

All of them were recovered by third part recovery operators that have been vetted etc and are acknowledged on our recovery scheme

5. How many police staff are authorised/able to drive police vehicles?

Officers of any rank 1022

PCSO's 70

Staff 627

Note – these numbers change almost daily as new permits to drive are applied for or permits are surrendered.

6. How do you ensure officers have sufficient qualifications?

When an officer attends a driving course with us, we physically see their card driving licence. For response courses (ER driving) and all subsequent courses, prior to the course, we send the officer a link to DVLA to supply a code which shows any endorsements on their DVLA record, again we also see sight of their physical driving licence. The officer also has an obligation to advise our Professional Standards Department of any motoring convictions.

7. Which software applications are used for the assignment/allocation and booking of vehicles?

We use Halo for the assignment/allocation and booking of vehicles.

8. Which software applications are used for capturing incidents and issues/faults with vehicles?

The control room would initially capture data of incidents on their command and control system and these would be passed to fleet which would be recorded on Halo. If any office reports a defect this will be done by the officer directly onto Halo.

9. Which teams manage the procurement of vehicles?

Wiltshire Fleet Team and South West Police Procurement Service.

a. How many people?

Within Fleet there are 2 and within SWPPS there are 6.

10. Which teams manage the safe and appropriate disposal of vehicles?

Wiltshire Fleet Team. The Fleet manager decides on which vehicles are disposed of, the Fleet Resource Officer deals with the admin side of the disposals and the technicians de-kit the vehicle ensuring all the relevant police kit is removed. NOTE; some obsolete kit and tape is removed by agreement with the auction house.

a. How many people?

All staff are involved in the disposal process at some point, so 18 staff.

11. Does the police utilise grey fleet?

The police do use grey fleet on occasions when there are no pool cars or hire cars available.

REQUEST 3:

1. How many people/teams are involved in the management of equipment?

The management of equipment is primarily done through the regional South West Police Procurement Service. This department has a team of 31 staff, who have responsibility for the procurement in the following category areas; Operations & Logistics, Fleet, ICT, Facilities Management, Estates & Construction and Professional Services & Commissioning.

With regards specifically to officers kit and uniform this is managed internally by our Facilities Supplies Team consisting of 8 members.

2. Which software applications are used for the allocation and booking of equipment?

With regards to Officer Equipment / uniform, this is issued against Officers records using Agresso Unit 4 software.

Other Departments or Teams may order equipment directly on suppliers themselves or via South West Police Procurement Service and are likely to maintain their records individually using any one of the Microsoft 365 office suite of products.

3. Which teams manage the procurement of equipment?

The procurement of equipment and the management of all current contracts is primarily done by South West Police Procurement Service, however as stated previously – some Teams or Departments (eg ICT for example) may order equipment directly on suppliers themselves and not via SWPPS.

a. How many people?

No information held – and impossible to quantify.

4. Which teams manage the safe and appropriate disposal of equipment?

This is dependent on the item(s) being disposed of.

All kit and uniform is disposed of by our Facilities Supplies Team, other items such as computer equipment will be handled by the ICT Team directly or via any agreed internal policies or procedures.

a. How many people?

No information held – and impossible to quantify.

REQUEST 4:

1. How are incident reports and complaints (both complaints from the public regarding crimes/incidents and complaints about the police) logged...

a. What channels? (digital/face to face/phone, etc.)

Crimes, incidents and complaints can be made face-to-face, over the phone, via E mail, by post or on-line via our Website

b. Estimated volume sent through each channel?

No Information Held – not recorded.

c. What information is captured?

All the necessary details that are required in order to handle the reporting of a crime or incidents or log a specific complaint etc.

2. How is this information shared and communicated amongst police?

a. Internal to the force and externally between forces?

Both

b. What software is used to manage this comms?

All Microsoft 365 products, Niche / Storm, PNC/PND, other systems shared with partner agencies and/or other Police Forces etc

3. What software applications are used to write police reports?

See answer b above – all can be used

4. Who responds to FOI requests?

Force Disclosure Unit

a. How many teams and people are involved in the responses?

One Team, 1 x Ops Mgr, 1 x Principal Decision Maker, 7 x Decision Makers, 1 x Admin

5. What training courses are open to PCs?

a. What training courses are mandatory for officers joining the force?

Initial Police Learning course – 24 week course.

b. What training courses are mandatory for officers re-joining the force?

5-7 day course. If just one Officer re-joins (rather than a cohort) 1:1 training in key systems can be provided.

Please Note

Responses to the following questions have been exempted under Section 31(1) – Law Enforcement :-

Request 1	Question 1 a
Request 1	Question 6
Request 2	Question 1 a

Section 31(1) is a prejudice based and qualified exemption, therefore the harm (prejudice) in disclosure should be evidenced and the public interest given.

Overall Harm

Although every effort should be made to release information under the Freedom of Information Act, to disclose specific details around the Staffing levels of specific Teams within Wiltshire Police, the number of Licensed Firearms Officers we currently have and the breakdown of vehicles in our Fleet by type would ALL prejudice future law enforcement tactics and our ability to effectively and efficiently prevent and detect crime and bring offenders to justice. Although there is public interest in the transparency of policing, this is countered by the need to protect any future law enforcement conducted by Wiltshire Police.

Furthermore, there is a very strong public interest in safeguarding the integrity of police law enforcement and the ability to police effectively and safely. This, in-turn, would reassure the public that the police are highly secure and would not disclose any information to the world, not just the requester, which may jeopardise law enforcement.

Public Interest Considerations

Factors Favouring Disclosure

The disclosure of this information would lead to a better-informed public and promote trust by demonstrating openness, transparency and accountability. In addition, the public are entitled to know how public funds are being spent.

Factors Against Disclosure

Any disclosure made under the Freedom of Information process is effectively a disclosure to everyone in the public domain.

By highlighting the specific capacity levels of particular operational Teams (in particular the current number of Licensed Firearms Holders we have) or the numbers of vehicles in our Fleet by type, could indicate the capacity / capability that Wiltshire Police has to respond to – and also investigate – criminal activity.

This would place our ability to enforce the law effectively into jeopardy and by providing such detailed and specific information it could also lead to an increase in such crimes being committed and aid criminals in regards to the scaling their activities accordingly in line with current Force capacity.

In turn, this would potentially undermine our ability to enforce the law effectively and also lead to a degradation in public confidence of the Force.

Furthermore, disclosing this information into the public domain would highlight that Wiltshire Police does not take the security and integrity of law enforcement seriously, which would cause a large drop in confidence.

Balance Test

The above points highlight both the merits and issues with disclosing in full the requested information in relation to your Freedom of Information request. Overall the police service is charged with enforcing the law, preventing and detecting crime and protecting the communities we serve. Because of this, Wiltshire Police will not divulge any information if to do so would prejudice our law enforcement or operational capabilities and in turn lead to more victims of crime and offenders not being brought to justice. The public interest is very largely in favour of non-disclosure in full to ensure the capability of law enforcement of Wiltshire Police.

This would only be overridden in exceptional circumstances, which this Freedom of Information request is not.

Section 17 of the Freedom of Information Act 2000 requires the 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 31(1) – Law Enforcement

In accordance with section 17 of the Act, this letter represents a 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.

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

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 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