

WILTSHIRE POLICE



Replied via email.



Police Headquarters

London Road
DEVIZES
Wiltshire
SN10 2DN

Date: 22/07/2025

Our ref: FOI 2025-650

Dear ,

I write in connection with your request for information dated 9th July 2025 concerning video footage offences.

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 Justice Traffic 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:

1. Have you set up Operation Snap – or a similar scheme - in your constabulary, where people can send you video footage of drivers committing alleged misdemeanours?
2. How many items of footage have been submitted and received by your constabulary between January 2022 and May 2025? Please provide a monthly breakdown if available. If a monthly breakdown is not available, could you provide it by calendar or financial year? Please note my preference, if you cannot provide monthly figures, would be calendar years for 2022, 2023 and 2024.
3. In each of the last three calendar years how did these cases conclude? Please provide a breakdown of the outcomes, including (a) Fixed Penalty Notices (FPNs) issued, (b) court prosecutions, (c) warnings letters, (d) education/retraining courses, (e) no further action etc.
4. In each of the last three calendar years please provide a breakdown of the types of offences identified via these submissions, with total figures for each of the following categories (a) driving without due care and attention/driving without reasonable consideration, (b) contravening a red light, (c) using a mobile phone whilst driving, (d) stopping a vehicle on a pelican/pedestrian crossing (e) failing to wear a seatbelt.
5. If recorded, please specify the type of individuals or groups submitting footage (e.g. private motorists, cyclists, taxi drivers, bus drivers, fleet companies, etc.

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Our response:

The information you are requesting in question 4 is not stored in a way which permits for easy retrieval. There is no way of retrieving this information from our systems in an automated way. To retrieve the types of offences identified via the submissions would require a manual review of each submission, of which there are 2014.

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.

Please note:

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.

Forces may use different recording systems, therefore it may be possible some Forces can provide this information where others cannot.

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 am able to provide you are the answers documented below :-

1. Yes

2.

2022 - 255 submissions

2023 – 554 submissions

2024 – 691 submissions

2025 until 17/7/2025 – 514 submissions

We are unable to provide a monthly breakdown.

3.

2022 – this information is not available as records were not kept of action taken

2023 – this information is not available as records were not kept of action taken

2024 – (a) FPN – 1 (b) Court proceedings – 79 (c) Warning letter – 61 (d) Education course 123 (e) NFA – 427

2025 – (a) FPN 101 (b) Court proceedings – 25 (c) Warning letter – 14 (d) Education course 53(e) NFA 321

5. This information is not recorded.

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.

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.

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



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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

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