

WILTSHIRE POLICE



Via Email



Police Headquarters

London Road
DEVIZES
Wiltshire
SN10 2DN

Date 13/08/2025

Our ref **FOI 2025/738**

Reply contact name is: XXXX

Dear XXXX

I write in connection with your request for information, dated 04/08/2025, concerning FOI requests received.

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, searches were conducted with XXXXXX of Wiltshire Police.

Your request for information has now been considered and it is not possible to meet your requirements in full.

You wrote with Our response:

I am writing to request information under the Freedom of Information Act 2000 regarding Wiltshire Police's FOI compliance stats since the Act came into place.

****Please note:**

- the way the data is stored prior to 2021 in relation to internal reviews is different so the figures have been manually collated.
 - For the last question, we complete our own internal reviews within the force disclosure unit and if the applicants are still unhappy with the response, they are directed to go to the ICO. (Internal reviews are completed by a decision maker who was not involved with the initial request to ensure fairness)
 - For unknown reasons the 2018 data is stored differently, so the data being disclosed is as accurate as possible given the circumstances.
 - We only hold easily retrievable data from 2017 onwards
- the number of FOI requests you have received (with a breakdown per year)
2017 – 1115

Keeping Wiltshire Safe

2018 - 1111

2019 – 1208

2020 – 930

2021 - 1082

2022 - 1038

2023 - 1124

2024 - 1141

2025 (to date 7.8.25) - 775

- the number of those requests that were responded to within twenty working days (with a breakdown per year)

- 2017 - 655
- 2018 – 65(grid for this year appears to be weird so cant get accurate data)
- 2019 – 1002 (Quite a few are – numbers for July onwards)
- 2020 - 770
- 2021 - 942
- 2022 - 812
- 2023 - 1021
- 2024 - 981
- 2025 (to date 7.8.25) – 596

- the ten longest number of days taken to respond (with a breakdown per year)

- 2017 – 77, 78,80, 83, 90, 105,129, 132, 200 and 279
- 2018 – 302, 322, 324, 326, 329, 336, 342, 351, 368 and 507
- 2019 – 105, 107, 116, 119, 131, 132, 134, 141, 199 and 263
- 2020 – 46, 48, 49, 52, 53, 54, 81, 83, 112 and 175
- 2021 – 44, 45, 47, 48, 49, 56, 58, 60, 65 and 68
- 2022 – 61, 62, 63, 64, 68, 76, 85, 87, 98 and 140
- 2023 – 54, 57, 59, 60, 62, 63, 64, 66, 68 and 175
- 2024 – 57, 58, 59, 60, 61, 65, 69, 70, 79 and 95
- 2025 (to date 7.8.25) – 46, 50, 53, 54, 55, 60, 62, 64, 76 and 82

- the average number of days taken to respond (with a breakdown per year)

- 2017 - 23
- 2018 – cant get an average due to weird set up of grid
- 2019 - 14
- 2020 - 12
- 2021 – 11.5
- 2022 - 14
- 2023 - 13
- 2024 - 11
- 2025 (to date 7.8.25) – 11

- the number of FOI requests that have been refused (with a breakdown per year)

- 2017 - 195
- 2018 - 100
- 2019 - 363
- 2020 - 264
- 2021 - 345
- 2022 - 375
- 2023 - 400

- 2024 - 348
- 2025 (to date 7.8.25) – 223

- the number of requests for internal review (with a breakdown per year)
 - 2017 - 11
 - 2018 - 1
 - 2019 – 14
 - 2020 – 9
 - 2021 – 19
 - 2022 – 34
 - 2023 - 29
 - 2024 - 14
 - 2025 (to date) – 5

- number of complaints logged with the ICO (with a breakdown per year)
 - 2017 - 1
 - 2018 - 1
 - 2019 - 0
 - 2020 - 0
 - 2021 - 0
 - 2022 – 2
 - 2023 - 4
 - 2024 - 3
 - 2025 (to date) – 2

- the number of request flagged for approval/review (presumably by someone senior - the PCC, chief constable, head of legal or whoever) (with a breakdown per year) [\(Please see notes above regarding internal reviews / ICO\)](#)
 - 2017 -
 - 2018 -
 - 2019 -
 - 2020 -
 - 2021 -
 - 2022 -
 - 2023 -
 - 2024 -
 - 2025 (to date) -

Section 17 of the Freedom of Information Act 2000 requires Wiltshire Police, when refusing to provide 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. In accordance with the Freedom of Information Act 2000 this letter acts as a Refusal Notice for those aspects of your request.

Exemption applied:

No information held in relation to the last questions as the process is to carry out an internal review when one is requested & if the applicant is unhappy this can be escalated by them to the ICO.

Wiltshire Police only hold easily retrievable data from 2017 onwards.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Force Disclosure Decision Maker

Keeping Wiltshire Safe

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

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.

Keeping Wiltshire Safe

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