

WILTSHIRE POLICE



XXX – By email

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

Date 9th September 2025

Our Ref FOI 2025-804

Dear XXX,

I write in connection with your request for information dated 14th August 2025, concerning disruptive airline passengers.

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 Team Performance 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:

Under the Freedom of Information Act 2000, I would like to request the following information relating to incidents involving disruptive airline passengers, recorded by your police force over the past 10 years:

1. The total number of recorded incidents involving disruptive airline passengers per year, for the past ten years (i.e., 2015–2024), broken down on a year-by-year basis to account for any variations due to the COVID-19 pandemic.
2. Of those incidents, the number in which alcohol was identified or flagged as a contributing factor, again broken down annually.
3. The number of disruptive passenger-related incidents that resulted in arrests, presented year by year.

This request specifically relates to incidents at airports or onboard aircraft within your jurisdiction, or otherwise handled by your force under aviation or public order legislation

Our response:

Section 1(1)(a) of the Freedom of Information Act 2000 (FOIA) requires Wiltshire Police to confirm or deny whether the requested information is held. To establish whether the information is held would in itself exceed the time obligations placed upon the authority to comply (18 hours) and therefore engages section 12(2).

Keeping Wiltshire Safe

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. Therefore the whole of the request should fall under the exemption of section 12 of the Freedom of Information Act 2000.

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.

Under our Section 16 obligation to provide advice and assistance, we would advise you to refine your request to a more manageable level. If you were to provide addresses of specific airports that you would like us to review, we would be able to conduct a search for incidents involving these addresses.

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.

Please contact me if you would like to discuss the withheld information.

Yours sincerely,

Force Disclosure Decision Maker