

WILTSHIRE POLICE



XXXX – By email

**Force Disclosure Unit
Police Headquarters**

London Road
DEVIZES
Wiltshire
SN10 2DN

Date 10th September 2025

Our Ref FOI 2025-844

Dear XXXX,

I write in connection with your request for information dated 28th August 2025, concerning blue light callouts.

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:

I am writing to request data from your systems that provide details of how often 'blue light' vehicles are sent on emergency callouts, and the subsequent waiting times experienced for these units to arrive on scene.

If it is available separately, I am also hoping to receive insights into the quantity of relevant 'blue light' vehicle units in each fleet, and current vehicle status.

Notes:

- When defining 'emergency callouts', please focus on grade 1 emergency response only [or equivalent, if other categorisation]
- When defining 'blue light' vehicles, please consider all relevant vehicle types (e.g. police cars, vans, and motorbikes) which might be sent to these emergency callouts

Therefore, I would like to request the following information under the Freedom of Information Act 2000:

Please provide the below data, specifically in relation to relevant 'blue light' (emergency services) vehicles for the entity:

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1. Call out quantities // the number of call outs that resulted in a 'blue light' vehicle being sent to scene (e.g. grade 1 emergency response) - broken down for each individual date in a recent 12-month period
2. Average wait times // the average wait time for emergency call outs, duration between receiving the call to a 'blue light' vehicle arriving on scene (e.g. grade 1 emergency response) - broken down for each individual date in a recent 12-month period
3. Vehicle units in fleet // the total number of 'blue light' vehicles in the current fleet (as of 27/08/2025) and how many were in the fleet on 27/08/2024
4. Units out of action // the total number of 'blue light' vehicles in the current fleet that have been 'out of action' at any point and for any reason during 2025 to date (up to 27/08/2025), plus the total number that were 'out of action' on 27/08/2025 (if any)

Date considerations:

- If 'a recent 12-month period' has been requested, please use 28/08/2024-27/08/2025 where possible *If this date range is not available, please use the most recent consecutive 12-month period with data available (and confirm what range has been used in this case)

**Note: If a 12-month range is 'out of scope' due to cost limitations, please provide the information for Q4 2024 only (01/10/2024-31/12/2024)

- If 27/08/2025 and/or 27/08/2024 has been specifically requested, please use these dates where possible *If this date is not available for these specific dates, please use the most recent date with data available (and confirm what date has been used in this case)

My understanding is that the data requested for points 1. and 2. can be exported from the management system, and that is my intention in the request, allowing it to be simply coded or exported

Our response:

Section 1 of the Freedom of Information Act 2000 (FOIA) places two duties on public authorities. Unless exemptions apply, the first duty at s1(1)(a) is to confirm or deny whether the information specified in a request is held. The second duty at s1(1)(b) is to disclose information that has been confirmed as being held.

Whilst I can confirm Wiltshire Police do hold the requested information, section 12(1) of the FOIA states:-

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.

The information you are requesting – specifically in regard to question 3 – is not stored in a way which permits for easy retrieval. Our fleet is very fluid and sales occur throughout the year, therefore to determine a fleet list for a specific date in 2024 we would be required to manually review each individual vehicle history. It is also worth noting that there was a change in computer systems recently, where vehicles sold before this change were not moved across to the new system. To review these sold vehicle details alone would require manual perusal of around 150 records.

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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.

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.

OR

Under our Section 16 obligation to provide advice and assistance, we would advise you to refine your request to a more manageable level.

Q1:

	Distinct Count of ISR_NO
01/09/2024	57
02/09/2024	53
03/09/2024	54
04/09/2024	48
05/09/2024	65
06/09/2024	52
07/09/2024	72
08/09/2024	66
09/09/2024	39
10/09/2024	46
11/09/2024	40
12/09/2024	48

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13/09/2024	65
14/09/2024	67
15/09/2024	53
16/09/2024	55
17/09/2024	57
18/09/2024	58
19/09/2024	39
20/09/2024	57
21/09/2024	70
22/09/2024	53
23/09/2024	54
24/09/2024	51
25/09/2024	57
26/09/2024	50
27/09/2024	48
28/09/2024	76
29/09/2024	76
30/09/2024	42
01/10/2024	44
02/10/2024	35
03/10/2024	57
04/10/2024	61
05/10/2024	80
06/10/2024	62
07/10/2024	61
08/10/2024	48
09/10/2024	54
10/10/2024	42

11/10/2024	54
12/10/2024	62
13/10/2024	54
14/10/2024	37
15/10/2024	34
16/10/2024	51
17/10/2024	58
18/10/2024	52
19/10/2024	62
20/10/2024	48
21/10/2024	56
22/10/2024	55
23/10/2024	52
24/10/2024	56
25/10/2024	66
26/10/2024	59
27/10/2024	59
28/10/2024	57
29/10/2024	48
30/10/2024	60
31/10/2024	42
01/11/2024	66
02/11/2024	62
03/11/2024	57
04/11/2024	46
05/11/2024	52
06/11/2024	45
07/11/2024	44

08/11/2024	37
09/11/2024	62
10/11/2024	63
11/11/2024	45
12/11/2024	45
13/11/2024	52
14/11/2024	50
15/11/2024	60
16/11/2024	55
17/11/2024	45
18/11/2024	33
19/11/2024	51
20/11/2024	49
21/11/2024	41
22/11/2024	49
23/11/2024	64
24/11/2024	89
25/11/2024	51
26/11/2024	48
27/11/2024	56
28/11/2024	44
29/11/2024	54
30/11/2024	65
01/12/2024	63
02/12/2024	39
03/12/2024	57
04/12/2024	41
05/12/2024	54

06/12/2024	52
07/12/2024	68
08/12/2024	70
09/12/2024	47
10/12/2024	48
11/12/2024	38
12/12/2024	39
13/12/2024	51
14/12/2024	54
15/12/2024	50
16/12/2024	53
17/12/2024	49
18/12/2024	61
19/12/2024	69
20/12/2024	73
21/12/2024	60
22/12/2024	49
23/12/2024	47
24/12/2024	59
25/12/2024	51
26/12/2024	54
27/12/2024	56
28/12/2024	48
29/12/2024	47
30/12/2024	33
31/12/2024	53
01/01/2025	68
02/01/2025	42

03/01/2025	47
04/01/2025	38
05/01/2025	35
06/01/2025	47
07/01/2025	44
08/01/2025	42
09/01/2025	39
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11/01/2025	48
12/01/2025	36
13/01/2025	40
14/01/2025	46
15/01/2025	40
16/01/2025	51
17/01/2025	50
18/01/2025	66
19/01/2025	50
20/01/2025	41
21/01/2025	41
22/01/2025	39
23/01/2025	40
24/01/2025	50
25/01/2025	46
26/01/2025	57
27/01/2025	49
28/01/2025	41
29/01/2025	55
30/01/2025	49

31/01/2025	41
01/02/2025	60
02/02/2025	49
03/02/2025	35
04/02/2025	44
05/02/2025	49
06/02/2025	37
07/02/2025	43
08/02/2025	47
09/02/2025	58
10/02/2025	48
11/02/2025	60
12/02/2025	28
13/02/2025	42
14/02/2025	53
15/02/2025	64
16/02/2025	49
17/02/2025	43
18/02/2025	61
19/02/2025	38
20/02/2025	40
21/02/2025	54
22/02/2025	73
23/02/2025	57
24/02/2025	33
25/02/2025	31
26/02/2025	36
27/02/2025	46

28/02/2025	63
01/03/2025	72
02/03/2025	52
03/03/2025	50
04/03/2025	38
05/03/2025	36
06/03/2025	45
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08/03/2025	46
09/03/2025	35
10/03/2025	58
11/03/2025	39
12/03/2025	48
13/03/2025	55
14/03/2025	51
15/03/2025	61
16/03/2025	43
17/03/2025	28
18/03/2025	56
19/03/2025	46
20/03/2025	64
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02/04/2025	38
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06/04/2025	71
07/04/2025	57
08/04/2025	43
09/04/2025	58
10/04/2025	68
11/04/2025	70
12/04/2025	55
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14/04/2025	52
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16/04/2025	50
17/04/2025	55
18/04/2025	57
19/04/2025	47
20/04/2025	69
21/04/2025	55
22/04/2025	48
23/04/2025	45
24/04/2025	44

25/04/2025	57
26/04/2025	53
27/04/2025	55
28/04/2025	59
29/04/2025	71
30/04/2025	49
01/05/2025	41
02/05/2025	72
03/05/2025	76
04/05/2025	70
05/05/2025	55
06/05/2025	36
07/05/2025	49
08/05/2025	29
09/05/2025	55
10/05/2025	90
11/05/2025	56
12/05/2025	52
13/05/2025	58
14/05/2025	67
15/05/2025	51
16/05/2025	44
17/05/2025	48
18/05/2025	64
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21/05/2025	76
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31/05/2025	76
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08/06/2025	67
09/06/2025	58
10/06/2025	45
11/06/2025	59
12/06/2025	65
13/06/2025	77
14/06/2025	75
15/06/2025	72
16/06/2025	55
17/06/2025	50
18/06/2025	70
19/06/2025	65

20/06/2025	72
21/06/2025	83
22/06/2025	65
23/06/2025	67
24/06/2025	59
25/06/2025	63
26/06/2025	45
27/06/2025	75
28/06/2025	97
29/06/2025	77
30/06/2025	68
01/07/2025	68
02/07/2025	56
03/07/2025	46
04/07/2025	81
05/07/2025	82
06/07/2025	67
07/07/2025	54
08/07/2025	73
09/07/2025	62
10/07/2025	67
11/07/2025	64
12/07/2025	87
13/07/2025	73
14/07/2025	59
15/07/2025	53
16/07/2025	53
17/07/2025	72

18/07/2025	63
19/07/2025	81
20/07/2025	59
21/07/2025	52
22/07/2025	49
23/07/2025	55
24/07/2025	53
25/07/2025	80
26/07/2025	79
27/07/2025	81
28/07/2025	77
29/07/2025	59
30/07/2025	56
31/07/2025	60
01/08/2025	59
02/08/2025	71
03/08/2025	65
04/08/2025	61
05/08/2025	53
06/08/2025	52
07/08/2025	51
08/08/2025	66
09/08/2025	77
10/08/2025	73
11/08/2025	68
12/08/2025	69
13/08/2025	58
14/08/2025	65

15/08/2025	90
16/08/2025	64
17/08/2025	73
18/08/2025	79
19/08/2025	57
20/08/2025	40
21/08/2025	69
22/08/2025	67
23/08/2025	58
24/08/2025	65
25/08/2025	63
26/08/2025	56
27/08/2025	53
28/08/2025	74
29/08/2025	52
30/08/2025	57
31/08/2025	71
Grand Total	20228

Q2:

WeekEnding	Avg Log Response Time - Immediate Urban	Avg Log Response Time - Immediate Rural
01/09/2024	00:09:18	00:17:25
08/09/2024	00:11:01	00:18:13
15/09/2024	00:09:44	00:18:19
22/09/2024	00:10:56	00:15:58
29/09/2024	00:10:20	00:17:51

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06/10/2024	00:11:16	00:16:54
13/10/2024	00:12:13	00:16:14
20/10/2024	00:11:24	00:16:29
27/10/2024	00:10:45	00:17:01
03/11/2024	00:10:00	00:15:34
10/11/2024	00:10:01	00:16:15
17/11/2024	00:10:23	00:15:35
24/11/2024	00:10:31	00:20:27
01/12/2024	00:10:15	00:18:22
08/12/2024	00:09:49	00:17:27
15/12/2024	00:10:07	00:16:06
22/12/2024	00:09:31	00:16:41
29/12/2024	00:09:04	00:14:41
05/01/2025	00:09:35	00:16:11
12/01/2025	00:11:21	00:16:11
19/01/2025	00:10:45	00:15:50
26/01/2025	00:10:43	00:17:08
02/02/2025	00:10:22	00:16:30
09/02/2025	00:11:12	00:15:19
16/02/2025	00:09:47	00:16:51
23/02/2025	00:11:19	00:16:23
02/03/2025	00:10:26	00:16:21
09/03/2025	00:10:12	00:15:26
16/03/2025	00:10:58	00:14:53
23/03/2025	00:10:10	00:15:24
30/03/2025	00:10:33	00:16:39
06/04/2025	00:09:35	00:16:56
13/04/2025	00:09:58	00:16:00

20/04/2025	00:09:31	00:14:26
27/04/2025	00:10:23	00:15:36
04/05/2025	00:10:20	00:15:28
11/05/2025	00:09:26	00:14:32
18/05/2025	00:09:43	00:14:44
25/05/2025	00:10:38	00:14:50
01/06/2025	00:09:18	00:15:20
08/06/2025	00:09:46	00:15:08
15/06/2025	00:11:51	00:15:53
22/06/2025	00:09:51	00:16:06
29/06/2025	00:10:58	00:15:47
06/07/2025	00:10:16	00:15:38
13/07/2025	00:10:16	00:15:38
20/07/2025	00:10:18	00:16:22
27/07/2025	00:10:46	00:15:10
03/08/2025	00:10:24	00:17:04
10/08/2025	00:09:59	00:14:43
17/08/2025	00:10:42	00:15:17
24/08/2025	00:10:16	00:15:21
31/08/2025	00:10:28	00:17:32

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.

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

Yours sincerely,

Force Disclosure Decision Maker