



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

Date 7th April 2026

Our Ref FOI 2026/265

I write in connection with your request for information dated 07/03/2026, concerning police cars damaged by potholes.

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 the Fleet department at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote:

For each of the following calendar years respectively 2025, 2024, 2023, 2022 and 2021

How many police cars in your fleet have been damaged by potholes, including damage to tyres, wheels, steering alignment? What has the repair cost been?

How many times has a police car been taken out of service to be checked after pot hole related damage?

Have there been any incidents where a pothole related problem has delayed the response to an emergency 999 call? Can you please supply examples

Has your force successfully claimed compensation for pothole related damaged to your vehicles – and if so how much compensation was received?

Our response:

Due to current system restraints, the way officers report any defects and the way the Fleet system logs parts and labour we cannot supply this data.

If a user of a vehicle has concerns from an impact, our Fleet Unit does not receive detailed information from the officers and would not be able to tell from the system whether the impact was a pothole, strike of a curb or other debris in the road.

Under Section 16 of our duty to provide advice and assistance, as a gesture of goodwill I can provide the following information provided by our Fleet Unit: we have not noticed any more non-scheduled defects for tyres or wheel damage than we would expect.

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

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 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.

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

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