

Timeliness of responses to information access requests by police forces in England, Wales and Northern Ireland

November 2020



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Foreword

Upholding information rights in the public interest is a priority for the Information Commissioner. Requests for personal data or for information are fundamental rights under both the General Data Protection Regulation (GDPR)/Data Protection Act 2018 (DPA18) and the Freedom of Information Act 2000 (FOIA).

Trust and accountability are the cornerstones of both GDPR/DPA18 and FOIA and public trust and confidence are central to the principles of policing set out by Sir Robert Peel. This is why compliance with the legislation is so important for the police and the risk is substantial if they are non-compliant. This is particularly so in terms of failing to demonstrate accountability and transparency which then impacts on public trust and confidence, so important in modern day policing.

Information held by the police will no doubt be of public interest but personal data will also be, in the majority of cases, sensitive and could have significant implications for individuals if not disclosed within the timescales stipulated in the legislation. This could impact on job prospects or travel for example and it is important that responses are provided within the timescales set out in the legislation which require that requests for information should be completed 'without undue delay' or within a required timescale.

The most common complaints we receive are about subject access requests (SARs) and the timeliness of responses to FOIA requests. It was important that we looked into this in more detail and it became apparent that a number of police forces were struggling to meet their timeliness obligations as set out in GDPR/DPA18 and FOIA. In order to understand the scale of the situation we engaged directly with some forces and with the National Police Chiefs Council (NPCC). We encourage underperforming forces to create action plans for improvement.

Although there is evidence that Police forces are improving, there is more work to be done. A quarter of people requesting information don't get it on time. As a pragmatic regulator we will support organisations' improvement and compliance with relevant legislation but where satisfactory improvement has not been made then we need to consider our wider powers.

As a result of our monitoring we have issued a number of practice recommendations to police forces and we will continue to monitor forces that underperform and consider further, formal action where it is required to drive improvement. We also identified some forces as exemplars of good practice and those forces can help to drive improvements in underperforming forces.

It is my hope that police forces, and other organisations, will read this report, understand their current position and identify actions they can take to improve or maintain good performance. We will continue to work with the police to support their compliance with information rights laws.

A handwritten signature in black ink, appearing to read 'J. Dipple-Johnstone', with a stylized flourish at the end.

James Dipple-Johnstone

Deputy Commissioner (Chief Regulatory Officer)

Overview

The ICO has produced this report as a result of monitoring timeliness compliance levels in the police sector. We became aware that there were compliance concerns across the sector and undertook a programme of work to consider timeliness performance in detail. We monitored police forces for different periods of time; the earliest from June 2018 and we continue to monitor some to the present. Police forces and Police and Crime Commissioners, with their democratic oversight role for forces, are the intended audience for this report.

Aims

The report aims to:

- make recommendations to drive compliance with the statutory time for responding to information access requests;
- collate and share good practice in the police sector;
- support the delivery of the Openness by design strategy 2019/20 – 2021/22¹ which aims to ensure that access to information in a digital age operates effectively and is upheld in a consistent and timely manner;
- support the Information rights strategic plan 2017-2021² which aims to increase the public's trust in public bodies, such as the police; and
- provide insight into compliance with the statutory time for responding to information access requests in the police sector in England, Wales and Northern Ireland.

Recommendations

We intend our recommendations to drive sector-wide compliance with timescales for responding to requests. We have also included a number of recommendations about tools and resources that we believe will assist police forces to improve the

¹ Goal one: https://ico.org.uk/media/about-the-ico/documents/2615190/openness_by_design_strategy_201906.pdf

² Goals 1,2 and 5. <https://ico.org.uk/media/about-the-ico/documents/2014134/20170413icoinformationrightsstrategicplan2017to2021v10.pdf>

timeliness of their information access requests responses.

Recommendation 1

All police forces should produce and publish action plans³ for addressing delays in dealing with requests. They should aim their action plans at improving or maintaining information access requests timeliness performance levels. This will enable transparency and assure the public that they are taking steps to improve or maintain performance levels.

Recommendation 2

Police forces should use the [FOI self-assessment toolkit](#) to assess their current FOI performance and understand where they should focus their efforts in order to improve. The toolkit also provides a template for taking improvement actions.

Recommendation 3

Chief Officers should ensure that information rights departments are regularly reporting to the senior leadership team within the force; in particular if there are problems with performance. This will ensure there is senior level oversight of performance levels and any difficulties the information rights department are experiencing.

Recommendation 4

In accordance with section 8.5 of the Freedom of Information Code of Practice⁴ issued under section 45 of FOIA, all police forces should publish information access request statistics. The statistics will clearly inform the public of the commitment of the police to be transparent in this area. The statistics will also maintain the police forces' focus on their own levels of performance and should include the number of information access requests where they did not meet the statutory deadline. We recognise that the NPCC and some police forces are now taking steps to publish such statistics but this should take place across all police forces. Police and Crime Commissioners will wish to discuss with their forces where this sharing of information is not taking place.

³ See appendix 2

⁴https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/744071/CoP_FOI_Code_of_Practice_-_Minor_Amendments_20180926_.pdf

Recommendation 5

Police forces should actively identify topics of interest to the public that they frequently receive information requests about. They should discuss them with the Police and Crime Commissioner, who will have good links into the local community. They should devise a plan to proactively publish as much information as possible on the police force's website. This will involve an investment of time and resources but is also likely reduce the volume of information access requests that they might otherwise receive.

Recommendation 6

Police forces should ensure that when they complete Data Protection Impact Assessments (DPIAs) for any new systems or technology that will process personal data, they give due consideration to ensuring they comply with subject rights' effectively and in a timely manner.

Recommendation 7

Chief Officers and Police and Crime Commissioners should ensure that they allocate sufficient resources to their information rights departments in order to achieve and maintain performance levels that comply with statutory obligations for information requests.

Recommendation 8

Police forces should identify and share good practice to contribute towards compliance with information access requests across the police sector. They should share good practice with the NPCC for wider dissemination.

Recommendation 9

Police forces should actively engage with the National Police Chiefs' Council (NPCC), National Police Freedom of Information and Data Protection Unit (NPFDU) and the National Subject Rights Group. These resources are available to all forces for practitioner training along with guidance and technical assistance when responding to information requests.

Introduction

Background

From the inception of policing in Victorian times, transparency about how the police exercise their powers has been crucial in building the consent necessary for them to do their job. Access to information can be important in any walk of life, but particularly in the area of criminal justice. Therefore information access rights can have a particularly significant impact on individuals and organisations alike. Whether it is an individual wishing to access details about what the police hold about them or a journalist seeking information about crime statistics, the timeliness of responses is often crucial. Late responses can lead to a variety of problems from lost job offers to the dissemination of inaccurate information.

The ICO frequently receives complaints from individuals and organisations about delays they've experienced when making information access requests to police forces. In addition, some police forces have directly reported to the ICO their own difficulties in meeting statutory time scales for information access requests

As a consequence, we have examined this area of concern and gained further insight into how police forces can take steps to improve their timeliness performance rates. We have recently engaged with the police sector about a number of issues including mobile phone extraction, Facial Recognition Technology⁵ and the Gangs matrix⁶ and have also taken formal enforcement action against the Metropolitan Police Service (MPS) for failing in its data protection obligations by not responding to SARs on time⁷.

Scale

In the 12 months that the data has been collected, the police received approximately 34,000 subject access requests (SAR)

⁵ <https://ico.org.uk/about-the-ico/news-and-events/news-and-blogs/2019/10/live-facial-recognition-technology-police-forces-need-to-slow-down-and-justify-its-use/>

⁶ <https://ico.org.uk/about-the-ico/news-and-events/news-and-blogs/2018/11/information-commissioner-s-investigation-into-the-metropolitan-police-service/>

⁷ <https://ico.org.uk/about-the-ico/news-and-events/news-and-blogs/2019/06/blog-supporting-people-accessing-their-data-from-the-police/>

and 53,000 FOI requests. Based on the data the police provided, 74% of SARs and FOI requests were completed within the required timescales.

Central government statistics⁸ show that between January 2020 and March 2020, all 40 monitored central government bodies received 12,408 FOI requests per quarter. Whereas, based on the NPCC statistics for the quarter January 2020 to March 2020⁹, the police forces received approximately 15,533 FOI requests. Therefore, the police sector alone received more FOI requests than all monitored central government bodies put together.

Whilst performance rates vary widely amongst police forces, it is clear that some forces are failing to respond to a large quantity of requests within statutory deadlines. It is important to remember that behind every request is an individual or group seeking to assert their legal rights and obtain information that is significant to them. Ultimately, it is unacceptable that approximately 25% of all requesters do not receive a timely response to their requests.

Scope

The data contained in this report relates to police forces in England, Wales and Northern Ireland only. Although the ICO is the regulatory authority on data protection matters in Scotland, Scotland has its own Information Commissioner who regulates the Freedom of Information (Scotland) Act 2002¹⁰ and the Environmental Information (Scotland) Regulations 2004¹¹, therefore Police Scotland is not covered in this report¹².

This report does not cover all aspects of data protection or freedom of information and is limited to addressing the timeliness of responses to subject access and freedom of information requests made to police forces.

⁸ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/892708/foi-statistics-q1-2020-bulletin_1_.pdf

⁹ See 'Analysis of NPCC Statistics'

¹⁰ <https://www.legislation.gov.uk/asp/2002/13/contents>

¹¹ <http://www.legislation.gov.uk/ssi/2004/520/contents/made>

¹² The Scottish Information Commissioner maintains an FOI and EIR statistics portal from which reports can be generated on the numbers of freedom of information (FOI) and environmental information regulation (EIR) requests received by Scottish public authorities and the outcomes of those requests. This includes information relating to the timeliness of responses for Police Scotland: <https://stats.itspubliknowledge.info/>

Challenges

Fundamentally police forces have a legal obligation to comply within the statutory time frame for all information access requests.

The ICO recognises the challenges faced by the police sector and the efforts made by police forces to comply with their legal obligations. The introduction of new data protection legislation in 2018 raised public awareness about data rights. After May 2018 individuals were no longer required to pay a fee for SARs and the statutory timeframe in which to respond to SARs was also reduced. The combination of these factors may have contributed to an increase in the number of information access requests submitted to police forces and their ability to respond in a timely manner.

Additionally, the reduction in police resources has meant that police forces have prioritised frontline services and this may have also contributed to dissatisfaction with service provision and therefore an increase in the number of information access requests.

The NPCC commented that there has been a real-term reduction of police budgets of 19% since 2010, but ranging between 11-25% across forces. These budgetary restraints have required forces to make difficult decisions about how they should allocate resources to fund core aspects of policing such as tackling terrorism, organised crime, and keeping communities safe, set against funding back office support functions.

It explained that on 31 March 2019 there were 64,411 FTE civilian staff in supporting roles in the 43 police forces of England and Wales, an increase of 2.5% on the previous year and an 19.1% decrease compared to 2010.

This was coupled with receiving high volumes of information access requests; such requests in the police sector are often complex. The requests may for example include sensitive personal data, which may have been collected or processed for a law enforcement purposes. The growth in the collection of personal data in a digital format, for example via body worn video cameras, may also have increased the volumes of requests. Digitised personal data collection also creates additional challenges when considering the privacy rights' of third parties and any necessary redactions.

This report acknowledges that these factors have impacted the ability of police forces to respond to information access requests within the statutory time. We have therefore focussed on performance and assisting and improving rates of

compliance by sharing good practice and recommendations. This will ultimately benefit requesters but the police will also benefit by becoming exemplars of good practice and this is what they should be aiming to achieve.

COVID-19

COVID-19 has placed an additional burden on police forces. In many police forces, in order to focus on public health and safety, they have diverted resources away from administrative activities to frontline policing to deal with the immediate emergency situation. We recognise that the crisis may have impacted on the ability of some police forces to meet legal deadlines and, although the ICO cannot extend statutory deadlines, we are a pragmatic and responsible regulator and acknowledge that in an emergency situation delays may have occurred in responding to information access requests.

Methodology

Based on the information provided, we decided that we should obtain further insight about compliance in the police sector in two ways:

- **Engagement with police forces**

We began monitoring underperforming police forces that had been brought to our attention¹³. We captured intelligence by requesting performance statistics, action plans to improve performance, and milestones for recovery. We gave police forces the opportunity to address the problems we identified by formulating and initiating plans to improve their performance. Whilst monitoring individual police forces we collated good practice information and included this information in this report.

- **Engagement with the NPCC**

We liaised with the NPCC to gain a fuller picture of timeliness rates, based on quantitative data about the police sector across England, Wales and Northern Ireland. The NPCC promotes best practice and has a coordinating role across the police sector¹⁴ and was therefore suitably placed to assist us.

¹³ See Appendix 3

¹⁴ <https://www.npcc.police.uk/>

The NPCC agreed that each police force in England, Wales and Northern Ireland would provide statistics about information access requests¹⁵.

Information in the public domain and the public interest

Police forces must disseminate information in accordance with their publication schemes¹⁶. The definition documents for police forces¹⁷ sets out the types of information that the ICO expects them to publish and list in their guide to information.

Across England, Wales and Northern Ireland various crime data is collated and published, including statistics produced by the Office for National Statistics¹⁸, the Home Office¹⁹ and the Police Service of Northern Ireland²⁰.

Individual police forces also publish their own statistics and documents on their own websites.

The immediate availability of statistics and other information should ultimately reduce the volume of information access requests police forces might otherwise receive. This is because there will be more information publicly available.

Whilst information access requests should be motivation blind, it is important to remember that behind each information access request lies a genuine concern or interest of a member of the public or group. So, despite there being a substantial amount of information already in the public domain, it is likely that there is public interest in information that is not currently publicly available. Police forces hold a significant volume of personal data and policing and crime related information. Individuals, campaigning groups and journalists are likely to have an interest in the information that police forces hold. It is important that forces proactively publish information as well as ensuring they have adequate systems, both processes and case management systems, in place to deal with requests within the timescales set out in the legislation.

¹⁵ See Appendix 4

¹⁶ Under section 19 FOIA

¹⁷ https://ico.org.uk/media/for-organisations/documents/1280/definition_document_for_police_forces.pdf

¹⁸ <https://www.ons.gov.uk/search?q=police+statistics>

¹⁹ <https://www.gov.uk/government/collections/crime-statistics>

²⁰ <https://www.psni.police.uk/inside-psni/Statistics/>

Legislation and information access requests

For the purposes of this report, the term 'information access requests' includes:

- subject access requests (SARs) under the General Data Protection Regulation²¹ (GDPR) and the Data Protection Act 2018²² (DPA 2018); and
- requests for recorded information under Freedom of Information Act 2000²³ (FOIA) and the Environmental Information Regulations 2004²⁴ (EIR).

Information access requests made under GDPR and DPA 2018 are commonly known as subject access requests (SARs). An individual can make a SAR to request confirmation that an organisation is processing their personal data. Individuals can also ask for a copy of their personal data and other supplementary information. With some exemptions²⁵, organisations must respond without undue delay and within one month.

Information access requests made for information held by public authorities that is not personal data fall under FOIA and the EIR.

FOIA provides public access to information held by public authorities. Anyone can make an FOI request including organisations such as campaigning groups. In most cases, public authorities must respond promptly and within 20 working days²⁶.

As referred to above, FOIA also requires all public authorities to adopt and maintain a publication scheme. Each police force must have a publication scheme which commits them to proactively publish certain types of information on a routine basis.

The EIR provides public access to environmental information held by public authorities. Public authorities must respond as

²¹ <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32016R0679&from=EN>

²² <http://www.legislation.gov.uk/ukpga/2018/12/contents>

²³ <http://www.legislation.gov.uk/all?title=the%20freedom%20of%20information%20act%202000>

²⁴ <http://www.legislation.gov.uk/uksi/2004/3391/contents>

²⁵ <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/>

²⁶ <https://ico.org.uk/media/for-organisations/documents/1165/time-for-compliance-foia-guidance.pdf>

soon as possible and within 20 working days unless an exception applies²⁷. Although police forces are unlikely to hold large volumes of environmental information, it is important to be aware that requests for environmental information fall under the EIR rather than FOIA.

²⁷ <https://ico.org.uk/media/for-organisations/documents/1622/time-for-compliance-eir-guidance.pdf>

Key findings from analysis of police performance data received from the NPCC

- From September 2019, the NPCC collated data from all police forces in England, Wales and Northern Ireland and sent them to the ICO for analysis. The analysis in this report covers 12 months of data up to August 2020.
- During the period of collection the overall position of police forces has improved:
 - The timeliness figure across all forces for requests for personal data and requests for information made under the FOIA increased from 69% in September 2019 to 80% in August 2020.
 - 19 forces had achieved a 90% or above timeliness rate for requests for personal data and 18 had achieved this for requests for information made under FOIA.
 - The number of overdue requests has reduced from 7,393 to 3,750 during that time. This is a 49% reduction.
 - The number of requests over a year old has reduced from 572 to 169.
 - The number of cases in the 'pipeline' decreased by 28%. Given that average volumes received were consistent prior to lockdown, this suggests an overall improvement in performance during this period.
- During the lockdown period there was a slight reduction in the volumes of information access requests closed. However, the police were able to reduce the percentage of the overdue requests from 56% in March 2020 to 43% in August 2020.

Key findings from engagement with police forces

Engaging with individual police forces presented an opportunity for the ICO to gain insight into the issues they faced when dealing with information access requests²⁸. This, together with the statistics they provided and the action plans they developed, enabled us to track progress and identify examples of good practice.

This section of the report covers an analysis of the improvements made by Essex, Cumbria and Surrey police forces who were three of the most improved forces during the period which they engaged with the ICO.

Essex Police

In June 2018, Essex Police reported that they were experiencing difficulties with complying with the statutory time limits for both FOIA and SAR requests. The SAR timeliness concerns were resolved by January 2019 and this summary therefore focuses on FOI request timeliness difficulties which took longer to resolve. In November 2018, Essex Police reported they had a FOIA request monthly timeliness compliance rate of 33% and 633 overdue FOI requests. They attributed their timeliness performance levels to inefficient internal business processes.

Essex police submitted an action plan and the key points from the action plan were:

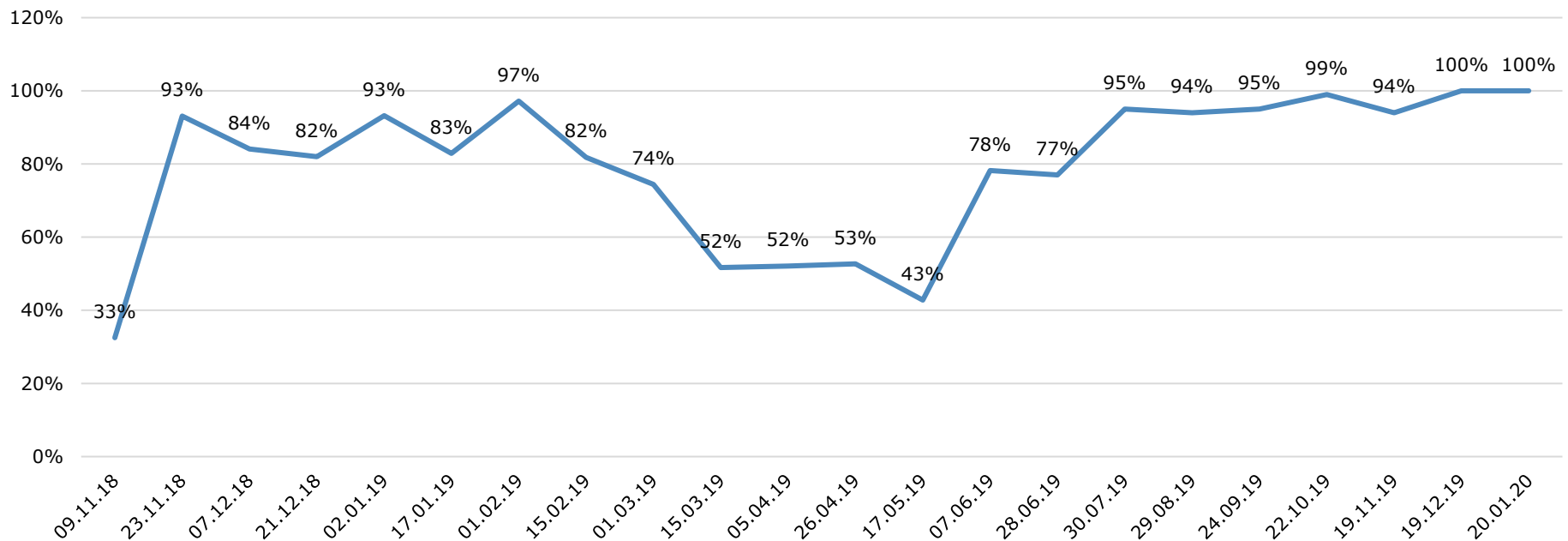
- proactive daily monitoring of performance;
- high level reporting mechanisms to the Chief Constable;
- robust management of peak leave periods;
- skills audits and training plans;
- recruitment of temporary staff; and
- refined work allocation processes.

Essex police also committed to meeting a 90% FOIA timeliness compliance rate by October 2019.

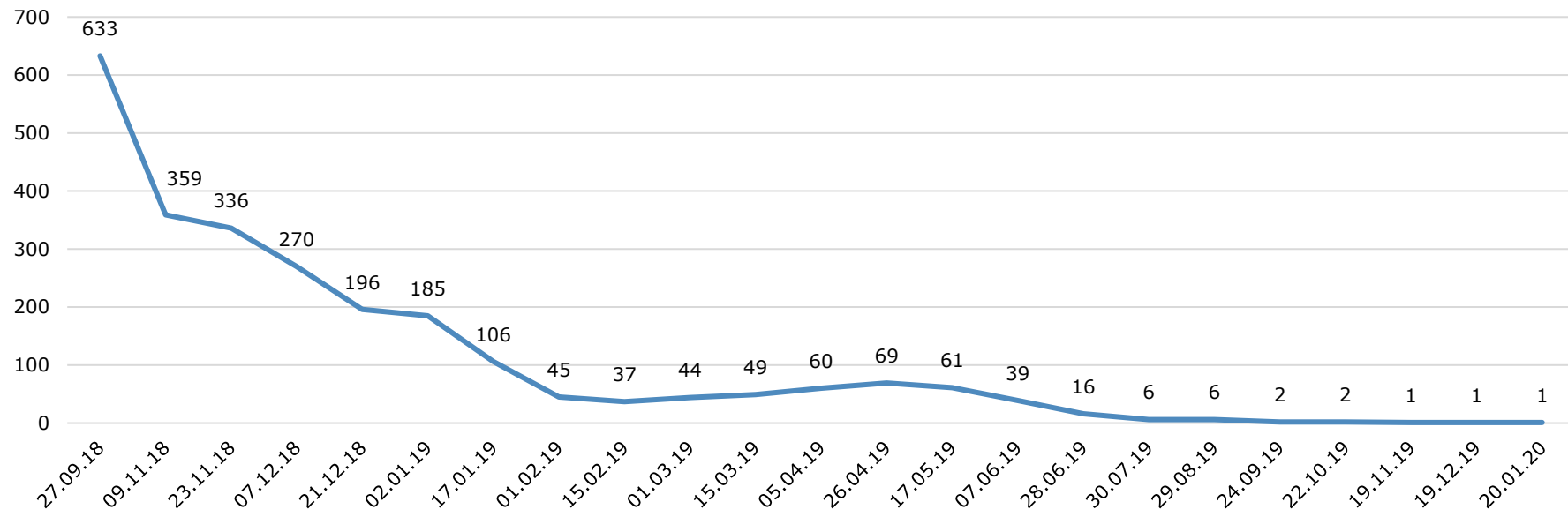
²⁸ See appendix 3

By December 2019, Essex Police’s FOIA compliance rate had improved to 100% and they had one overdue request. It is clear that Essex Police have invested substantial time and resources into radically improving their FOIA timeliness performance levels and almost completely removing their overdue requests. They produced specific and detailed plans to instigate changes. Changes in the approach to management, reporting processes, staffing levels, training plans and senior level buy-in greatly impacted on their performance.

FOIA timeliness %



FOIA request volumes overdue



Cumbria Constabulary

In August 2019, Cumbria Constabulary reported that they had a significant number of overdue FOI requests which were exceeding the 20 working day period. As at 2 September 2019, they had 899 overdue FOI requests and an in-time monthly performance level of 29%. Cumbria Constabulary attributed this to an increased number of information access requests and they also advised that they had experienced a number of unexpected staff absences. The force also reported their SAR statistics to the ICO but there were no concerns with these figures and we focussed on FOIA performance.

The force developed an action plan to prevent further information access requests from becoming overdue and to reduce the number of overdue requests. Chief Officers commissioned a review to consider appropriate resourcing levels for the work undertaken by the information management department of the force.

The key points from the action plan which contributed to improvements included:

- Chief Officers' approval of a temporary increase in FOIA decision makers; and
- a proposal for the division of the information management department into 3 teams:
 - Team 1 to deal with new FOIA requests as they were received;
 - Team 2 to deal with addressing the backlog of overdue FOIA requests; and
 - Team 3 to deal with other statutory requests including SARs.

The action plan included a target of approximately six months to clear their backlog of requests.

In November 2019, a more detailed action plan was submitted to the ICO by the force. Key points from the additional action plan included:

- the creation of thematic internal leads to address specific FOI requests;
- improved management information and reporting;
- weekly information access request performance monitoring feedback given to Senior Officers;
- increased proactive publication; and

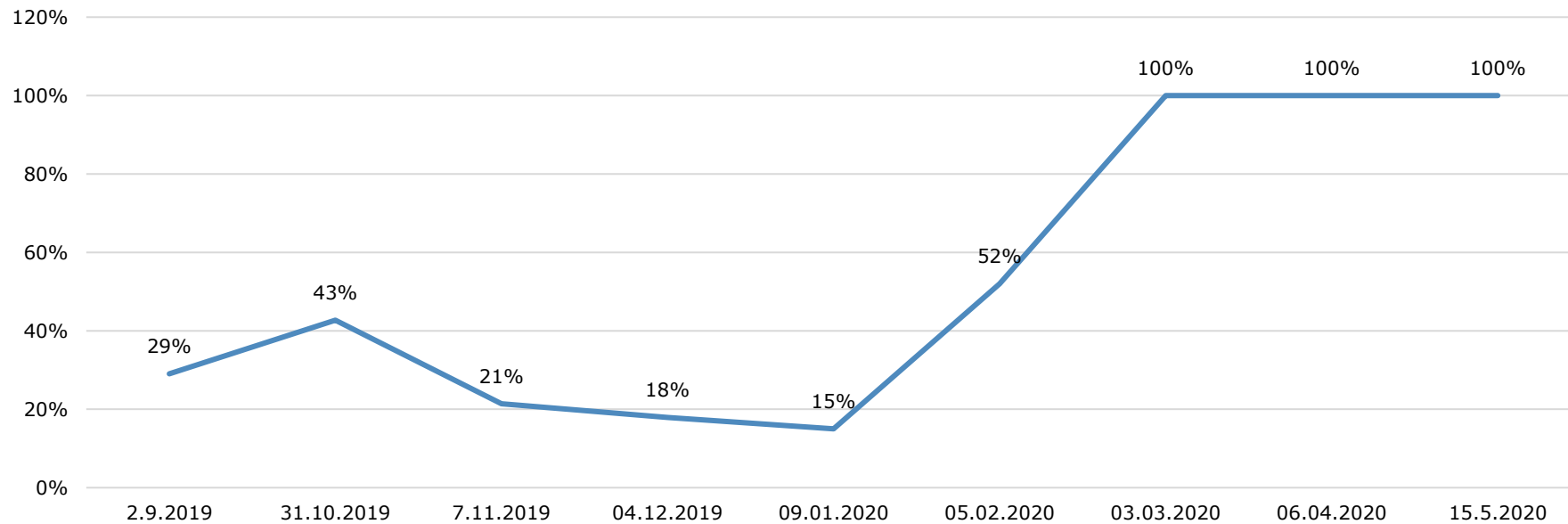
- internal late response escalation process to Director/ Commander level.

This action plan included a target to achieve an 80% FOI request closure rate within 20 days by 29 February 2020.

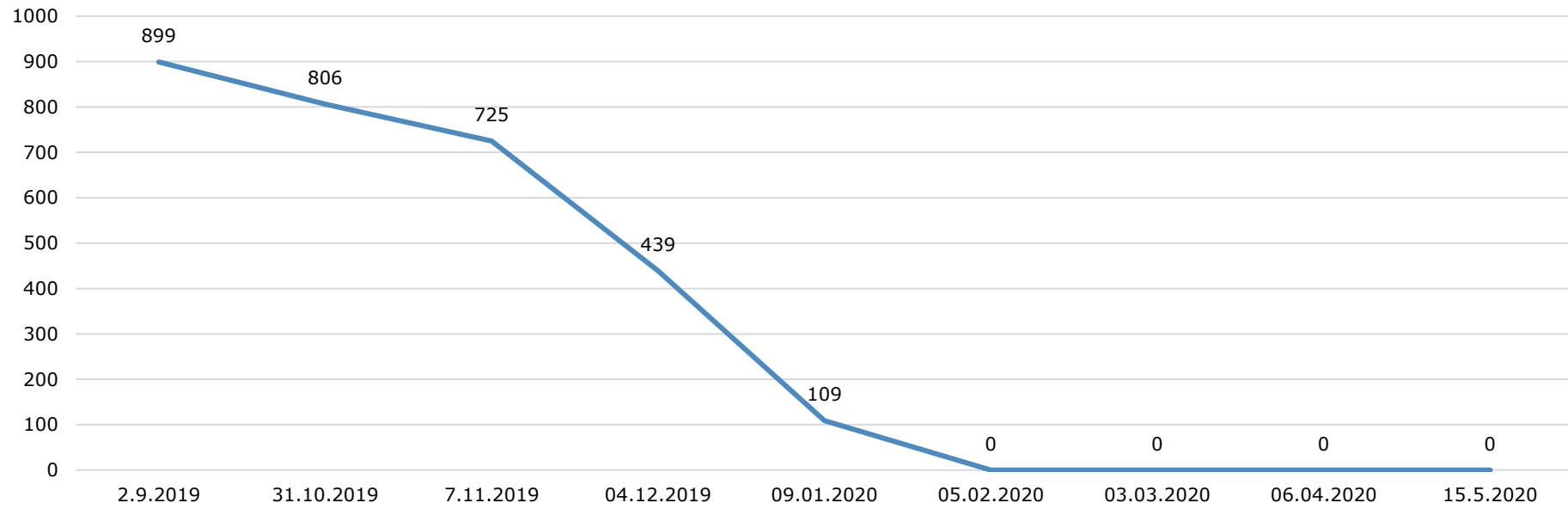
We were reassured to see that from 5 February 2020 onward the force had no overdue FOI requests. From March 2020 the force has had a 100% FOIA in-time compliance rate.

It is clear that Cumbria constabulary invested time, planning and resources into dramatically improving their timeliness performance levels and reducing their overdue request volumes. Senior level awareness and buy-in to amend their funding, staffing and processes, radically overhauled their performance and completely eradicated their backlogs.

FOIA timeliness %



FOIA request volumes overdue



Surrey Police

In August 2018, Surrey Police advised us about their lack of ability to comply with FOI and SAR requests. The force attributed this to an increase in new requests under both FOIA and the DPA. Further, as a multi-functioning team, the requests also included other types of requests such as court orders, CAFCASS and insurance cases. Reduced staffing capacity had also led to decision-makers performing additional administrative tasks and, as at November 2018, the force had 489 overdue FOI requests and an in-time monthly performance level of 6%. Whilst SAR statistics were submitted by Surrey Police these were not of undue concern and are not included in this summary.

The force submitted an action plan for improvement and the key points were:

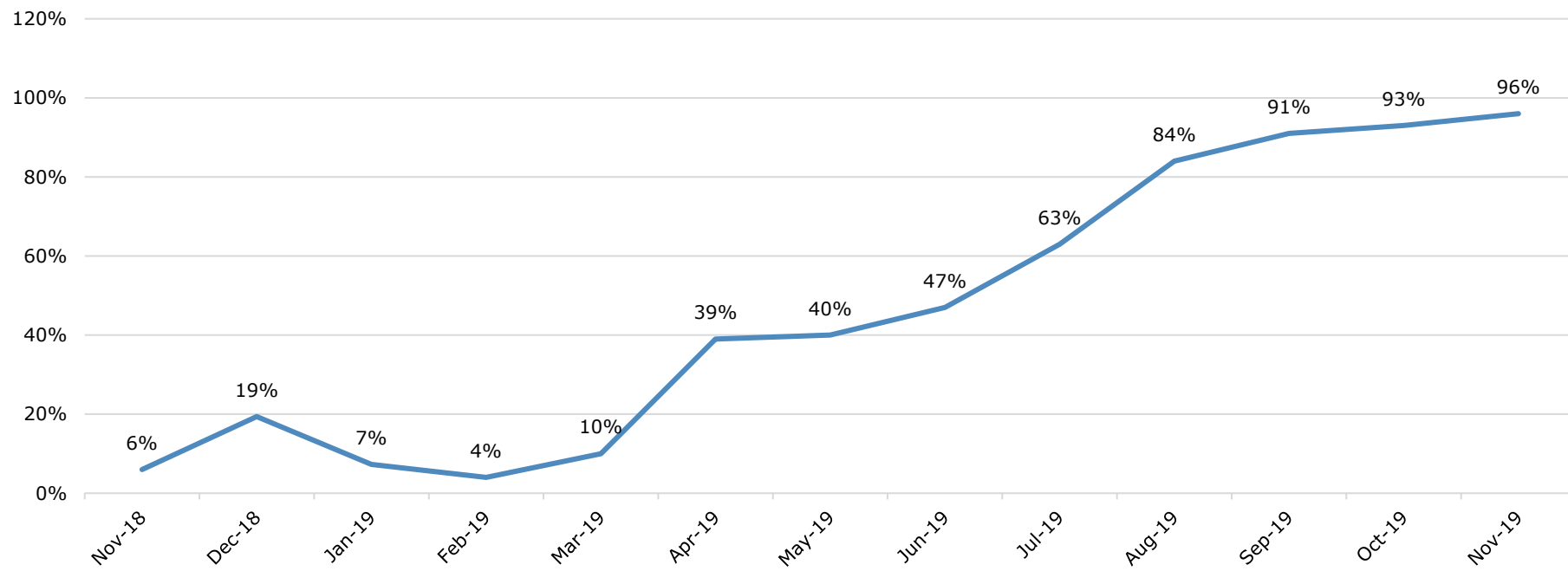
- increase proactive publication of information and statistics on the forces website;
- a buddying scheme to ensure that all information asset staff were multiskilled;
- force wide procedures to ensure that all staff are aware of how to deal with a request for information;
- widespread use of departmental single point of contacts (SPOCS);
- senior level escalation process;
- use of new software to rationalise tasking and escalation; and
- Revise and publish policies and procedures.

The action plan included a target to work towards a 90% compliance rate by the end of August 2019.

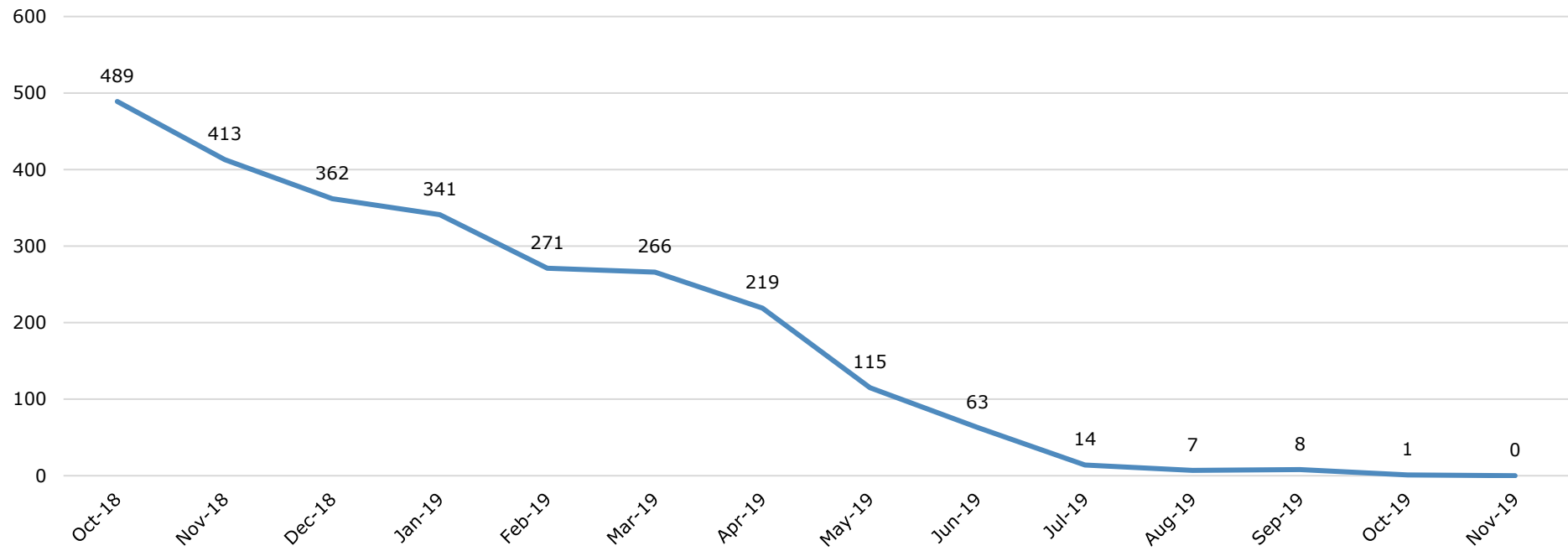
From September 2019 onwards, the force had achieved a FOI request compliance rate of 90% and by November 2019 it was 96%. In addition, by November 2019, their overdue request volumes had fallen to nil.

It is clear that Surrey Police made significant efforts to create a thorough action plan and ensure that they actively instigated it. A combination of professional support, increased force wide information awareness, use of departmental SPOCS and smart use of software, radically improved their timeliness performance levels and eliminated their overdue requests completely.

FOIA timeliness - monthly



FOIA requests volumes overdue



Common problems faced by police forces

Whilst individual police forces had their own specific barriers to achieving high levels of information access request timeliness compliance, we identified common themes faced by police forces:

- With limited resources and funding, police forces have had to focus on frontline policing services. This has led to an under investment in information rights departments, resulting, in many cases, to increasing backlogs in information access requests.
- Levels of staff absences and sick leave appear to have had a significant impact on information rights teams across forces.
- Limited resources and a focus on frontline policing has restricted staff recruitment, placing increased pressure on already stretched information rights services.
- Sourcing suitably qualified staff to fill roles, particularly for temporary roles, has made recruitment difficult and time consuming.
- A lack of funding for new and improved IT systems has resulted in the use of outdated IT systems which have offered inadequate monitoring functionality and limited the possibilities for improved efficiency.
- Competing priorities and a lack of understanding of legislative requirements about timeliness have led to delays in the supply of information from other internal departments.
- Growth in demands for disclosures in other areas have impacted on information rights teams as, in some forces, they are dealt with by the same department and will often be given priority, such as family proceedings where deadlines are imposed by Order of the Court.

Impact of COVID-19

We anticipated that COVID-19 would have a significant impact on the performance levels and backlogs of police forces. Some forces were reporting that information rights teams would be severely impacted by the pandemic however, in terms of the police forces we were engaging with, this proved not to be the case. The police forces actually reduced their FOI backlogs and, in some cases, they achieved a radical reduction. For detailed information about NPCC statistics, refer to [Appendix 1](#).

Examples of good practice

We identified seven areas of good practice through our work with police forces, including:

- staffing;
- governance structure;
- information technology (IT);
- procedural changes;
- monitoring performance;
- funding; and
- training and awareness.

Areas of good practice

1. Staffing

- Actively controlling and coordinating peak periods of leave through managers, to ensure continuity of service and avoid additional backlogs. In cases of long term sickness absence, managers provided cover themselves or recruited temporary staff.
- Recruiting senior level staff to lead teams, make high levels decisions and implement changes to processes and procedures.
- Recruiting qualified legislative decision-makers with technical expertise to speed up decision-making.
- Recruiting temporary staff, who did not require technical expertise, to perform administrative tasks to reduce backlogs of information access requests.
- Targeting staff resources; qualified staff were employed as decision-makers and

unqualified or seconded staff were employed in administrative roles.

- Recruiting senior staff to contribute their expertise and experience and implement operational changes.

2. Governance structure

- Securing Chief Constable support; high level recognition within the force of timeliness problems enabled them to take proactive steps.
- Effectively communicating across hierarchies, enabling information rights staff to report to managers. Managers subsequently reported to senior levels within the force. This enabled staff to have their concerns recognised and acted upon at senior levels within the force.

3. IT

- Investing in improved IT systems or adapting or using current IT systems more efficiently.
- Using expertise from within IT departments and suitable software to enable senior managers to actively and regularly monitor departmental performance on backlogs.

4. Procedural changes

- Dedicating time to revising processes and procedures.
- Recognising that the force had problems actively engaged with the ICO and reporting their progress on a monthly basis.
- Streamlining working practices by reducing or reorganising administrative processes. Using automated processes, where appropriate.
- Senior staff taking greater control of the day-to-day management of their teams and workloads.
- Creating pragmatic and comprehensive action plans, based on everyday challenges experienced by staff and managers.

- Creating action plans containing well-informed strategies to address problems.
- Examining action plans in detail about how requests were handled and by whom.
- Creating action plans that considered how departments and processes were organised.
- Limiting the checking process by not making further checks on responses assessed as low risk.
- Senior level staff reviewing and assessing overdue requests to speeding them up, where possible.
- Developing new internal templates to improve the clarity of requests handled internally within the force.
- Establishing departmental SPOCs to act as central points of contact for each department within the force.
- Actively reporting to the NPCC with a focus on performance levels.

5. Monitoring performance

- Senior managers actively and regularly monitoring departmental performance on backlogs, whilst at the same time maintaining front end services.
- Conducting daily performance managements checks, involving the Head of Information Management, to ensure sustained performance.
- Using early warning indicators to highlight deviation from performance milestones.
- Making benchmarking comparisons with other forces to ensure that they were meeting and maintaining standards.
- Using databases to support performance monitoring and reporting.

6. Funding

- Securing suitable funding with the support of the Chief Constable.

- Allocating resources to retain and recruit staff.
- Financially investing in IT systems to improve performance.
- Early stage recognition and planning to implement plans and allocate suitable levels of funding, where required.
- Targeting investment in staff development by assessing staff competencies.

7. Training and awareness

- Sharing knowledge and good practice between staff in information rights departments.
- Improving staff awareness of information rights either via meetings, dissemination of training material or hands-on training.
- Actively taking steps to share technical knowledge and good practice with other forces.
- Upskilling staff via professional training to enable them to address more complex work.
- Keeping staff up-to-date with an annual training schedule and personal development programme.
- Giving training to staff to increase the number of senior staff able to allocate work.
- Providing SPOCs with training in information rights.

Recommendations

We intend our recommendations to drive sector-wide compliance with timescales for responding to requests. We have also included a number of recommendations about tools and resources that we believe will assist police forces to improve the timeliness of their information access requests responses.

Recommendation 1

All police forces should produce and publish action plans²⁹ for addressing delays in dealing with requests. They should aim their action plans at improving or maintaining information access requests timeliness performance levels. This will enable transparency and assure the public that they are taking steps to improve or maintain performance levels.

Recommendation 2

Police forces should use the [FOI self-assessment toolkit](#) to assess their current FOI performance and understand where they should focus their efforts in order to improve. The toolkit also provides a template for taking improvement actions.

Recommendation 3

Chief Officers should ensure that information rights departments are regularly reporting to the senior leadership team within the force; in particular if there are problems with performance. This will ensure there is senior level oversight of performance levels and any difficulties the information rights department are experiencing.

Recommendation 4

In accordance with section 8.5 of the Freedom of Information Code of Practice³⁰ issued under section 45 of FOIA, all police forces should publish information access request statistics. The statistics will clearly inform the public of the commitment of the police to be transparent in this area. The statistics will also maintain the police forces' focus on their own levels of

²⁹ See appendix 2

³⁰ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/744071/CoP_FOI_Code_of_Practice_-_Minor_Amendments_20180926_.pdf

performance and should include the number of information access requests where they did not meet the statutory deadline. We recognise that the NPCC and some police forces are now taking steps to publish such statistics but this should take place across all police forces. Police and Crime Commissioners will wish to discuss with their forces where this sharing of information is not taking place.

Recommendation 5

Police forces should actively identify topics of interest to the public that they frequently receive information requests about. They should discuss them with the Police and Crime Commissioner, who will have good links into the local community. They should devise a plan to proactively publish as much information as possible on the police force's website. This will involve an investment of time and resources but is also likely reduce the volume of information access requests that they might otherwise receive.

Recommendation 6

Police forces should ensure that when they complete Data Protection Impact Assessments (DPIAs) for any new systems or technology that will process personal data, they give due consideration to ensuring they comply with subject rights' effectively and in a timely manner.

Recommendation 7

Chief Officers and Police and Crime Commissioners should ensure that they allocate sufficient resources to their information rights departments in order to achieve and maintain performance levels that comply with statutory obligations for information requests.

Recommendation 8

Police forces should identify and share good practice to contribute towards compliance with information access requests across the police sector. They should share good practice with the NPCC for wider dissemination.

Recommendation 9

Police forces should actively engage with the National Police Chiefs' Council (NPCC), National Police Freedom of Information and Data Protection Unit (NPFDU) and the National Subject Rights Group. These resources are available to all forces for

practitioner training along with guidance and technical assistance when responding to information requests.

Action the ICO has taken

Our programme of work included us obtaining and analysing performance statistics and requesting action plans to demonstrate how forces would improve performance, including specific milestones for recovery.

Some forces have not sufficiently improved and we have therefore issued practice recommendations under section 48 of the FOIA against those forces and will keep their ongoing performance under review. If progress is not made by these forces, then it is likely that we could issue a formal enforcement notice against them.

Gloucestershire Constabulary, North Yorkshire Police and Northamptonshire Police have received practice recommendations with the following recommendations:

- Ensure that you respond to requests for information in a timely manner in accordance with section 10(1) of FOIA.
- Publish your action plans to improve performance and any subsequent updates to the action plan. You should make these plans readily accessible on your forces' website.
- Publish information access request statistics in accordance with part 8.5 of the code. You should include the number of information access requests where you did not meet the statutory deadline in your statistics. You should make the statistics readily accessible on the forces' website.
- Use the ICO's [FOI self-assessment toolkit](#) to help improve timeliness compliance.

Next steps

It is clear that there are examples of good practice in responding to information access requests in a timely manner. However, there are improvements that police forces need to be make, and they should act on these recommendations to ensure that the ICO does not have to use our formal powers.

The ICO's next steps will be to:

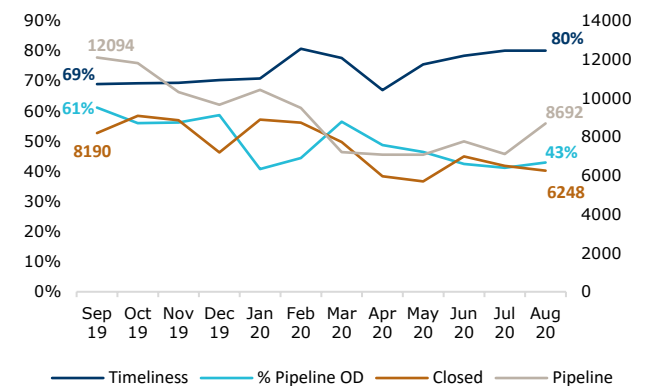
- continue engagement with forces who have not yet achieved satisfactory performance;
- keep under review the ongoing performance of those forces issued with practice recommendations; where they have not made improvements, we will need to consider our wider powers including enforcement notices;
- evaluate the impact of this report in delivering sustained changes within 12 months. This will be a smaller scale review to check if they have made improvements;
- circulate a brief report on this follow-up to police forces and publish when appropriate; and
- roll out this model of oversight to other sectors.

Appendix 1: Analysis of NPCC statistics

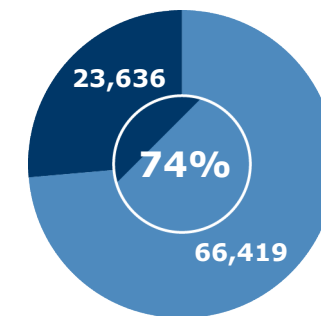
Combined SAR and FOI request statistics

- The NPCC collated FOI and SAR performance data monthly from September 2019. The following information is a result of analysis of 12 months of this data (September 2019 – August 2020).
- Since the police began reporting their figures to the ICO their performance against three key measures have improved – timeliness rate, pipeline overdue and pipeline volume.
- Between September 2019 and August 2020 approximately 87,000 requests were received by the police.
- During the same period the police closed almost 90,000 requests, around 3,000 more than received.
- The 'Timeliness rate' (see key terms) for the overall period was 74%. Of the 46 forces (inc NPCC), 17 (37%) had an overall timeliness rate over 90%.
- It is important to note that, although the timeliness rate is an important measure it must be viewed in conjunction with other measures. It only gives one perspective. For example a public authority with a timeliness rate of 30% could be completing requests in date order and therefore gradually clearing the overdue pipeline. However, a public authority with a timeliness rate of 90% could be completing some requests when they receive them and allowing an overdue pipeline to accumulate.

Pipeline performance against key measures for combined FOI and SAR data



Information requests closed from Sep – Aug and whether they were closed within required timescales



Information requests closed from Sep – Aug and whether they were closed within required timescales

- At the end of August 2020 the police force 'pipeline' was at 8,692, of which 60% was from FOI requests.
- In September 2019, 61% of the police pipeline was overdue. By the end of August 2020 43% of the pipeline was overdue. The volume of overdue pipeline reduced by 49% between September 2019 and August 2020 (7,393 to 3,750).
- Between September 2019 and August 2020 the 'pipeline' decreased by 28% (3,402). Given that the overall timeliness rate has increased, and volumes received have not decreased (outside of lockdown), this shows an overall improvement in performance during the period monitored.
- Care needs to be taken when considering pipelines. A large pipeline does not indicate poor performance on its own as a force could receive a large volume of requests. The volume of the pipeline which is overdue is a more reliable indicator of a potential issue.
- There are 169 requests which are over a year old which are spread over nine forces. This is down from 572 in September 2019.
- During the lockdown due to COVID-19 (beginning in March 2020) requests received decreased for two months but then increased to pre-lockdown levels. The volume of closures reduced during this period, which caused an increase in the pipeline volumes.
- Key terms and notes are in appendix 5.
- Performance tables and pipeline profiles are in appendix 6.

Key data for police information request performance



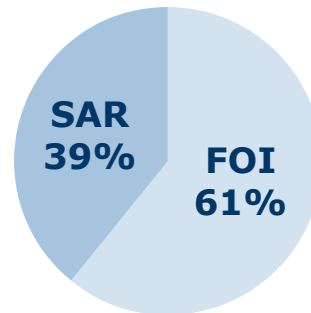
Information requests received by police forces from Sep – Aug 2020

86,838
Ave. 7,237 per month

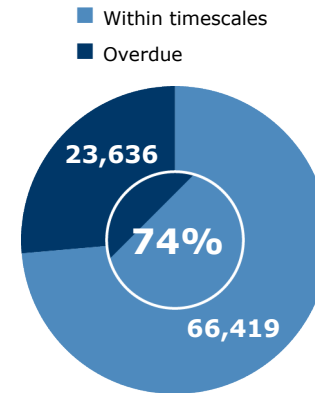


Information requests closed by police forces from Sep – Aug 2020

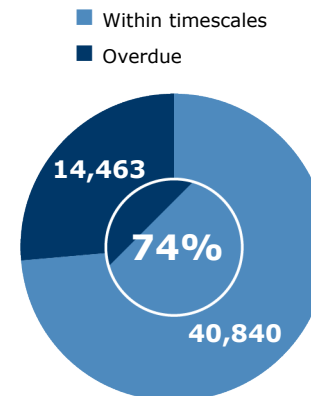
90,055
Ave. 7,505 per month



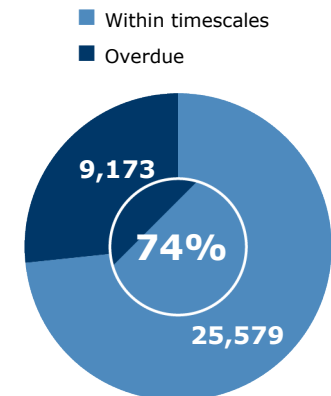
Request broken down by request type



Information requests closed from Sep – Aug and whether they were closed within required timescales

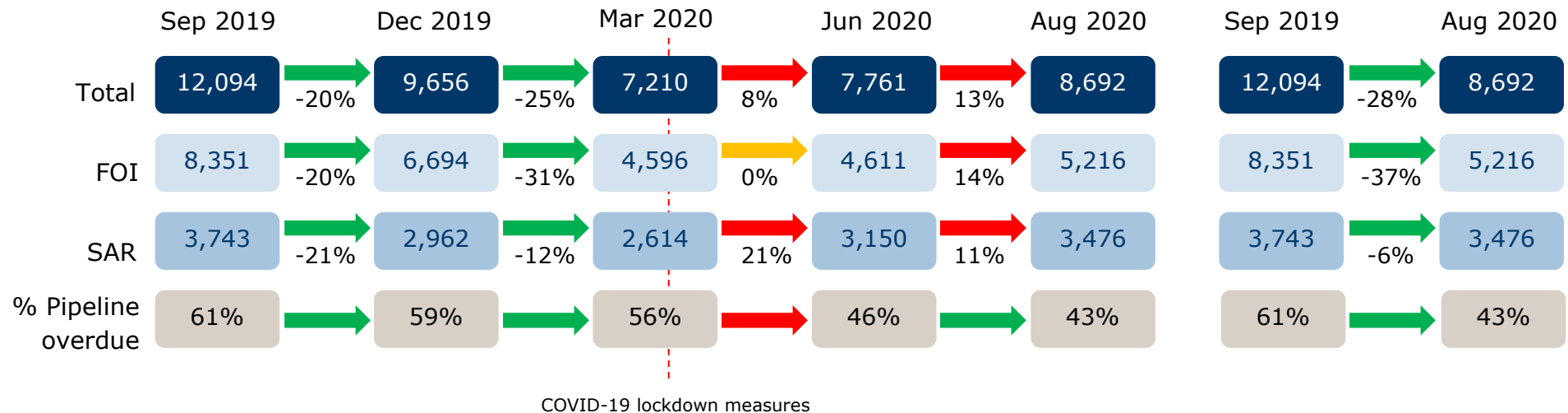


FOI requests closed from Sep – Aug and whether they were closed within required timescales



SARs closed from Sep – Aug and whether they were closed within required timescales

Requests in the police pipeline each month



Impact of lockdown, due to COVID-19, on volumes of requests received and closed

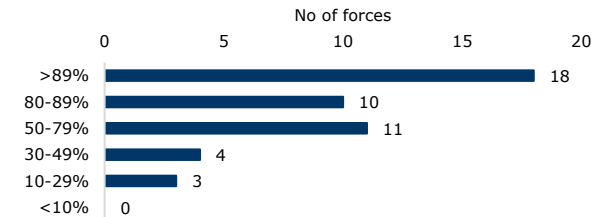
	Received		
	Sept – Feb	Change	Mar – Aug
FOI	29,781	22%	23,218
SAR	18,496	17%	15,343
Total	48,277	20%	38,561

	Closed		
	Sept – Feb	Change	Mar – Aug
FOI	31,447	24%	23,856
SAR	19,487	22%	15,265
Total	50,934	23%	39,121

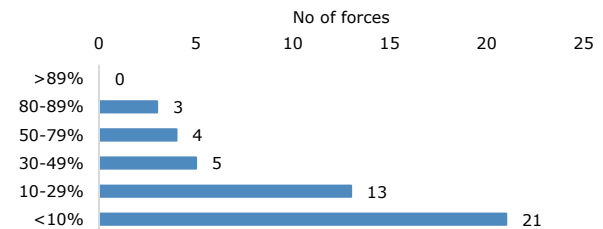
FOI statistics summary

- During the monitored period (Sept 2019 – Aug 2020) the timeliness rate showed an increasing trend, starting at 71% and ending at 82%.
- 18 forces (39%) achieved an overall timeliness rate of 90% or greater. Derbyshire achieved the highest timeliness rate of 100%.
- As previously noted, the timeliness rate measure does not take in to consideration the fact that some public authorities complete requests in date order and others do not.
- For example, in the first three months Kent Police have a timeliness rate of 36% and were in the top 10 for highest pipeline volume. However their pipeline is decreasing each month which shows improved performance and the timeliness rate was at 80% in August 2020. Gloucestershire on the other hand had a 71% timeliness rate in September 2019 but a pipeline which was large relative to the number of requests they receive. This suggests that they were not completing requests in date order. In August 2020 the timeliness rate decreased to 48% but the pipeline reduced from 851 to 398 suggesting that there has been a refocus to clear overdue requests.
- In September there were 557 requests over one year old spread over six forces. At end of August this was down to 145 over five forces.
- At the end of September 2019, five forces had a pipeline which was greater than 90% overdue. By August, no forces have a pipeline with more than 90% overdue. Three forces have a pipeline more than 80% overdue.
- Pipeline volumes show that Greater Manchester Police have the largest pipeline in August with 628 in their workflow. Gloucestershire has the second largest pipeline even though it receives 85 requests a

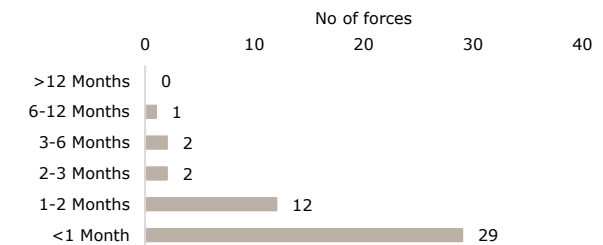
Breakdown of police FOI timeliness rate for Sept 2019 - Aug 2020



Breakdown of forces % of FOI pipeline overdue at August 2020



Breakdown of FOI 'Pipeline Ratio' for police forces at August 2020



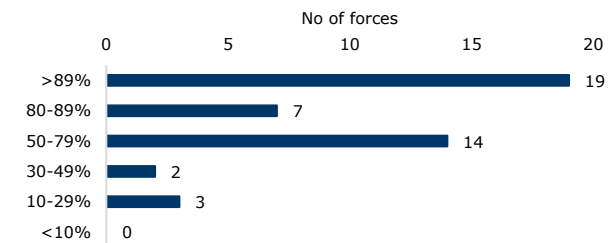
month on average which is close to the median for all police forces. It should be noted that their pipeline has seen significant reductions in 2020. Greater Manchester Police are showing the opposite with an increasing pipeline. Gloucestershire's 'pipeline ratio' has reduced from 15 months to 3.6 months since monitoring began. In the same period. Greater Manchester Police's 'pipeline ratio' has increased from 1.2 months to 10.3 months.

- Between September 2019 and August 2020 the FOI 'pipeline' decreased by 38% (3,135).
- 63% of the forces have a 'pipeline ratio' of one month or less.

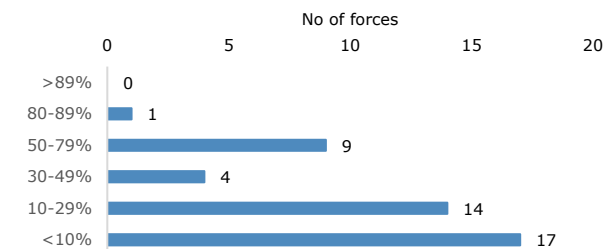
SAR statistics summary

- During the monitored period (Sept 2019 – August 2020) the timeliness rate showed an increasing trend, starting at 65% and ending at 77%.
- 19 forces (42%) had achieved an overall timeliness rate of 90% or greater. Nine of those achieved 95% or more requests completed within required timescales.
- Gwent achieved a 100% timeliness rate for each month except one of the monitored period. Three forces achieved 100% timeliness rate in more than half the months monitored.
- Dorset had the lowest timeliness rate of 20% for the overall period.
- 67% of the forces analysed have less than 10 overdue requests in their pipeline and eight forces have no overdue requests in their pipeline.
- One force has a pipeline where 80% or more of the requests are overdue (Devon & Cornwall).
- There are 24 requests which are over one year old which are spread over seven forces. This is up since September (15 requests over seven forces)
- The 'pipeline ratio' measures shows that there are three forces who, if they received no more requests, have a pipeline that would take more than three months to complete.
- Between September 2019 and August 2020 the SAR 'pipeline' decreased by 7% (267).
- In August 2020, 56% of the forces had a 'pipeline ratio' of less than one month, down from 61% in November 2019.

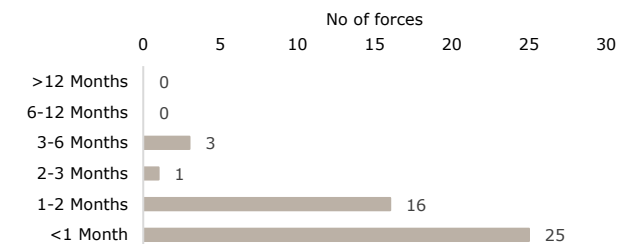
Breakdown of SAR timeliness rate for Sept 2019 - August 2020



Breakdown of % of SAR pipeline overdue at August 2020

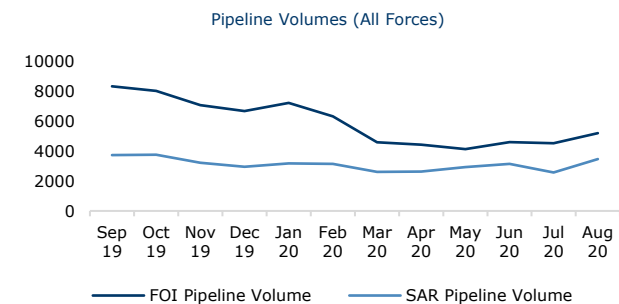
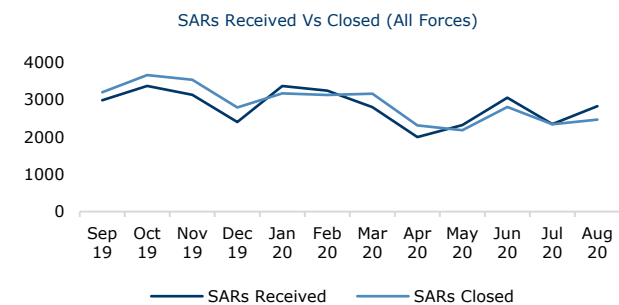
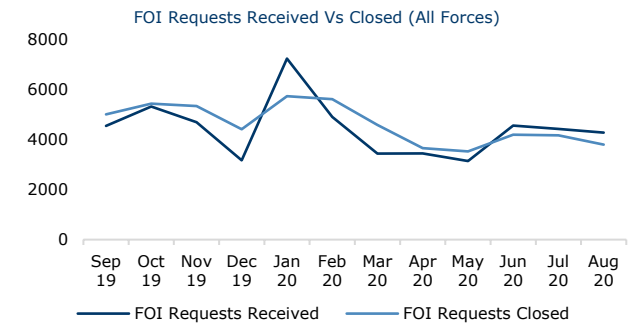


Breakdown of SAR 'Pipeline Ratio' for police forces at August 2020



How did lockdown (due to COVID-19) impact handling of information requests?

- A lockdown, due to COVID-19, was ordered by the Prime Minister on 23 March 2020. This put restrictions on people’s ability to travel and impacted on their working practices.
- During this period, there was a reduction in both FOI requests and SARs received. Between September 2019 and February 2020 an average of 5,000 FOI requests and 3,000 SARs were received by the police. This reduced to 3,800 FOI (24% reduction) and 2,500 (17% reduction) between March 2020 and August 2020.
- The volume of requests being completed also reduced. Between September 2019 and February 2020 an average of 5,200 FOI requests and 3,250 SARs were closed by the police. This reduced to 4,000 FOI (23% reduction) and 2,500 (23% reduction) between March 2020 and August 2020.
- Overall, the timeliness rate remained steady during lockdown, however FOI had a slight dip in April 2020.
- North Yorkshire were able to increase their FOI cases completed on average by 48% during lockdown. This was the highest of all forces.
- Greater Manchester Police had the largest FOI closure reduction of 75%, on average, during lockdown.
- The biggest changes in SAR performance were the British Transport Police and PSNI who saw decreases to the average volume of SARs completed during lockdown with a 50% and 46% decrease respectively. West Yorkshire achieved the largest increase to the average volume of cases completed during lockdown (71%).



- Requests received were at their lowest in April 2020 and May 2020 but started to increase in June 2020 and have remained at a pre lockdown level up to August 2020.
- As the average volume of cases closed remained higher than the average volume of requests received, the pipeline continued to reduce until May 2020. However, as there was an increase in requests received from June 2020, so the pipeline volumes have started increasing.
- In March the overall pipeline was 56% overdue. By August this had reduced to 43%. This equates to a 8% reduction in the volume of the pipeline that is overdue.

Appendix 2: Template action plan request to police forces

Whilst an action plan needs to be specific to the individual circumstances of your organisation, you should consider the following areas:

- governance structure;
- policies and procedures;
- compliance and assurance;
- handling requests;
- identifying lessons and good practice;
- identifying barriers and bottlenecks;
- training and awareness;
- contingencies; and
- proactive disclosure.

Your action plan should have the shortest possible timeframe for recovery to at least responding to 90% of information requests within the statutory timeframe. It should contain defined milestones for when you will make specific progress. For example, timeliness of 80% in one month, increasing to 90% in three months. It should also provide timescales for when any backlog of requests will be cleared.

Appendix 3: Police forces the ICO engaged with

- Cumbria
- Devon and Cornwall
- Dorset
- Essex
- Gloucestershire
- Humberside
- Metropolitan Police Service (MPS)
- Northamptonshire
- North Yorkshire
- PSNI
- Surrey
- Sussex

Appendix 4:

Agreed data to be sourced by the NPCC and provided to the ICO

FOI data requested from each police force in England, Wales and Northern Ireland (including British Transport Police and NPCC) each month:

- total number of requests received in month;
- total number of requests closed this month (regardless of when received);
- total closed on time this month;
- total closed overdue this month;
- percentage of requests completed on time (calculated using points 3 and 4);
- total number of open requests (regardless of month received);
- total number of open requests overdue (regardless of month received);
- number of open requests older than six months;
- number of open requests older than a year;
- oldest open request (days);
- number of internal reviews closed in month;
- number of internal reviews closed in time;
- percentage of internal reviews completed in time (calculated using points 11 and 12);
- number of open internal reviews; and
- number of internal reviews overdue.

SAR data requested from each police force in England, Wales and Northern Ireland (including British Transport Police) each month:

- total number of requests received in month;
- total number of requests closed this month (regardless of when received);
- total closed on time this month;
- total closed overdue this month;
- percentage of requests completed on time (calculated using points 3 and 4);
- total number of open requests (regardless of month received);
- total number of open requests overdue (regardless of month received);
- number of open requests older than six months;
- number of open requests older than a year; and
- oldest open request (days).

Each police force was able to provide an explanation or further detail not captured in the data.

Appendix 5: Key terms and notes used within NPCC data

Timeliness rate: refers to the percentage of information requests which were completed in the month within required timescales.

Pipeline: is the volume of requests awaiting completion. For example, October's pipeline is the volume of open requests at the end of the month.

Pipeline overdue: shows how much of the pipeline is over the timescales set out in the legislation.

Pipeline ratio: shows the number of months it would take the police force to clear their pipeline if no more requests were received. It is based on the average requests completed per month between September 2019 – August 2020 and the pipeline volume at the end of August 2020.

Lockdown period: for the purposes of this report, lockdown refers to the period from 23 March 2020 to the end of June 2020.

NB: Humberside Police did not provide data for October or November. This is due to them implementing a new system which required testing. While implementing the system, they could not provide accurate and valid data. There were other forces that did not provide data for one or two months (Cheshire, Merseyside, Metropolitan Police Service, Northamptonshire, Northumbria and West Midlands Police). This means that totals are slightly lower than the true value. The reduced number of months of data has been taken in to account in all appropriate calculations.

The NPCC only appears in the FOI data because they did not receive any SARs in the monitored period.

This analysis refers to the 'police force' and 'forces'. This includes all territorial police forces, the British Transport Police and the NPCC. It does not include Scottish forces as they have been excluded from this report.

Appendix 6: Police force information access request handling performance tables

Overall police force police force performance tables

FOI Figures	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Total	Trend
Timeliness	71%	72%	69%	66%	69%	81%	75%	64%	75%	81%	83%	82%	74%	
Received	4531	5303	4680	3164	7215	4888	3430	3435	3132	4544	4410	4267	52999	
Closed	4989	5422	5323	4397	5717	5599	4570	3647	3516	4180	4159	3784	55303	
Closed on time	3561	3885	3684	2887	3953	4521	3450	2323	2646	3389	3437	3104	40840	
Pipeline	8351	8039	7085	6694	7237	6335	4596	4440	4142	4611	4534	5216		
Pipeline OD	5346	4676	4139	3922	2729	2918	2648	1951	1804	1800	1814	2120		
% Pipeline OD	64%	58%	58%	59%	38%	46%	58%	44%	44%	39%	40%	41%		
Pipeline Ratio	1.8	1.7	1.5	1.5	1.6	1.4	1.0	1.0	0.9	1.0	1.0	1.1		

SAR Figures	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Total	Trend
Timeliness	65%	66%	70%	77%	74%	80%	81%	72%	76%	74%	75%	77%	74%	
Received	2985	3369	3132	2401	3366	3243	2799	1998	2319	3052	2348	2827	33839	
Closed	3201	3660	3533	2794	3171	3128	3161	2313	2182	2803	2342	2464	34752	
Closed on time	2084	2400	2456	2165	2337	2517	2548	1666	1652	2081	1766	1907	25579	
Pipeline	3743	3767	3225	2962	3186	3157	2614	2641	2934	3150	2577	3476		
Pipeline OD	2047	1934	1653	1739	1516	1293	1422	1495	1478	1492	1110	1630		
% Pipeline OD	55%	51%	51%	59%	48%	41%	54%	57%	50%	47%	43%	47%		
Pipeline Ratio	1.3	1.3	1.1	1.0	1.1	1.1	0.9	0.9	1.0	1.1	0.9	1.2		

Total Figures	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Total	Trend
Timeliness	69%	69%	69%	70%	71%	81%	78%	67%	75%	78%	80%	80%	74%	
Received	7516	8672	7812	5565	10581	8131	6229	5433	5451	7596	6758	7094	86838	
Closed	8190	9082	8856	7191	8888	8727	7731	5960	5698	6983	6501	6248	90055	
Closed on time	5645	6285	6140	5052	6290	7038	5998	3989	4298	5470	5203	5011	66419	
Pipeline	12094	11806	10310	9656	10423	9492	7210	7081	7076	7761	7111	8692		
Pipeline OD	7393	6610	5792	5661	4245	4211	4070	3446	3282	3292	2924	3750		
% Pipeline OD	61%	56%	56%	59%	41%	44%	56%	49%	46%	42%	41%	43%		
Pipeline Ratio	1.6	1.6	1.4	1.3	1.4	1.3	1.0	0.9	0.9	1.0	0.9	1.2		

Police force FOI performance tables (Timeliness rate and requests received)

Timeliness rate

Force	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Total	Trend
Derbyshire	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Norfolk	99%	100%	100%	100%	100%	98%	98%	98%	100%	100%	95%	99%	99%	
Suffolk	98%	100%	100%	100%	100%	97%	98%	97%	100%	100%	96%	98%	99%	
NPCC	100%	94%	100%	100%	100%	100%	100%	95%	100%	100%	93%	100%	98%	
Avon & Somerset	99%	97%	96%	98%	96%	97%	96%	99%	96%	98%	98%	97%	97%	
British Transport Police	97%	89%	98%	100%	99%	100%	98%	95%	100%	99%	92%	98%	97%	
Merseyside	96%	98%	97%	100%	100%	99%	98%	97%	93%	90%	92%	90%	96%	
North Wales	100%	96%	97%	93%	95%	99%	91%	89%	97%	97%	98%	98%	96%	
Surrey	91%	93%	96%	97%	96%	95%	93%	96%	100%	98%	96%	96%	95%	
Essex	96%	95%	97%	100%	96%	98%	99%	80%	94%	96%	93%	91%	95%	
Northumbria	93%	90%	93%	84%	98%	96%			97%	99%	99%	98%	95%	
Cheshire	91%	98%	98%	100%	92%	98%	97%	89%	91%	95%	88%	97%	95%	
West Midlands	89%	93%	95%	93%	95%	95%			97%	95%	96%	96%	94%	
South Yorkshire	96%	90%	94%	92%	82%	94%	92%	94%	98%	97%	99%	95%	93%	
Staffordshire	90%	93%	86%	83%	90%	90%	91%	97%	98%	97%	100%	98%	92%	
Sussex	74%	83%	88%	90%	100%	100%	96%	96%	98%	95%	95%	95%	91%	
Bedfordshire	89%	95%	95%	97%	97%	97%	66%	83%	92%	91%	92%	92%	91%	
Devon & Cornwall	92%	89%	92%	90%	95%	94%	92%	88%	96%	95%	81%	86%	91%	
Thames Valley	82%	88%	78%	86%	92%	89%	91%	78%	91%	96%	96%	96%	89%	
Wiltshire	83%	85%	96%	82%	95%	91%	85%	87%	88%	92%	88%	89%	89%	
Lincolnshire	90%	96%	93%	90%	92%	93%	91%	79%	69%	90%	91%	80%	88%	
Cambridgeshire	96%	100%	79%	91%	94%	90%	76%	87%	83%	78%	79%	88%	87%	
Dyfed-Powys	73%	89%	75%	92%	89%	83%	74%	82%	88%	100%	98%	97%	86%	
Gwent	93%	91%	96%	95%	98%	100%	100%	100%	100%	58%	66%	65%	85%	
Hampshire	78%	90%	97%	89%	94%	92%	88%	62%	44%	72%	80%	76%	82%	
Dorset	87%	90%	94%	91%	92%	96%	87%	78%	61%	61%	58%	63%	81%	
Lancashire	77%	81%	82%	69%	82%	79%	90%	85%	76%	85%	83%	90%	81%	
Hertfordshire	83%	90%	86%	89%	93%	93%	73%	60%	63%	43%	86%	67%	80%	
Durham	74%	79%	72%	75%	92%	89%	82%	91%	63%	58%	87%	58%	78%	
Cleveland	84%	84%	89%	90%	92%	81%	64%	64%	43%	47%	73%	77%	75%	
Leicestershire	49%	58%	67%	50%	77%	77%	69%	79%	96%	94%	93%	88%	72%	
Humberside	28%		26%	52%	96%	94%	96%	100%	100%	100%	99%	70%	70%	
Kent	32%	38%	37%	63%	62%	82%	80%	81%	87%	84%	85%	80%	64%	
South Wales	73%	46%	82%	70%	46%	71%	62%	73%	37%	54%	82%	66%	60%	
West Yorkshire	53%	73%	61%	51%	58%	69%	58%	68%	77%	42%	46%	63%	60%	
City/London	32%	10%	11%	23%	28%	57%	77%	91%	94%	98%	99%	99%	58%	
MPS	53%	53%	56%	45%	48%	57%	60%	57%	69%	76%		66%	58%	
Nottinghamshire	64%	63%	78%	70%	29%	57%	57%	20%	49%	63%	64%	57%	56%	
Greater Manchester Police	62%	66%	40%	50%	58%	67%	57%	12%	25%	50%	0%	63%	55%	
Northamptonshire	31%	36%	57%	58%	43%	59%		43%	51%	36%	65%	64%	48%	
Gloucestershire	71%	75%	68%	63%	25%	63%	55%	25%	54%	52%	25%	48%	45%	
Cumbria	43%	21%	18%	15%	52%	100%	100%	100%	100%	98%	94%	95%	45%	
PSNI	30%	30%	31%	26%	14%	38%	39%	29%	49%	72%	65%	59%	39%	
Warwickshire	0%	0%	4%	2%	20%	37%	29%	13%	62%	76%	53%	61%	29%	
North Yorkshire	60%	62%	18%	18%	20%	31%	27%	9%	21%	50%	52%	59%	29%	
West Mercia	1%	1%	4%	2%	16%	29%	23%	4%	42%	70%	77%	50%	24%	
Total	71%	72%	69%	66%	69%	81%	75%	64%	75%	81%	83%	82%	74%	

Volumes of FOI requests received

Force	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Total	Trend
MPS	279	457	420	220	425	413	273	242	220	373		557	3879	
Kent	139	152	125	100	197	153	114	104	96	142	142	107	1571	
Northumbria	92	156	156	127	223	164			129	183	177	133	1540	
Thames Valley	135	134	132	96	196	149	85	88	117	130	157	120	1539	
Greater Manchester Police	132	156	138	83	196	147	101	90	88	108	118	111	1468	
South Yorkshire	107	117	111	101	199	129	94	92	99	130	128	102	1409	
West Midlands	114	159	129	96	185	145		86	87	136	121	112	1370	
West Yorkshire	139	142	114	80	174	131	91	92	73	99	98	87	1320	
Hampshire	119	134	117	84	160	106	81	90	75	101	109	135	1311	
Avon & Somerset	111	141	109	80	164	110	99	81	67	102	132	112	1308	
PSNI	125	123	106	70	164	109	91	76	70	118	119	113	1284	
Merseyside	108	129	126	76	160	100	89	84	60	93	113	90	1228	
South Wales	105	128	98	75	162	104	75	94	63	107	117	98	1226	
Essex	110	138	102	66	162	112	82	82	50	89	107	86	1186	
Cheshire	107	119	100	66	168	99	82	74	59	93	108	76	1151	
Sussex	73	121	101	61	153	83	103	78	68	93	114	90	1138	
Devon & Cornwall	100	115	96	70	152	84	77	80	69	98	97	81	1119	
Nottinghamshire	87	114	104	76	144	114	77	67	67	94	91	77	1112	
North Yorkshire	98	119	102	61	149	95	75	66	68	94	102	76	1105	
Staffordshire	97	106	113	68	155	94	77	79	52	91	83	73	1088	
Lancashire	107	110	110	66	149	92	75	78	58	80	86	65	1076	
Surrey	90	101	95	69	145	96	65	71	59	93	84	92	1060	
West Mercia	92	106	104	56	147	103	68	62	76	88	85	70	1057	
Leicestershire	90	110	95	64	144	88	70	69	63	83	91	85	1052	
Cambridgeshire	84	100	84	56	150	98	75	81	49	95	103	74	1049	
Lincolnshire	83	123	81	63	165	103	74	62	48	70	82	74	1028	
Derbyshire	87	102	99	63	100	83	82	75	59	89	98	78	1015	
Gloucestershire	93	113	95	55	130	93	68	73	60	80	82	72	1014	
Norfolk	92	101	96	60	140	86	75	62	60	75	96	69	1012	
Dorset	97	108	90	61	149	83	71	66	61	61	86	75	1008	
North Wales	94	97	87	62	133	81	64	67	60	92	96	75	1008	
Durham	81	104	75	40	141	83	71	60	91	87	99	74	1006	
Wiltshire	84	104	92	52	149	84	67	60	69	75	83	70	989	
Suffolk	94	94	94	50	133	90	66	63	54	78	90	68	974	
Warwickshire	90	88	82	64	135	88	64	54	55	89	85	73	967	
Cumbria	78	102	86	57	139	85	62	72	56	78	78	71	964	
Hertfordshire	86	113	82	62	140	84	72	63	49	72	70	65	958	
Bedfordshire	87	101	81	60	127	86	69	69	50	80	82	64	956	
Dyfed-Powys	66	76	63	49	147	93	72	66	74	88	92	66	952	
Cleveland	82	82	84	57	137	85	59	68	51	78	80	67	930	
Northamptonshire	87	104	97	55	141	92		78	48	74	72	75	923	
Humberside	99			60	157	102	86	64	54	82	96	85	885	
City/London	69	6	35	14	156	99	72	80	56	90	80	86	843	
Gwent	70	89	80	49	118	78	44	62	30	75	85	53	833	
British Transport Police	53	82	69	45	124	68	55	39	43	93	58	48	777	
NPCC	19	27	25	19	31	24	18	26	22	25	38	37	311	
Total	4531	5303	4680	3164	7215	4888	3430	3435	3132	4544	4410	4267	52999	

Police force FOI performance tables (Breakdown and age profile of pipelines)

Force	Pipeline Volumes												Trend	Pipeline Overdue	%	Pipeline not Overdue	Overdue Age Profile			Pipeline Ratio
	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20					0-6 Months	6-12 Months	12+ Months	
Greater Manchester Police	200	227	246	260	297	349	307	270	361	431	556	628		528	84%	100	511	16	1	10.3
Gloucestershire	851	912	912	909	777	710	636	559	501	487	382	398		336	84%	62	104	116	116	3.6
South Wales	401	278	310	334	251	254	220	223	180	237	284	338		247	73%	91	214	33	0	3.7
Nottinghamshire	306	302	326	328	279	261	278	337	318	263	254	228		189	83%	39	126	42	21	2.3
Northamptonshire	362	321	309	311	300	307		248	213	195	165	152		108	71%	44	78	30	0	1.4
Durham	92	81	50	48	70	88	50	62	122	164	139	166		82	49%	84	82	0	0	2.2
North Yorkshire	978	969	841	788	806	764	629	365	214	152	137	128		77	60%	51	52	19	6	0.8
Warwickshire	239	227	191	237	202	220	207	111	108	114	109	121		73	60%	48	71	2	0	1.5
West Yorkshire	152	167	160	138	175	158	108	114	111	164	142	156		66	42%	90	54	11	1	1.4
Kent	433	383	267	210	165	117	88	85	85	106	115	140		63	45%	77	63	0	0	0.9
Lincolnshire	88	104	93	89	159	136	112	36	40	65	106	130		54	42%	76	54	0	0	1.5
MPS	463	483	449	392	397	377	221	203	197	253		495		48	10%	447	45	3	0	1.4
PSNI	209	146	148	136	205	171	119	80	66	84	124	124		47	38%	77	47	0	0	1.1
Dorset	95	103	74	67	105	94	51	97	84	84	84	78		23	29%	55	23	0	0	0.9
Merseyside	70	74	74	84	105	79	50	68	50		104	92		22	24%	70	22	0	0	1.0
Hertfordshire	70	85	60	70	108	82	68	71	60	77	77	85		20	24%	65	20	0	0	1.1
West Mercia	269	254	241	296	215	220	193	78	76	51	82	67		18	27%	49	18	0	0	0.7
Dyfed-Powys	141	129	114	106	141	158	99	49	45	72	77	80		12	15%	68	12	0	0	1.0
Gwent	42	20	52	96	68	2	16	27	3	54	64	52		12	23%	40	12	0	0	1.0
Thames Valley	80	113	58	73	107	72	54	44	42	43	57	52		11	21%	41	11	0	0	0.4
Sussex	39	112	61	67	155	73	77	80	72	87	67	70		10	14%	60	10	0	0	0.8
Devon & Cornwall	66	82	57	61	111	70	51	53	50	71	73	60		9	15%	51	9	0	0	0.6
Cambridgeshire	79	82	63	64	128	102	59	78	61	92	93	73		7	10%	66	7	0	0	0.9
Essex	1	12	1	31	2	55	56	71	43	58	51	72		7	10%	65	7	0	0	0.7
Hampshire	81	76	70	92	90	72	70	98	73	73	76	93		6	6%	87	6	0	0	0.9
West Midlands	77	98	89	85	107	101		75	90	83	78	78		6	8%	72	6	0	0	0.6
Cleveland	77	77	65	62	124	103	64	87	84	76	72	69		5	7%	64	5	0	0	0.8
Cumbria	889	819	497	151	47	41	18	55	38	53	55	60		5	8%	55	5	0	0	0.4
Leicestershire	169	113	86	64	79	59	36	17	39	29	32	38		5	13%	33	5	0	0	0.4
Avon & Somerset	114	120	103	78	154	95	79	79	65	86	91	106		4	4%	102	4	0	0	1.0
Lancashire	99	121	106	83	119	91	64	96	65	69	69	58		3	5%	55	3	0	0	0.6
Northumbria	86	156	117	73	106	93		71	86	86	71	71		3	4%	68	3	0	0	0.5
Bedfordshire	79	78	66	66	101	78	61	68	52	78	66	54		2	4%	52	2	0	0	0.7
British Transport Police	56	46	45	38	85	46	43	39	49	58	50	51		2	4%	49	2	0	0	0.8
Cheshire	38	74	57	64	166	80	60	85	55	90	75	74		2	3%	72	2	0	0	0.8
City/London	169	164	164	165	47	47	13	22	20	32	32	32		2	6%	30	1	1	0	0.3
North Wales	45	57	49	50	72	45	36	43	50	50	32	38		2	5%	36	2	0	0	0.5
Wiltshire	58	54	47	21	62	42	40	21	41	41	41	35		2	6%	33	2	0	0	0.4
Norfolk	60	68	68	49	101	69	29	49	46	50	61	61		1	2%	60	1	0	0	0.7
Surrey	49	29	29	46	50	42	18	26	14	37	30	40		1	3%	39	1	0	0	0.4
Derbyshire	2	62	59	43	42	73	58	74	43	55	37	42		0	0%	42	0	0	0	0.5
Humberside	309			127	95	57	42	43	42	35	46	45		0	0%	45	0	0	0	0.4
South Yorkshire	50	51	69	58	74	60	66	28	39	42	53	56		0	0%	56	0	0	0	0.5
Staffordshire	45	45	59	40	79	36	24	30	26	29	20	40		0	0%	40	0	0	0	0.4
Suffolk	61	62	67	42	101	75	19	52	47	48	55	65		0	0%	65	0	0	0	0.8
NPCC	12	3	16	2	8	11	7	19	6	0	30	25		0	0%	25	0	0	0	1.0
Total	8351	8039	7085	6694	7237	6335	4596	4440	4142	4611	4534	5216		2120	41%	3096	1702	273	145	1.1

Pipeline Ratio:
Shows the number of months it would take the police force to clear their pipeline if no more requests were received. It is based on the average requests completed per month between Sept – Aug 2020 and the pipeline volume at the end of August 2020.

Police force SAR performance tables (volumes closed and pipeline volumes)

Volumes of SARs closed

MPS	993	934	1126	932	1155	1000	1014	617	604	784		592		
PSNI	149	225	154	146	144	137	117	69	70	106	68	85	1470	
Greater Manchester Police	103	135	125	115	115	75	132	144	109	113	146	108	1420	
West Midlands	131	235	173	80	100	99	95	110	56	105	73	78	1335	
West Yorkshire	77	92	95	39	55	83	120	88	98	143	174	131	1195	
Thames Valley	142	126	92	79	83	93	111	72	69	70	95	81	1113	
Avon & Somerset	102	146	157	75	63	104	74	79	42	90	82	79	1093	
South Wales	137	143	87	90	60	78	115	58	53	29	122	54	1026	
Kent	32	156	101	93	72	73	73	61	40	53	51	47	852	
Hampshire	57	79	78	49	63	53	57	43	50	62	54	65	710	
Sussex	56	44	61	45	40	33	65	55	84	80	76	67	706	
Nottinghamshire	69	59	40	47	46	77	59	22	39	70	80	50	658	
Essex	54	54	55	49	50	64	57	40	30	64	63	58	638	
Lancashire	60	43	65	58	53	45	52	41	38	45	68	52	620	
Devon & Cornwall	51	66	74	32	63	59	58	50	33	41	43	43	613	
Hertfordshire	45	58	46	37	48	52	56	53	23	60	85	41	604	
Derbyshire	58	52	55	41	37	33	59	42	54	43	67	34	575	
Humberside	53			63	67	73	62	31	30	41	89	43	552	
Northamptonshire	93	78	48	24	54	40		29	51	58	53	21	549	
South Yorkshire	39	41	46	25	110	62	44	38	52	30	23	30	540	
Merseyside	40	64	49	36	40	50	63	38	36	44	44	32	536	
Leicestershire	35	46	51	33	41	57	46	60	29	39	43	53	533	
Norfolk	36	53	39	46	41	37	56	31	35	41	52	44	511	
Cheshire	54	40	54	34	32	28	55	45	27	53	53	30	505	
Cambridgeshire	38	65	45	32	41	42	55	31	37	28	46	29	489	
Bedfordshire	34	45	48	36	41	38	25	23	18	35	57	22	422	
Surrey	34	40	49	46	27	40	25	25	16	35	44	35	416	
West Mercia	24	29	45	33	27	29	36	41	29	39	35	29	396	
North Yorkshire	26	29	31	32	30	33	22	33	25	34	43	25	363	
Wiltshire	29	41	30	24	25	29	30	18	25	35	37	35	358	
Lincolnshire	36	30	34	37	30	35	25	28	24	28	21	24	352	
Dyfed-Powys	20	44	38	21	12	31	25	26	21	25	45	38	346	
Cleveland	35	46	33	22	23	38	32	19	18	21	23	34	344	
Northumbria	28	35	30	46	28	42			21	52	32	29	343	
Suffolk	24	29	30	30	22	29	32	24	25	35	36	22	338	
Dorset	31	30	45	15	27	34	25	12	28	25	20	43	335	
Staffordshire	22	32	31	20	40	35	17	13	31	32	32	29	334	
British Transport Police	27	42	36	33	39	33	28	7	9	18	21	21	314	
Durham	32	29	24	11	30	18	24	24	6	15	26	22	261	
North Wales	13	29	17	16	20	31	23	13	14	19	27	18	240	
Warwickshire	21	13	20	13	17	11	17	18	30	14	22	21	217	
City/London	5	20	29	18	25	33	26	10	19	12	13	6	216	
Gwent	23	28	14	9	4	17	22	9	19	21	24	25	215	
Cumbria	21	10	20	14	21	16	13	20	12	6	16	17	186	
Gloucestershire	12	25	13	18	10	9	19	3	3	10	18	22	162	

SAR pipeline volume

MPS	1023	1039	830	685	623	546	478	470	537	662				
West Yorkshire	261	286	290	351	420	478	471	475	490	463	405	3		
Devon & Cornwall	220	214	191	195	194	201	180	180	191	212	252	171		
Greater Manchester Police	123	146	151	112	147	209	203	170	185	170	211	230		
Dorset	125	124	108	113	116	110	114	135	120	127	148	153		
South Yorkshire	47	81	70	94	103	96	96	101	94	101	127	132		
South Wales	143	91	107	129	130	158	125	108	115	143	112	128		
Avon & Somerset	143	116	36	43	74	58	35	25	49	56	78	87		
West Midlands	122	102	50	37	56	15		40	56	33	66	83		
PSNI	164	134	149	123	134	154	147	120	87	62	80	82		
Northamptonshire	104	80	77	86	63	72		90	73	62	63	76		
Essex	1	1	52	53	55	67	41	39	54	41	80	75		
Hertfordshire	27	31	35	22	38	35	43	31	62	68	53	57		
Hampshire	34	36	29	29	36	28	40	36	41	37	57	53		
Thames Valley	75	43	38	38	65	77	53	44	35	53	59	51		
Sussex	151	195	176	192	149	43	10	6	64	35	42	49		
Cambridgeshire	45	30	26	28	31	41	32	38	40	43	32	48		
North Yorkshire	31	34	34	39	39	33	39	35	34	39	34	48		
Bedfordshire	27	31	28	24	25	21	19	17	35	42	28	47		
Lancashire	55	61	45	39	31	41	28	34	44	55	43	47		
Nottinghamshire	53	40	55	51	75	53	32	52	61	55	43	46		
Merseyside	47	30	32	23	42	58	25	24	26	37	27	45		
Surrey	21	34	30	20	24	29	23	19	33	28	41	40		
West Mercia	22	24	30	22	27	23	27	11	11	27	19	40		
Suffolk	26	21	28	19	31	26	14	16	25	34	24	39		
Cheshire	12	33	26	20	24	50	35	24	36	43	31	38		
Norfolk	37	28	33	29	32	35	20	19	30	41	37	32		
Lincolnshire	22	25	26	18	20	20	25	23	22	18	31	26		
Wiltshire	21	16	20	11	15	22	15	16	17	19	20	26		
Leicestershire	30	23	25	20	29	29	21	21	22	31	34	24		
Durham	21	5	4	6	14	24	20	6	16	32	21	23		
Derbyshire	36	42	37	23	30	43	32	31	28	15	20	22		
Northumbria	37	53	58	29	31	41			20	20	29	21		
Dyfed-Powys	24	0	10	3	32	39	24	34	48	48	44	20		
Kent	220	368	122	105	62	44	34	27	28	28	33	19		
Gloucestershire	21	18	17	6	11	17	9	13	12	25	19	17		
Staffordshire	12	11	32	24	25	6	6	15	9	15	10	17		
Cleveland	21	17	14	13	19	16	14	14	23	21	19	16		
Warwickshire	16	16	13	14	13	17	18	20	2	10	16	16		
Cumbria	14	16	11	10	8	9	13	11	16	19	18	15		
Gwent	0	9	21	8	19	4	9	10	7	18	25	15		
City/London	44	41	35	33	22	22	15	13	5	5	9	12		
Humberside	41			6	16	28	13	7	4	26	13	12		
British Transport Police	17	12	18	8	18	7	9	14	12	16	14	10		
North Wales	7	10	6	9	18	12	7	7	15	15	10	10		
Total	3743	3767	3225	2962	3186	3157	2614	2641	2934	3150	2577	3476		

Police force SAR performance tables (breakdown and age profile of pipelines)

Force	Pipeline Volumes													Trend	Pipeline Overdue	% Overdue	Pipeline not Overdue	Overdue Age Profile			Pipeline Ratio
	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	0-6 Months					6-12 Months	12+ Months		
MPS	1023	1039	830	685	623	546	478	470	537	662		755		430	57%	325	383	46	1	0.9	
West Yorkshire	261	286	290	351	420	478	471	475	490	463	405	403		307	76%	96	191	102	14	4.0	
Devon & Cornwall	220	214	191	195	194	201	180	180	191	212	252	271		218	80%	53	214	4	0	5.3	
Greater Manchester Police	123	146	151	112	147	209	203	170	185	170	211	230		124	54%	106	119	5	0	1.9	
Dorset	125	124	108	113	116	110	114	135	120	127	148	153		120	78%	33	120	0	0	5.5	
South Yorkshire	47	81	70	94	103	96	101	94	101	101	127	132		93	70%	39	92	1	0	2.9	
South Wales	143	91	107	129	130	158	125	108	115	143	112	128		79	62%	49	59	17	3	1.5	
Northamptonshire	104	80	77	86	63	72		90	73	62	63	76		44	58%	32	39	2	3	1.5	
PSNI	164	134	149	123	134	154	147	120	87	62	80	82		40	49%	42	40	0	0	0.7	
Essex	1	1	52	53	55	67	41	39	54	41	80	75		20	27%	55	17	3	0	1.4	
North Yorkshire	31	34	34	39	39	33	39	35	34	39	34	48		20	42%	28	19	0	1	1.6	
West Midlands	122	102	50	37	56	15		40	56	33	66	83		15	18%	68	15	0	0	0.7	
Kent	220	368	122	105	62	44	34	27	28	28	33	19		14	74%	5	14	0	0	0.3	
Sussex	151	195	176	192	149	43	10	6	64	35	42	49		10	20%	39	10	0	0	0.8	
Thames Valley	75	43	38	38	65	77	53	44	35	53	59	51		10	20%	41	10	0	0	0.5	
Nottinghamshire	53	40	55	51	75	53	32	52	61	55	43	46		9	20%	37	8	1	0	0.8	
Dyfed-Powys	24	0	10	3	32	39	24	34	48	48	44	20		8	40%	12	8	0	0	0.7	
Hertfordshire	27	31	35	22	38	35	43	31	62	68	53	57		7	12%	50	6	1	0	1.1	
City/London	44	41	35	33	22	22	15	13	5	5	9	12		6	50%	6	3	2	1	0.7	
Cleveland	21	17	14	13	19	16	14	14	23	21	19	16		5	31%	11	5	0	0	0.6	
Gloucestershire	21	18	17	6	11	17	9	13	12	25	19	17		5	29%	12	0	4	1	1.3	
Hampshire	34	36	29	29	36	28	40	36	41	37	57	53		5	9%	48	5	0	0	0.9	
Suffolk	26	21	28	19	31	26	14	16	25	34	24	39		5	13%	34	5	0	0	1.4	
Bedfordshire	27	31	28	24	25	21	19	17	35	42	28	47		4	9%	43	4	0	0	1.3	
Cambridgeshire	45	30	26	28	31	41	32	38	40	43	32	48		4	8%	44	4	0	0	1.2	
Cumbria	14	16	11	10	8	9	13	11	16	19	18	15		4	27%	11	4	0	0	1.0	
Durham	21	5	4	6	14	24	20	6	16	32	21	23		4	17%	19	4	0	0	1.1	
Northumbria	37	53	58	29	31	41			20	20	29	21		3	14%	18	3	0	0	0.6	
Surrey	21	34	30	20	24	29	23	19	33	28	41	40		3	8%	37	3	0	0	1.2	
Warwickshire	16	16	13	14	13	17	18	20	2	10	16	16		3	19%	13	3	0	0	0.9	
British Transport Police	17	12	18	8	18	7	9	14	12	16	14	10		2	20%	8	2	0	0	0.4	
Cheshire	12	33	26	20	24	50	35	24	36	43	31	38		2	5%	36	2	0	0	0.9	
Lancashire	55	61	45	39	31	41	28	34	44	55	43	47		2	4%	45	2	0	0	0.9	
West Mercia	22	24	30	22	27	23	27	11	11	27	19	40		2	5%	38	2	0	0	1.2	
Leicestershire	30	23	25	20	29	29	21	21	22	31	34	24		1	4%	23	1	0	0	0.5	
Merseyside	47	30	32	23	42	58	25	24	26	37	27	45		1	2%	44	1	0	0	1.0	
North Wales	7	10	6	9	18	12	7	7	15	15	10	10		1	10%	9	1	0	0	0.5	
Avon & Somerset	143	116	36	43	74	58	35	25	49	56	78	87		0	0%	87	0	0	0	1.0	
Derbyshire	36	42	37	23	30	43	32	31	28	15	20	22		0	0%	22	0	0	0	0.5	
Gwent	0	9	21	8	19	4	9	10	7	18	25	15		0	0%	15	0	0	0	0.8	
Humberside	41			6	16	28	13	7	4	26	13	12		0	0%	12	0	0	0	0.2	
Lincolnshire	22	25	26	18	20	20	25	23	22	18	31	26		0	0%	26	0	0	0	0.9	
Norfolk	37	28	33	29	32	35	20	19	30	41	37	32		0	0%	32	0	0	0	0.8	
Staffordshire	12	11	32	24	25	6	6	15	9	15	10	17		0	0%	17	0	0	0	0.6	
Wiltshire	21	16	20	11	15	22	15	16	17	19	20	26		0	0%	26	0	0	0	0.9	
Total	3743	3767	3225	2962	3186	3157	2614	2641	2934	3150	2577	3476		1630	47%	1846	1418	188	24	1.2	

Pipeline Ratio:
Shows the number of months it would take the police force to clear their pipeline if no more requests were received. It is based on the average requests completed per month between Sept – Aug 2020 and the pipeline volume at the end of Aug 2020.