Freedom of Information request ref 01/FOI/26/4399
We received your request on the 13/08/2026

Request

You asked us:

I am writing to request the following recorded information under the Freedom of Information Act 2000. Please treat this as a request under both the FOIA 2000 and the Environmental Information Regulations 2004, as applicable to each part. The request relates to your organisation's handling of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests.

Please provide the following:
1. The name of any case management or software system currently used to log, track and manage FOI/EIR requests, including any modules, add-ons or configured tools (for example a CRM, case management platform, shared mailbox or SharePoint list) used for this purpose.
2. A copy or extract of any recorded documentation (for example internal guidance, process maps or handling procedures) describing how FOI/EIR requests are logged, tracked and managed. If no such documentation is held, please confirm that.
3. The number of full-time equivalent (FTE) staff involved in processing FOI/EIR requests, and the job titles of those roles. I am not requesting the names of any individuals; job titles or role descriptions are sufficient.
4. Any recorded information describing how FOI/EIR requests are assigned and coordinated across the organisation — for example, whether a central team handles requests end-to-end, or whether requests are passed to individual departments or teams to respond directly. If no such information is held, please confirm that.
5. Any recorded information setting out internal target response times for FOI/EIR requests in addition to the statutory 20 working day deadline — for example internal service level agreements, process checklists or workflow timelines. If no such information is held, please confirm that.
6. For each of the last five financial years ending 31 March (2021-22, 2022-23, 2023-24, 2024-25 and 2025-26), please provide separately for each year: - The number of FOI requests received - The number of EIR requests received - The number of Subject Access Requests (SARs) received - The number of each of the above completed within the applicable statutory timeframe Please provide these figures for each year individually rather than as a combined total across the period. If your organisation records its statistics on a calendar year basis instead, figures for calendar years 2021 to 2025 would be equally acceptable. I appreciate that SARs fall under the UK GDPR rather than the FOIA; I am requesting only the recorded statistics relating to them.

We have handled your request under the Freedom of Information Act (FOIA)

Our response:

Question 1

GSA CycFreedom

Question 2

Please see attached document.

Question 3

The Data Protection & FOI team comprises of 1 x Data Protection & FOI Team Leader and 4 x Data Protection & FOI Officers. The team is responsible for FOI and EIR requests, subject access and other subject rights requests, Family Court disclosures, and other data protection requests from external parties, including solicitors and insurance companies.

Question 4

Requests are received and logged by the Data Protection & FOI team and requests for information then sent to the relevant person or business areas as necessary.

Question 5

Requests to business areas from the FOI team would specify a date for response. This may vary depending on circumstances but is calculated to allow the Data Protection & FOI Team sufficient time to review and respond to requests within the statutory deadline.

Question 6

	FOI Received / Responded	FOI Compliant Response	EIR Received / Responded	EIR Compliant Response	SAR Received / Responded	SAR Compliant Response
2021	729 / 749	736	NR	NR	166 / 155	146
2022	698 / 712	701	NR	NR	232 / 253	236
2023	667 / 690	683	0	0	392 / 406	386
2024	722 / 717	704	0	0	496 / 529	506
2025	776 / 796	780	NR	NR	668 / 675	660

<u>Notes</u>

- Data has been provided from monthly spreadsheets collated and provided to the National Police Chiefs' Council (NPCC) according to ICO request and specifications.
- The data has historically been recorded annually according to specifications set by the NPCC. There are only two years in the period in which EIR requests were recorded separately (although none were received) – in other years they were counted along with FOI requests.
- The request asked for the number of requests and how many of them were responded to within the statutory timescale. This is not how the data is recorded, as it is collated monthly and requests may often be received in one month and responded to in another. I have therefore given both the number received and the number closed in each year, as the latter number is what compliance would be assessed against.
- It should be noted that there is something of an inconsistency in how the ICO ask us to record compliance in FOI (where responses issued after a legitimate public interest exemption are not counted as outside the statutory timescale) and SARs

(where any response outside one month is counted, even if supported by a legitimate exemption).

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Freedom of Information Guidance

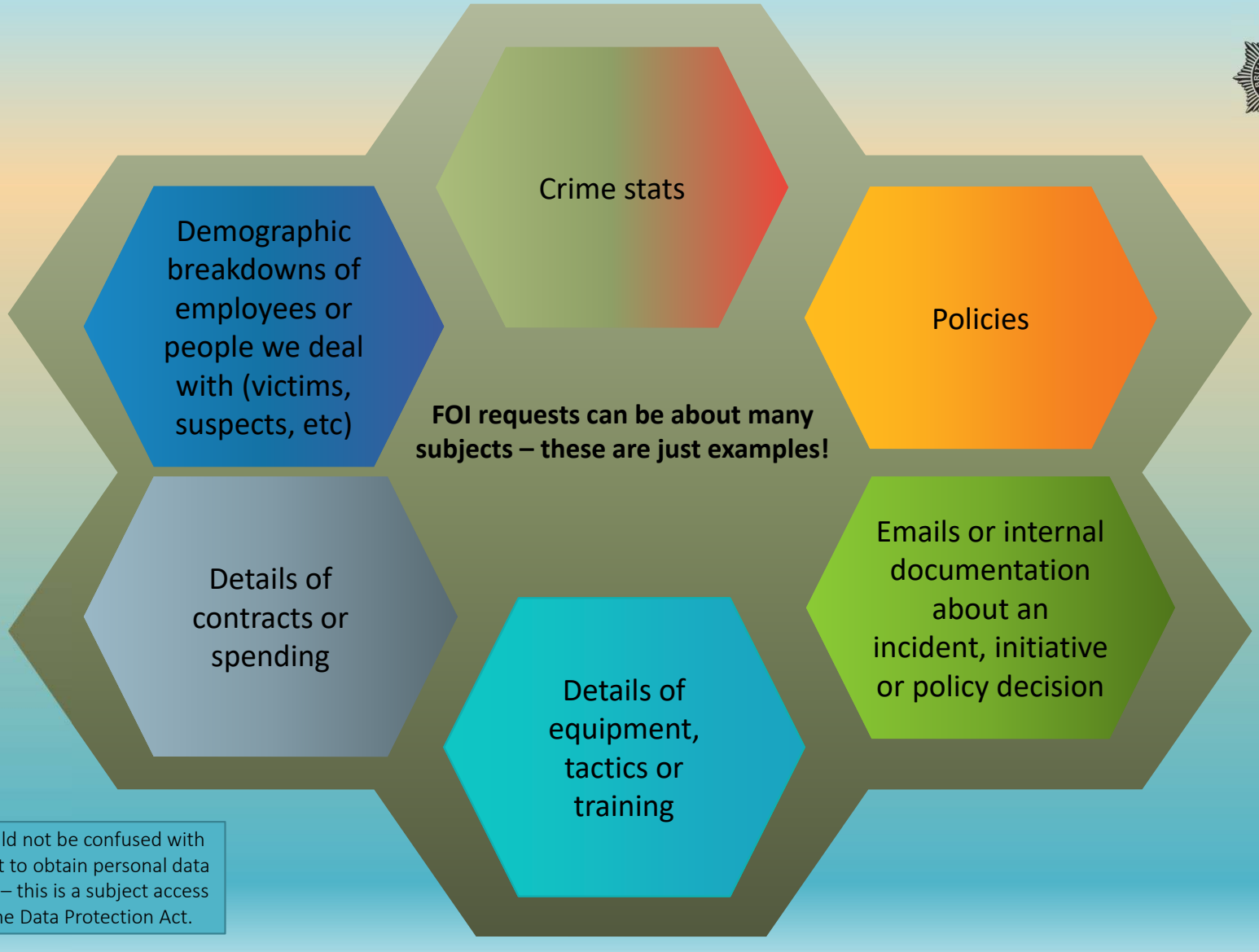


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What is an FOI Request?

- The Freedom of Information Act 2000 allows anyone a right of access to recorded information held by public authorities.
- For a request to constitute a valid FOI request, it needs only to:
  - Be in writing
  - Give the name of the applicant and a means of response
  - Specify the information required
- An FOI request can be received by any member of the organisation and even if it does not mention ‘FOI’ or ‘Freedom of Information’ it could still constitute a valid request.
- However, many written requests can be dealt with as ‘business as usual’ and there is no need to direct every written request received to the FOI team if it is a question that you can quickly and reasonably answer as part of your normal job role.
- A request made under FOIA must be responded to within 20 working days of receipt.

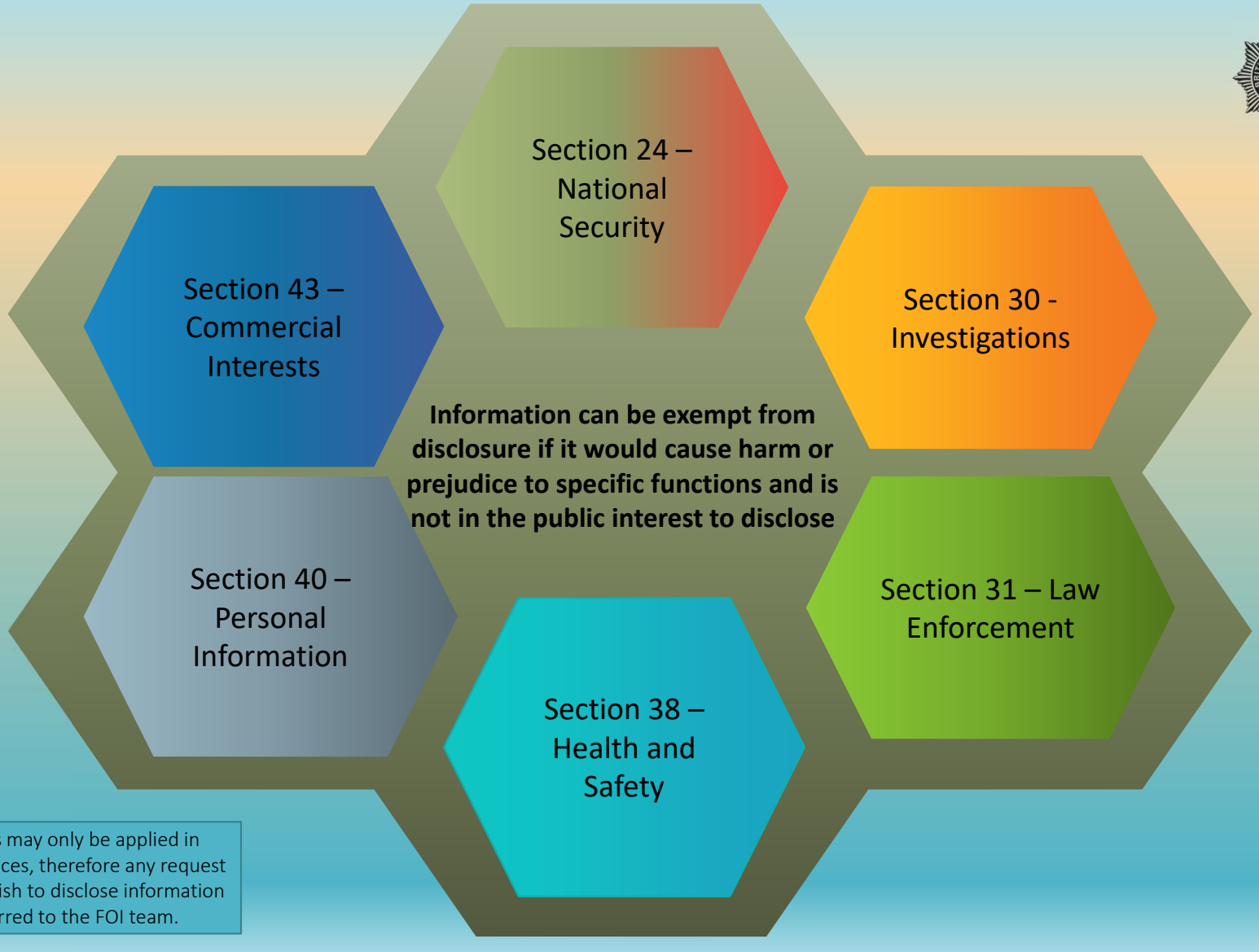




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FOI requests should not be confused with an individuals right to obtain personal data about themselves – this is a subject access request under the Data Protection Act.

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FOI Exemptions may only be applied in certain circumstances, therefore any request where we don't wish to disclose information must be referred to the FOI team.

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Responsibilities of all BTP employees

- Awareness of what constitutes an FOI request – there is an NCALT e-learning module entitled 'Freedom of Information' that is mandatory for all employees. If you need to complete this module or would like a refresher [redacted]
- For further information on the police service's obligations under FOIA, see the College of Policing APP
- Forward a request to the FOI Team if any of the following apply:
  - It specifically cites FOI or Freedom of Information
  - It asks for information that you cannot supply as a BAU response
  - It cannot be answered within 20 working days
  - The information requested appears contentious and you don't believe should be disclosed.
- Provide any information held that is in scope of an FOI request when requested by the FOI Team.



It is a criminal offence under S77 of FOIA for an employee of a public authority to alter, deface, block, erase, destroy or conceal a record with the intention of preventing its disclosure.



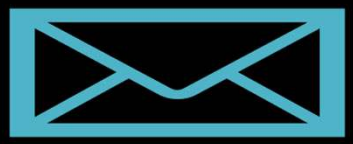
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Responsibilities of the FOI Team

- Logging, processing and responding to FOI requests received by email, via the BTP website or other sources.
- Application of FOI exemptions in a legally sustainable manner to protect the interests of the force/police service whilst maintaining our commitment to transparency.
- Liaison with internal subject matter experts in BTP to ascertain any harm in disclosure of information.
- Liaison with the NPCC FOI Central Referral Unit to ensure visibility and co-ordinated consideration of any requests made nationally or with national implications.
- Circulation of responses to relevant points of contact within BTP to ensure that the force is aware of information being disclosed that may lead to media attention.



Contact



The FOI Team are based in the Information Management Department in Cardiff

foi@btp.police.uk

Legislation



Freedom of Information Act 2000