



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date: 13/09/2025

2025/627 - Unanswered Media Enquiries

Although excess cost removed the forces obligations under the Freedom of Information Act, as a gesture of goodwill, I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

In response to your recent request for information regarding;

Summary:

I am requesting information on how many times members of the press have contacted your force with a media enquiry and received no substantive response from your press office.

Please treat this as a request for information under the Freedom of Information Act 2000.

I am seeking the following information for each of the calendar years listed below:

- **2023 (1 January 2023 – 31 December 2023)**
- **2024 (1 January 2024 – 31 December 2024)**
- **2025 to date (1 January 2025 – date of your response)**

1. The total number of media enquiries received by your force's press or communications office during each of the above years.

2. The number of those media enquiries that received no substantive response — meaning the press office did not issue any reply, or only sent a holding response without following up with a proper answer.

For clarity, a holding response is defined for this FOI as an acknowledgement of the enquiry but no further action or reply is provided thereafter.

Our information is set up and searchable for our policing purposes. To obtain the information in the format you have requested prior to September 2024 would involve manually reviewing each record on our force system. The cost of providing you with the information is above the amount to which we are legally required to respond i.e. the cost of retrieving the information exceeds the 'appropriate level' as stated in the Freedom of Information (FOI) Fees and Appropriate Limit regulations 2004.

Therefore, in accordance with the FOI Act 2000 the information you have requested is exempt under Section 12 (1), and this letter acts as a Refusal Notice under section 17 (5) of the legislation.

3rd September 2024 – 31st December 2024: **713 Enquiries**

1st January 2025 – 9th June 2025 (Date): **1,295 Enquiries**

All the enquiries logged will have received a substantive response.

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

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From 1st February to 9th June 2025, there have been 90 enquiries recorded as 'No response required'.

The no response required tag was a late addition to the system, so we only have data available from February 2025 onward.

However, the 'no response required' tag is largely only used on emails that have come into the Press&PR enquiry box for information e.g. daily media summary, court lists, abnormal loads information, additional information for us to complete/fully understand an enquiry etc.

3. The current number of staff employed in your press or communications office (full-time and part-time only).

15.

3 of which are responsible for media enquiries.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 09/06/2025