



Response Date:13/08/2026

2026/772 - Fleet Maintenance

In response to your recent request for information regarding;

I would like to know the current estimated value (£) of the fleet maintenance backlog across all vehicles operated by North Wales Police.

We operate our maintenance in advance so do not consider ourselves to have a backlog. As you want accidents included as 'maintenance' there are some awaiting parts/estimates from Garages or body shop availability. We do not have a cost for these until the work is completed but we do have estimates that appear as documents on our system which are not easily accessed and would be a manual process.

Our information is set up and searchable for our policing purposes. To obtain the information in the format you have requested 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.

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.

**Yn gwneud Gogledd Cymru'r lle mwyaf diogel i fyw, gweithio ac ymweld yn y DU
Making North Wales the safest place to live, work and visit in the UK**

I would also like to know:

- How many of your vehicles are currently out of use whilst they wait for maintenance?

28 on the 05/08/2026.

**- What is the average length of time a vehicle in your fleet typically waits for maintenance after being flagged in need of it?
(Based on data from Jan 1st 2026 to present)**

We consider maintenance to be CA1 Wear and Tear, CA9 Service MOT Safety they are pre planned events (not back log). Warranty damage accident are not pre planned event. Booked in is when we plan for the work to begin and job created is the moment we create a job (flag it for needing work doing) The way the work is completed around these (pre planned vs ad hoc) means an all-encompassing average would be misleading as we are not comparing like for like as such I have broken it down below.

Row Labels	Average of booked in to released date in Days/Hours/Minutes 2	Average of Job created to released date in Days/Hours/Minutes
CA1 WEAR AND TEAR	01 09 02:33	11 12:33
CA2 WARRANTY	01 09 13:34	19 02:25
CA3 DAMAGE (NOT POLVAC RELATED)	02 19 00:19	20 01:12
CA4 ACCIDENT (POLVAC RELATED)	03 01 14:31	06 04:35
CA5 COMMISSIONING	01 30 18:35	27 04:33
CA6 DECOMMISSIONING	01 11 16:29	16 11:51
CA7 MODIFICATION	01 02 23:22	04 00:41
CA9 SERVICE/MOT/SAFETY	01 07 15:22	26 17:16

- What is the longest period of time that a vehicle in your fleet has waited for maintenance since 1st January 2026?

April 28th 2026.

- How much was spent on fleet maintenance in the 2023/24, 2024/25, and 2025/26 calendar years?

2023

Repair Cause	Sum of Total Job Cost Recorded
CA1 WEAR AND TEAR	£380,045.03
CA2 WARRANTY	£9,907.17
CA3 DAMAGE (NOT POLVAC RELATED)	£87,479.49
CA4 ACCIDENT (POLVAC RELATED)	£143,389.74
CA5 COMMISSIONING	£313,339.29
CA6 DECOMMISSIONING	£9,354.21
CA7 MODIFICATION	£9,234.45
CA8 RETROFIT	£2,191.57
CA9	
SERVICE/MOT/SAFETY	£348,355.39
(blank)	£25,262.31
Grand Total	£1,328,558.65

2024

Repair cause	Sum of Total Job Cost Recorded
CA1 WEAR AND TEAR	£755,398.09
CA2 WARRANTY	£32,184.69
CA3 DAMAGE (NOT POLVAC RELATED)	£95,524.87
CA4 ACCIDENT (POLVAC RELATED)	£235,986.30
CA5 COMMISSIONING	£528,596.22
CA6	
DECOMMISSIONING	£5,002.47
CA7 MODIFICATION	£4,085.35
CA8 RETROFIT	£576.32

CA9	
SERVICE/MOT/SAFETY	£413,205.28
(blank)	£10,387.66
Grand Total	£2,080,947.25

2025

Repair Cause	Sum of Total Job Cost Recorded
CA1 WEAR AND TEAR	£437,087.28
CA2 WARRANTY	£22,262.63
CA3 DAMAGE (NOT POLVAC RELATED)	£106,152.47
CA4 ACCIDENT (POLVAC RELATED)	£241,047.14
CA5 COMMISSIONING	£654,378.47
CA6 DECOMMISSIONING	£9,185.88
CA7 MODIFICATION	£2,513.66
CA9	
SERVICE/MOT/SAFETY	£426,290.83
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Grand Total	£1,898,918.36

2026 (01.01.26 to 05/08/2026)

Repair Cause	Sum of Total Job Cost Recorded
CA1 WEAR AND TEAR	£211,535.88
CA2 WARRANTY	£9,979.60
CA3 DAMAGE (NOT POLVAC RELATED)	£74,851.16

CA4 ACCIDENT (POLVAC RELATED)	£200,865.91
CA5 COMMISSIONING	£312,908.42
CA6 DECOMMISSIONING	£5,714.48
CA7 MODIFICATION	£617.21
CA9 SERVICE/MOT/SAFETY	£239,623.27
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Grand Total	£1,056,095.93
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THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 13/08/2026