

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext. 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.ukDate: 19th March 2021

Our ref: FOI 2021/ 125

Dear Ralph,

I write in connection with your request for information dated 15th February concerning administration fees collated for RTC and stolen vehicle retrieval.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered, and having consulted our vehicle recovery team, I am happy to supply the information you have requested.

You wrote:

1. The total revenue in administration fees from motorists whose vehicles have been stolen or damaged and later recovered and those whose vehicles had to be recovered following an accident.
2. The fees separately between vehicles stolen, those which were damaged and those which were recovered from accidents.
3. The total number of vehicles which have been stolen and which had administration fees charged to them, the total number of vehicles damaged which had administration fees charged to them, and total number of vehicles recovered from accidents which had administration fees charged to them.

Could each request above be made for each calendar year for the last five years in which figures are available.



INVESTOR IN PEOPLE

Response

Please find below a breakdown of all revenue generated through the period requested. Please note that this is NOT profit, but simply the amount generated each year under our current scheme with the AA.

RTC Vehicles

FORCE	YEAR	VEHICLE COUNT	REMOVAL	STORAGE	Disposal	Year Totals
WILTSHIRE POLICE	2016	1401	£366,300.00	£95,895.00	£0.00	£462,195.00
WILTSHIRE POLICE	2017	1278	£327,850.00	£73,495.00	£75.00	£401,420.00
WILTSHIRE POLICE	2018	1349	£296,700.00	£89,620.00	£75.00	£386,395.00
WILTSHIRE POLICE	2019	1289	£342,700.00	£92,440.00	£75.00	£435,215.00
WILTSHIRE POLICE	2020	926	£262,150.00	£81,315.00	£0.00	£343,465.00
Totals		6243	£1,595,700.00	£432,765.00	£225.00	£2,028,690.00

Stolen vehicles

FORCE	YEAR	VEHICLE COUNT	REMOVAL	STORAGE	Disposal	Year Totals
WILTSHIRE POLICE	2016	205	£33,050.00	£8,690.00	£0.00	£41,740.00
WILTSHIRE POLICE	2017	239	£41,900.00	£15,455.00	£0.00	£57,355.00
WILTSHIRE POLICE	2018	244	£38,700.00	£15,110.00	£0.00	£53,810.00
WILTSHIRE POLICE	2019	206	£33,050.00	£13,340.00	£0.00	£46,390.00
WILTSHIRE POLICE	2020	166	£27,550.00	£15,350.00	£0.00	£42,900.00
Totals		1060	£174,250.00	£67,945.00	£0.00	£242,195.00

Disclaimer: Wiltshire Police charge an administration fee of £41.50 per vehicle. This equates to roughly £259000 for RTC and £44000 for stolen vehicles across the five years (circa £60k p.a.). The latter (£60k p.a.) directly offsets internal staff costs attributable to local administration of the scheme. The remainder (and thus the significant majority) is paid straight back out to the scheme owner (the AA) to cover both management fees and also charges attributable to the garages (initial recovery / storage and so forth).

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Force Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.pnn.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>