



Force Disclosure Unit
Wiltshire Police HQ
London Road
Devizes
Wiltshire
SN10 2DN
Tel 101 ext 62005
www.wiltshire.police.uk
disclosure@wiltshire.police.uk

Date: 26th April 2021

Your Ref: FOI

Our Ref: FOI 2021/301

Reply contact name is: Kay Moore

Dear,

I write in connection with your request for information dated 1st April 2021 concerning incidences at Co-op.

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 I am not obliged to supply the information you have requested.

You wrote:

From September 2019, 2020 full year and 2021 (to March):

- (a) how many incidents at a Co-op* store have been reported to Wiltshire Police?
- (b) how many times have Wiltshire Police attended in person to an incident reported to them at a Co-op* store?; and
- (c) how many people have been charged to court having committed an offence at a Co-op* store?

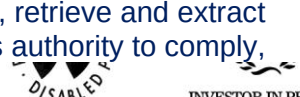
* Co-op, Coop, Co-op Group, Co-operative, Co-operative Group'

Our response:

The information that you are requesting for part (b.) of your request is not stored in a way which permits easy retrieval.

In order to ascertain the number of times Wiltshire Police have attended in person to a report made in relation to an offence that has taken place at a Co-op store, this would involve a manual search of all relevant call logs and crime reports for the time frame requested. This is because there is no easy way to search within the call logs and crime reports themselves for information that states that an Officer has attended or not which is why this would result in a manual look through all relevant reports.

Therefore, under the circumstances I am absolutely confident that to locate, retrieve and extract the information you seek would by far exceed the time obligations upon this authority to comply,



INVESTOR IN PEOPLE

and in so doing would exceed the fees limits. This is set at £450 calculated at a flat rate of £25 per hour for those work activities comprising of confirming the information is held, locating it, retrieving it and extracting it.

Although excess cost removes 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. What I am able to provide you are the answers documented below -

a.) How many incidents at a Co-op* store have been reported to Wiltshire Police?

Year	Crimes & Incidents
2019	200
2020	234
2021	44
Grand Total	478

c.) How many people have been charged to court having committed an offence at a Co-op* store?

Outcome	Year				Grand Total
	2019	2020	2021		
1: Charged	14	36	1		51
1: Summoned/postal requisition	7	3			10
Grand Total	21	39	1		61

Our Business Intelligence Team who provided the above information did make me aware that the above figures do not include call logs relating to the Co-op store where an Officer response was not made. They also made me aware that when they retrieved this information from our crime recording system, they were expecting the same result to replicate across another system used, however, this wasn't the case for some reason. Therefore, please bear in mind that the above figures may or may not have some discrepancies.

Ordinarily under our section 16 duty to provide advice and assistance, we would advise you how to refine your request to a more manageable level. However, due to the difficulties outlined above, I cannot see how this can be achieved in this particular case.

Section 17 of the Freedom of Information Act 2000 requires the Wiltshire Police, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The exemption applicable to the information requested is:

Section 12: Exemption where cost of compliance exceeds appropriate limit

- (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

In accordance with section 17 of the Act, this letter represents a Refusal Notice for this particular request.

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,

Kay Moore
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