

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.uk

XXXXXX – by email

Date: 17th July 2023

Your ref: FOI

Our ref: FOI 2023 / 712

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 15th July 2023 concerning Stolen Parcels.

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:

Under the Freedom of Information Act, I would like to request the following information:

- How many incidents are reported to your force of parcels from the online retailer Amazon having been stolen or tampered with (i.e all reports of packages that have gone missing or items that have been stolen from within a parcel)? Please provide monthly figures dating back 12 full months (June 2022 – June 2023)
- If information about Amazon specifically is not retrievable, how many incidents are reported to your force of parcels or deliveries having been stolen or tampered with? Please provide monthly figures dating back 12 full months (June 2022 – June 2023)
- What is the average amount of time handling initial reports of these alleged crimes (i.e the average time taken by case officers logging the crime, either over the phone or on live chat)? If this information isn't available, please provide the average time for a case officer to log crimes via a phone call or live chat. If these average times are recorded on a month to month basis, please provide the monthly figures.



INVESTOR IN PEOPLE

- How many of these reported crimes are followed up with further investigation? Again please provide monthly figures dating back one year.
- How many of these reported crimes see no further action from the police force. Again please provide monthly figures dating back one year.
- What is the estimated cost to your police force, based on the salaries of officers handling calls and live chat, and the average amount of time spent recording cases of stolen parcels from Amazon (or all sources if this data is not available). Again please provide monthly figures dating back one year if available. If this information is not available, please provide the average salary of the officers that handle initial reporting of crimes via phone (for example calling 101) and via live chat if you offer such a facility.

I would like you to provide this information in the following format:

A bullet pointed list, CSV or Excel document is acceptable.

Please include data for the past 12 months if available, broken down into monthly reported incidents

Our response:

The information that you are requesting for the majority of your request (questions 1,2,4 and 5) is not stored in a way which permits easy retrieval.

Whilst our crime recording systems are sophisticated and contain a number of unique fields in which we can record specific information about either a crime or those involved in it (which can then theoretically be searched against), those field are limited and in many cases, not even mandatory so the information held in them cannot always be considered complete.

All non-vehicular Thefts that are reported to Wiltshire Police are recorded according to current Home Office Crime Recording guidelines and – initially - into the following 4 main crime sub-groups :-

- Theft from the person
- Bicycle Theft
- Shoplifting
- All Other Theft Offences

Any thefts of this nature would be recorded under either Thefts from The Person or All Other Theft Offences sub-groups.

We do not have field on our crime recording system(s) in which we record what has been stolen, its value, by what means or whether an on-line retailer is involved, let alone one as specific as Amazon as opposed to other delivery companies or suppliers per-se.

Similarly we do not have specific fields in which we record how many reported crimes are followed up with an investigation or how many are effectively closed without one.

The information you are requesting for these 4 questions would only be found in the narrative of the crime log for each of these offences and to locate it would necessitate reading each and every Theft Crime recorded under either Thefts from a Person or All Other Thefts and extracting the information that meets your criteria.

For the time period you are requesting, Wiltshire Police have recorded almost 4000 individual crimes and - even allowing a very conservative 2 minutes per record – 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, 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 :-

Question 3

No Information Held – we do not record or measure the amount of time taken to log or record the initial details of a reported crime.

Question 6

No Information Held – we do not “time-cost” individual activities or investigations.

Ordinarily under our section 16 duty to provide advice and assistance, we would advise you how to refine your request in respect of questions 1 and 2 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,

Nick Penny
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 Fol 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