

**Police Headquarters**

London Road
DEVIZES
Wiltshire
SN10 2DN

disclosure@wiltshire.police.uk

Date: 3rd December 2023

Our ref: FOI 2023/1165

Reply contact name is:

Dear XXXX,

I write in connection with your request for information, dated 5th December 2023 concerning stolen bank cards.

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.

Following receipt of your request, research was conducted by the Business Intelligence department of Wiltshire Police.

Your request for information has now been considered and I am not obliged to supply the information you have requested.

You wrote:

1. I would like to request the number of bank cards (credit or debit) that have been reported lost each year between 2018 and 2023 (so far), separated by year. If possible, please also separate the data by month. For example, X cards were reported lost in January 2018, Y cards were reported lost in February 2018, etc.
2. I would like to request the same data as above but for the number of bank cards reported stolen.
3. If this data is not stored separately, I would like to request the combined figure for both lost and stolen cards (or the closest stored dataset) across the date range specified.
4. If possible, could the data please be broken down by postcode area or location in which the loss/theft occurred.

Our response:

Unfortunately, lost and stolen data is not categorised by item, meaning to review this data, we would need to search through each case individually in order to determine the specific item. Therefore, we are unable to obtain the data that you have requested relating specifically to bank cards that have been reported lost or stolen within our obligations.

It is also worth noting that this data would likely not be accurate within Wiltshire Police's records as stolen or lost bank cards are commonly reported directly through the bank itself.

Under the circumstances I am 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. Therefore, the whole of the request falls under the exemption of section 12 of the Freedom of Information Act 2000.

Ordinarily under our Section 16 obligation to provide advice and assistance, we would advise you of a way to refine your request to a more manageable level. However, due to the difficulties in obtaining the requested information, as outlined above, I cannot think of a way in which this could be achieved.

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

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

Force Disclosure Decision Maker

Proud to serve and protect our communities