

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

[www.wiltshire.police.uk](http://www.wiltshire.police.uk)[disclosure@wiltshire.pnn.police.uk](mailto:disclosure@wiltshire.pnn.police.uk)

XXXXXX – by email

Date: 23<sup>rd</sup> January 2024

Your ref: FOI

Our ref: FOI 2024 / 021

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 4<sup>th</sup> January 2024 concerning Mobile Phone Thefts.

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:**

1. How many people have been charged with a phone theft offence by your police force in the following years: 2018 2019 2020 2021 2022 2023
2. How many reports of phone theft offences have you had in your police force in the following years: 2018 2019 2020 2021 2022 2023

**Our response:**

The information that you are requesting for the majority of your request is not stored in a way which permits easy retrieval.

Whilst our crime recording system(s) are sophisticated and we have a number of designated fields in which we record specific information about a crime or incident – which can then theoretically be used to run searches for information on – we do not have a specific field in which we record the kind of item that is stolen in a theft.

In addition, we record crimes in accordance with the designated Crime Categories issued by the Home Office and there is no specific crime code for the Theft of a Mobile Phone. Crimes of this nature would likely be recorded in one of the following crime categories :-

All Other Thefts

Theft from a Person

Robbery – Personal

The only way to ascertain the information you require would be for us to locate and review each and every individual recorded crime report recorded under the above 3 categories and see if it met your criteria, and then make a new record of the information.

Given that during the time period you require Wiltshire Police have recorded c25,000 individual crimes that fall into the above 3 crime categories, 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, 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.

Under our section 16 duty to provide advice and assistance wherever possible to an applicant, I E mailed you on the 4<sup>th</sup> January and advised the possibility of using a wildcard or free-text search to locate the information you require. However, I have not received a response from you confirming you wish to pursue this option or what keywords you require being used. As a consequence, I can only surmise that you do not wish this option to be pursued given the limitations I described of searches of that nature.

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](mailto: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](mailto:mail@ico.gsi.gov.uk)