



Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 19/08/2025

Our ref **FOI 2025/623**

XXXXXX

Reply contact name is: XXXXX

Dear XXXXX

I write in connection with your request for information, dated 27th June 2025 concerning Non compliant E-Bikes.

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, searches were conducted.

Your request for information has now been considered and it is not possible to meet your requirements in full.

You wrote:

1. The number of illegal / non-compliant e-bikes that have been seized by your police force in each of the past five calendar years?

Please also include:

- A breakdown by year, please include: 2020, 2021, 2022, 2023, 2024.

2. The number of reported incidents of phone snatching or muggings in which an illegal or non-compliant e-bike was used as part of the offence, recorded over the past five calendar years.

Please also include:

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- A yearly breakdown of such incidents, please include: 2020, 2021, 2022, 2023, 2024.

3. The number of fines and/or arrests made in connection with the use, possession, or operation of illegal e-bikes over the past five calendar years?

Please also provide:

- A yearly breakdown of the number of fines and arrests, please include: 2020, 2021, 2022,
- 2023, 2024.

Our response:

Section 1 of the Freedom of Information Act 2000 (FOIA) places two duties on public authorities. Unless exemptions apply, the first duty at s1(1)(a) is to confirm or deny whether the information specified in a request is held. The second duty at s1(1)(b) is to disclose information that has been confirmed as being held.

Whilst I can confirm Wiltshire Police do hold the requested information, section 12(1) of the FOIA states:-

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.

The specific information you require in questions two and three of your request do not have a specific field which indicate an involvement of an E-Bike to locate the information you require we would need to manually read all relevant crime reports in the time frame you require. When recording a crime, Wiltshire Police do not have a specific field in which to indicate crimes around E-Bikes, we would need to manually peruse all relevant crime reports within the timeframe given.

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.

Unfortunately there were x1,821 occurrences over the time period requested which based on needing 5 minutes to read each, would take 154 hours. This would equal a cost of over £3,000. Therefore the whole of the request falls under the exemption of section 12 of the Freedom of Information Act 2000.

Please note:

If one part of the request engages a Section 12 response, the whole request will engage a Section 12 response. The reason being is due to the fact that locating,

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retrieving and extracting any further information would only add to the already exceeded time obligations.

Forces may use different recording systems; therefore it may be possible some Forces can provide this information where others cannot.

Under our Section 16 obligation to be as helpful as possible to the application I am able to provide you with the following information one,

1. The number of illegal / non-compliant e-bikes that have been seized by your police force in each of the past five calendar years?

Please also include:

- A breakdown by year, please include: 2020, 2021, 2022, 2023, 2024.

2020 - 1

2021 - 0

2022 - 2

2023 - 10

2024 - 41

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



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.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.

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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/>