

WILTSHIRE POLICE



Xxx xxxxx
Sent via email



Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 22/07/25

Our ref: FOI 2025/678

Reply contact name is: xxxxx xxxxxx

Dear xxxxx

I write in connection with your request for information dated 18/07/25 concerning Residential Burglaries.

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. The number of recorded residential burglaries in your police force area where a key was used to gain entry to the property, for the following time periods: 1st January 2024 to 1st July 2024, 1st January 2024 to 31st December 2024, and 1st January 2025 to 1st July 2025.*
- 2. The number of recorded residential burglaries in your police force area that involved properties with home security systems installed — for example, video doorbells such as Ring, or CCTV — for the following time periods: 1st January 2024 to 1st July 2024, 1st January 2024 to 31st December 2024, and 1st January 2025 to 1st July 2025.*

If limited by time constraints, please answer the questions in the order 1,2.

If possible, please could you present the information in an editable spreadsheet format (e.g. Google Sheets, Microsoft Excel).

Keeping Wiltshire Safe

Response:

The information that you are requesting is not stored in a way which permits easy retrieval. We do not have a designated field when entering details for a burglary, to record whether a residential property had a security alarm installed or the method used to gain entry to the property, such as with a key. This information, if held, would be recorded within the crime report and therefore to establish this information would require manually reading each occurrence involving a residential burglary.

There were 1566 occurrences for the time period requested, 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, 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 should fall under the exemption of section 12 of the Freedom of Information Act 2000.

Exemptions applied:

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.

Section 17 of the Freedom of Information Act 2000 requires Wiltshire Police, when refusing to provide 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. In accordance with Section 17 of the Act, this letter represents a Refusal Notice for this particular request.

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.

I am satisfied that all the relevant information has been passed to me and has 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.

Please contact me if you would like to discuss the withheld information.

Yours sincerely

Force Disclosure Decision Maker

Keeping Wiltshire Safe

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 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

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/>