

WILTSHIRE POLICE



Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 24/07/2025
XXXXX – By email

Our ref **FOI 2025/679**

Reply contact name is: XXXXXX

Dear XXXXXX

I write in connection with your request for information, dated 17/07/2025, concerning Parcel 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.

Following receipt of your request, searches were conducted with Business Intelligence of Wiltshire Police.

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

You wrote and response:

Caveats :

Data is provided to the end of June 25 as the response is required before the end of July 25

The response is based on Home Office Code 42/00 Theft of mailbag or postal packet

Q1 How many instances of parcel theft (i.e. parcels stolen from somebody's doorstep, or other cases where thieves steal a package, for example by impersonating a delivery person or homeowner) were reported between 01/08/2024 and 31/07/2025?

X 39

Keeping Wiltshire Safe

Q2 If possible, please can you provide a monthly break down of the number of reported instances of parcel theft (i.e. parcels stolen from somebody's doorstep, or other cases where thieves steal a package, for example by impersonating a delivery person or homeowner) within the date range provided in question one. Or, if this is not possible, any data that would make it possible to calculate this?

	Distinct Count of OccNo
Aug-24	3
Sep-24	1
Oct-24	4
Nov-24	5
Dec-24	8
Jan-25	8
Feb-25	2
Mar-25	0
Apr-25	1
May-25	1
Jun-25	6
Grand Total	39

Q3 If possible, please can you share either the total reported value of stolen parcels for the date ranges provided in question one or, if this is not possible, any data that would make it possible to calculate this?

approx. £4,370

Q4 If possible, please can you share the most common time of day when parcels were stolen (using the date ranges provided in question one) in the following format, or, if not possible, any data that would make it possible to calculate this?

- A - 09.01 - 17.00
- B - 17.01 - 22.00
- C - 22.01 - 09.00

Time Bracket	Distinct Count of OccNo
09.01 - 17.00	25
17.01 - 22.00	6
22.01 - 09.00	8
Grand Total	39

Q5 If possible, please can you share the most common age of the people reporting theft (for the date ranges provided in question one) in the following format, or any data that would make it possible to calculate this?

- A - 21 and under
- B - 22-34
- C - 35-44
- D - 45-54
- E - 55-64
- F - 65 and over

Age Bracket	Distinct Count of OccNo
Not Recorded	1
21 and under	2
22-34	7
35-44	11
45-54	7
55-64	5
65 and over	6
Grand Total	39

Q6 If possible, please can you estimate how long (hours per month) in total that the force spent on any work relating to reported theft of parcels?

Wiltshire Police are not able to answer question 6 as we do not hold the information you require. There is not a requirement for a public authority to create data to furnish a request for information, where this data is not already held.

Q7 If possible, please can you share the number of reports you received split by type of dwelling/address where the reported incident took place?

- Detached house or bungalow
- Semi-detached or terraced house
- Apartment/flat
- Office/business
- Any other

Address Type	Distinct Count of OccNo
Business	1
Dwelling	38
Grand Total	39

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

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

Keeping Wiltshire Safe

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.

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/>