

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.uk

XXXXXX – by email

Date: 17th October 2025

Your ref: FOI

Our ref: FOI 2025 / 983

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 16th October 2025 concerning Thefts and Robberies from Couriers or Delivery Drivers.

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:

I am writing to request information under the Freedom of Information Act 2000.

Please provide the information requested for incidents recorded in the each of the periods:

- 2024–2025 to date (16th October 2025)
- 2023–2024
- 2022–2023

Please answer questions 1–4 for **all couriers and delivery drivers**.

If possible, please also answer questions 5–8 for **couriers/delivery drivers excluding food delivery drivers**.

If you are unable to exclude food delivery drivers, please still provide the answers to questions 1–4.

1. What's the total number of *thefts* and *robberies* reported in which the victim was a courier or delivery driver?



2. How many resulted in someone being arrested?
3. How many resulted in someone being charged?
4. How many involved a report of violence? If you are unable to answer this question because it is too time consuming, please still answer questions 1, 2 and 3.
5. What's the total number of *thefts* and *robberies* reported in which the victim was a courier or delivery driver, excluding food delivery drivers?
6. How many resulted in someone being arrested?
7. How many resulted in someone being charged?
8. How many involved a report of violence? If you are unable to answer this question because it is too time consuming, please still answer questions 5, 6 and 7.

Our response:

The information that you are requesting is not stored in a way which permits easy retrieval.

Whilst our crime recording systems are fairly sophisticated and contain a number of designated fields in which we record certain particulars about a crime (eg suspect dob, victim ethnicity, crime address etc) – which can then theoretically be used to run searches against, we do not have any effective fields in which we record any of the following :-

- The occupation of someone involved in a crime (either as victim or suspect)
- The type of vehicle involved in a crime (eg delivery van, personal car, lorry etc)

The only way we could obtain the information you require would be to locate and read each and every crime log related to Thefts and Robberies to verify whether or not those crimes met your criteria and – if they did – make a note of the details you require. The information you require (if held) could be contained in the occurrence log of a crime, in statements or records of interviews or in other supporting documentation saved against the crime record in our system(s).

It should be noted with regard to questions 4 and 8, thefts of this nature that involved ANY element of violence would be classified and recorded under the crime category of Violence Against the Person.

For the time periods you require, Wiltshire Police have recorded the following volumes of crime in which offences of this nature may have been logged :-

Robberies	986
Any Other Thefts	10,110
Thefts from the Person	885
TOTAL	11,981

There have also been a further 45,550 crimes recorded under the categories for Violence With and Without Injury.

Ignoring any element of Violence being involved would necessitate locating and reading almost 12,000 records to obtain the information you require.

Even allowing a very conservative estimate of 3 minutes per record to see if it met your criteria, undertaking this task would take 600 man-hours to complete.

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.

Please also note that 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, retrieving and extracting any further information would only add to the already exceeded time obligations.

In this instance, to also answer questions 4 and 8 of your request (relevant of violence) would only add further time to answering this request (in excess of a further 1,200 man-hours).

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.

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.

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