

**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: 9th February 2026

Your ref: FOI

Our ref: FOI 2026 / 155

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 6th February 2026 concerning Assaults by Taxi Drivers or Private Hire Drivers on Passengers.

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:

Please may you provide me with the following data:

- 1) A count of assault offences where the victim is a taxi driver / private hire driver and the offender is a passenger for the time period between 1 January 2021 to 1 January 2026;
- 2) Please break this down into the types of offence;
- 3) Please also provide outcomes for the above.

Our response:

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

Whilst our crime recording system(s) are fairly sophisticated and contain a number of fields in which specific details about a crime can be recorded (eg victim date of birth, suspect ethnicity and so on) – and then theoretically can be used to run searches on to locate information – we do not have a dedicated field in which we effectively record the occupation of an individual.



INVESTOR IN PEOPLE

Our systems contain a number of data fields which are mandatory and others which are not – the Occupation field on our system is one which is non-mandatory.

Generally, mandatory fields are used to record those details of a crime which Police have either a statutory obligation or duty to make a note of when recording a crime.

Non-mandatory fields are those where Forces do not have that same obligation to record the data concerned or where the details are not evidentially relevant from an investigative perspective.

In practice, data is generally not recorded in those non-mandatory fields by crime recorders as there is no specific reason or need for them to do so. As a consequence, these non-mandatory fields cannot be relied upon to produce accurate results. Wiltshire Police would never place information into the public domain – as this FOI response would be – where we knew the information was incorrect and/or misleading or unrepresentative.

The ascertaining of the information you require would only be possible by physically reading every crime log (and associated documents such as statements, records of interview etc) for every Assault crime recorded for the 5 year period you are requesting.

Between January 1st 2021 and 1st January 2026, Wiltshire Police have recorded in excess of 86,000 individual crimes under the category of Violence against the Person. Even allowing a very conservative 3 minutes per record to undertake this task would take something in the region 4,300 man-hours to achieve.

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.

Ordinarily under our section 16 duty to provide advice and assistance, we would advise you how to refine your request in respect 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