

**Police Headquarters**

London Road
DEVIZES
Wiltshire
SN10 2DN

Date: July 8, 2026

Our ref: FOI 2026/206

Reply contact name:

Dear,

I write in connection with your request for information dated 17th February 2026 concerning vehicle recovery.

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 able to respond as follows.

You Wrote:

I am seeking high-level, aggregated financial information only relating to your force's vehicle recovery scheme. No transaction-level data, contracts, supplier pricing, or operational detail is requested.

Please provide the following, for FY 2024/25 and (if held) FY 2025/26 forecast:

1. Total annual cost of operating the vehicle recovery scheme (single aggregated figure per year is sufficient).
2. Total annual income received by the Force i.e. statutory vehicle recovery, storage and disposal fees, sale, auction, breaking or scrapping of vehicles
3. Net surplus or deficit for the vehicle recovery scheme for each year, as recorded in your accounts.
4. Confirmation of the basis (statutory provision, Home Office / NPCC guidance, or internal policy) used by the force to ensure statutory vehicle recovery fees operate on a cost-recovery basis and not as a profit-generating activity. A document title, reference, or link is sufficient.

or

Keeping Wiltshire Safe

Confirmation that you do not have a rationale for the above.

5. If forecast information for FY 2025/26 is not held, please confirm this.

Response:

Please note that whilst both years show a surplus, there have been staff vacancies therefore Expenditure is less than it could/should have been. Also, additional resources have been deployed into the Team to assist with workload. Vehicle Sales/Salvage income is also a contributing factor to the surplus.

Question One

2024/2025 = £982,970 total expenditure

2025/2026 = £798,963 total expenditure

Question Two

2024/2025 = -£1,037,759 total income

2025/2026 = -£827,875 total income

Question Three

2024/2025 = -£54,789 surplus

2025/2026 = -£28,193 surplus

Question Four

The vehicle recovery contract allows us to charge members of the public the relevant statutory fees, and this is embedded in the Contract so if any party, Wiltshire Police, the managing agent or subcontracted garages were to charge more they would effectively be in breach of contract. The statutory fees therefore mandate the charges nationally.

The College of Policing APP on Seizing Vehicles links the NPCC Vehicle Recovery Guide 2021 for the policing procedure and legal framework.

<https://library.college.police.uk/docs/NPCC/Vehicle-recovery-guide-2021.pdf>

Question Five

The answers to Questions One – Three include the position as at the end of January 2026 rather than a full year forecast.

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,

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:

Keeping Wiltshire Safe

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/>