

**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: 5th August 2026

Your ref: FOI

Our ref: FOI 2026 / 737

Reply contact name is: Nick Penny

Dear XXXXXX,

I write in connection with your request for information dated 5th August 2026 concerning Vehicle Enabled Crime.

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 the following information under the Freedom of Information Act 2000, for each calendar year 2021–2025, or financial years 2021/22–2025/26 if that is how the data is held (please state which basis is used). Counts based on the date on which the offence was recorded are acceptable.

This request is for aggregate counts only, drawn from your crime recording system. No manual review of individual crime records or case files is required. For the purposes of this request, "structured code" means a structured modus operandi (MO), method-of-entry, attack-method, asset-type, or equivalent recording code.

(a) Vehicle-enabled crime against business/commercial premises — please provide, separately:

(i) The number of recorded Burglary (Business and Community) offences where a structured code indicates a vehicle was used to breach the premises; and

(ii) The number of recorded Robbery of Business Property offences where a structured code indicates a vehicle was used to breach the premises.

If your system cannot readily separate these two classifications, a single combined count for (a) is acceptable, provided you state that the figure is combined.



INVESTOR IN PEOPLE

Where a structured premises- or asset-type code allows retail premises to be identified separately, please also provide the retail-premises subset. If no such distinction can readily be made, the broader business/commercial premises count is acceptable, provided the scope of the figure is stated.

(b) ATM-targeted crime: the number of recorded offences, under whichever classification your force uses to record attacks on automatic teller machines (e.g. Theft, Burglary, Criminal Damage or Robbery of Business Property, as applicable), where a structured code indicates that a vehicle was used — whether to breach the premises, to physically attack the ATM, or to remove or attempt to remove it.

(c) EV charging infrastructure: the number of recorded Criminal Damage offences where a structured code indicates damage to an electric vehicle charge point caused by vehicle impact. If this cannot be identified from structured codes without reviewing individual records, please state that this information is not retrievable from structured fields. No alternative or keyword-based figure is requested for this part.

(d) Only where the information requested in (a) and/or (b) cannot be retrieved using structured codes, please instead provide, for each year, the number of distinct recorded offences returned by a free-text search of MO fields, crime notes or equivalent searchable fields for one or more of the following terms: "ram raid", "ram-raid", "ramraid", "rammed the shutter", "rammed the door", "drove through the shopfront", "drove through the shop front", "vehicles used to gain access" and "vehicles used in the commission of the crime". If your system cannot de-duplicate records matching more than one search term, raw hit counts by term are acceptable, provided you clearly state that records may be counted more than once. No manual validation or review of the returned records is requested, and I accept that the results may contain false positives or incidents outside the intended scope, provided that limitation is clearly stated in your response. If searching all fields would exceed the cost limit, a search of the MO/method field alone is acceptable. A single combined count covering both (a) and (b) is acceptable where the search cannot distinguish between them.

If the estimated cost of complying with the request as a whole would exceed the appropriate limit under Section 12, please treat the following as my preferred refinement of the request, to the extent necessary to bring it within the limit:

first (a), then (b), then the free-text search in (d), and finally (c), and, within each element, the most recent years first.

If further refinement is required, I would welcome advice and assistance under Section 16 before the request is refused.

I am content for counts below 5 to be reported as "<5". Where individual annual counts are reported as "<5", please also consider providing the unsuppressed total across the full 2021–2025 (or 2021/22–2025/26) period, where this can be disclosed without creating an identification or other disclosure risk.

If easily stated without further searching, please also indicate:

— Which offence classification(s) each count falls under; and

— Whether "ram raid"-type incidents are recorded under a specific MO, attack-method or method-of-entry code at your force.

Our response:

The information that you are requesting for the majority of your request is not stored in a way which permits easy retrieval.

Wiltshire Police record crime in accordance with current Home Office Crime Recording Guidelines.

There are no HO Crime Recording Codes or Classifications specifically for Ram Raid crimes OR Vehicle Enabled Crimes.

In addition, whilst our crime recording systems are fairly sophisticated and contain a number of dedicated fields in which specific information about a crime is recorded (such as victim name, suspect dob, beat area, etc) - and which can theoretically be searched to locate information that is required – we do not have a dedicated field in which we record whether a crime involves the following :-

- A ram-raid incident
- Is specifically a vehicle-enabled crime

If held, this information would only be contained either in the limited Summary Description of a Crime, the extended Oorder Enquiry Log or in associated documents such as statements, records of interview and so on.

For the time period you require (2021-2025 inclusive), Wiltshire Police have recorded the following volume of relevant crimes :-

Thefts from an Automated Machine	76
Burglary – Business & Community	3,136
Robberies	1,454
Any Other Thefts	14,546

Total	19,212

To locate the information you require, we would have to locate and read the occurrence logs and any associated documents to determine whether a crime met your criteria and then make a note of the relevant details.

Even allowing a very conservative 2 minutes per record, I have assessed that undertaking this task would take in excess of 640 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.

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.

Although excess cost removes the forces' obligations under the Freedom of Information Act, as a gesture of goodwill – and in accordance with your request for wildcard / free-text searches for specific terms - I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request. What I am able to provide you are the answers documented below :-

I have run wildcard / free-text searches for the 9 different key phrases you have requested for all crimes recorded as either Business & Community Burglaries, Thefts from an Automated Machine, Robberies and Any Other Thefts for the 5 year period you require – this returned not a single result.

Please Note

Wildcard / free-text searches can ONLY be done against the short (c200 character) summary description of a recorded crime. We do not have the capability to undertake searches of this nature against either the full order enquiry log, or any specific related documents such as statements or records of interview.

We would not normally use or disclose information located using wildcard or free-text searches unless an applicant specifically asks for searches using this methodology. The reasons for this include - but are not limited to - the following :-

- The searched for word or expression needs to feature in the summary description of a crime record
- The searched for word or expression needs to be spelt grammatically correctly

If either of the two conditions above are not met, the keywords or free-text searched for will not be returned in any searches.

Similarly, if a crime states that it has been related to a ram raid MO in the full order enquiry log but not in the summary description, again, it will not feature in any searches.

The information provided to you is therefore based on the above caveats.

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