

21 July 2025

FOI Ref 21591

Request - You asked us the following:

I am writing to make an open government request for information under the Freedom of Information Act 2000.

Please may I have answers to the questions below to be provided to me via email:

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 the following dates?

- 01/08/2024 – 31/07/2025

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?

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?

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

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

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?



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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

If answering the above questions is not possible, could you please advise as to what relevant information would be attainable, or where the information might already exist in the public domain.

If this request is too wide or unclear, I would be grateful if you could contact me with advice as to what relevant information is attainable and what steps I need to take to receive it.

I would be grateful if you could confirm in writing that you have received this request.

Many thanks in advance for your help.

We received your request on 17/07/2025 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police's response to your enquiry is as follows:

In accordance with Section 17(1) of the Freedom of Information Act, this letter represents a refusal notice for this particular request.

The following exemption has been applied:

- Section 12(1) where the cost of compliance exceeds the appropriate limit.
- Section 12(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 prescribed limit'.

The above information has been withheld for the following reasons:

There is no method by which we can readily retrieve information from our systems to answer this request. Between 01/08/2024 and 17/07/2025, there have been in excess of 5,500 reports of theft. In order to ascertain whether the theft involved a parcel or parcels, the record of each report would require manual review. In addition, further time would be required in order to determine the method of theft, the value of any such parcels stolen, the time of day parcels were stolen, the age of those reporting such thefts, type of dwelling the parcels were stolen from, and the time spent investigating reports of stolen parcels. From dip sampling, it has been estimated that it would take approximately 5 minutes to review each record to answer this request, this would equate to over 458 hours. To achieve this task would therefore exceed the 18-hour time and cost threshold of the Freedom of Information Act by some considerable margin.

Advice and assistance

Section 16 of the Act places an obligation upon the Authority to provide advice and assistance, in order to comply with this obligation please see below.

Unfortunately, we cannot suggest a way in which your request could be simplified or pared down in order to bring it within the confines of the time and cost threshold.

Please be advised that all Freedom of Information request responses are published on the Staffordshire Police website although personal details are not included.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Staffordshire 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 within two months of the date of receipt of this email, and should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

Central Disclosure Unit
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

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 Central Disclosure Unit within two months of the Force's response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by another Decision Maker who is independent from the original Decision Maker. The Central 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 20 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



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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

ICO Website for complaints link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

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