| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-1822  Responded to: 03 August 2023 |
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Your recent request for information is replicated below, together with our response.

**How many incidents are reported to your force of parcels from the online retailer Amazon having been stolen or tampered with (i.e all reports of packages that have gone missing or items that have been stolen from within a parcel)? Please provide monthly figures dating back 12 full months (June 2022 – June 2023)**

**If information about Amazon specifically is not retrievable, how many incidents are reported to your force of parcels or deliveries having been stolen or tampered with? Please provide monthly figures dating back 12 full months (June 2022 – June 2023)**

**What is the average amount of time handling initial reports of these alleged crimes (i.e the average time taken by case officers logging the crime, either over the phone or on live chat)? If this information isn’t available, please provide the average time for a case officer to log crimes via a phone call or live chat. If these average times are recorded on a month to month basis, please provide the monthly figures.**

**How many of these reported crimes are followed up with further investigation? Again please provide monthly figures dating back one year.**

**How many of these reported crimes see no further action from the police force. Again please provide monthly figures dating back one year.**

**What is the estimated cost to your police force, based on the salaries of officers handling calls and live chat, and the average amount of time spent recording cases of stolen parcels from Amazon (or all sources if this data is not available). Again please provide monthly figures dating back one year if available. If this information is not available, please provide the average salary of the officers that handle initial reporting of crimes via phone (for example calling 101) and via live chat if you offer such a facility.**

Having considered your request in terms of the Act, I regret to inform you that I am unable to provide you with the information you have requested, as it would prove too costly to do so within the context of the fee regulations.

As you may be aware the current cost threshold is £600 and I estimate that it would cost well in excess of this amount to process your request.

As such, and in terms of Section 16(4) of the Freedom of Information (Scotland) Act 2002 where Section 12(1) of the Act (Excessive Cost of Compliance) has been applied, this represents a refusal notice for the information sought.

By way of explanation, there are no relevant markers which would allow for automatic retrieval of whether Amazon or any retailer’s mail/packages were the subject of theft or tampering. Therefore, every relevant offence of dishonesty would have to be manually examined for relevance. As such this is an exercise which I estimate would far exceed the cost limit set out in the Fees Regulations.

To illustrate the figures involved, our published [crime statistics](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/) for financial year 2022/23 show that there were 28, 720 crimes of Theft.

If you require any further assistance please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.