

**Chief Constable**  
Chief Constable Robert Carden  
Police Headquarters  
Carleton Hall Penrith,  
Cumbria  
CA10 2AU



15 May 2025

Dear XXXXXX

## **FREEDOM OF INFORMATION REQUEST – FOI 518/25**

I refer to your request for information received by Cumbria Constabulary on 12 May 2025. I note you seek access to the following information:

*Please could I have the following information:*

*1. How many keyless car thefts or 'relay thefts' have been recorded in each of the last five years, 2020/2021/2022/2023/2024.*

Your request for information has now been considered and I can confirm the information you seek is held by Cumbria Constabulary. However, for this information to be extracted it would require a manual review of every relevant crime within the time requested. I can confirm that there are more than 3,300 crimes recorded which would need to be manually checked for relevance to establish if these relate to “keyless” or “relay” car thefts.

I have estimated the time required to extract the relevant information required will exceed the “appropriate limit” as this would require a manual review of all relevant entries.

The “appropriate limit” is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 and the current limit for police forces is set at £450, which equates to 18 hours of work.

Section 12(1) of the Freedom of Information Act 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 will exceed the appropriate limit. In view of this, and in accordance with Section 17(5) of the Act, this letter serves as a Refusal Notice for your request.

In accordance with my duty under Section 16 of the Freedom of Information Act, 2000 (Duty to provide advice and assistance), I have tried to think of a way to recommend that your request may be refined to bring it under the limit explained above. At this time, unfortunately, I have no suggestions, due to the way that the information requested is recorded.

### Complaint Rights

If you believe your request has not been properly handled, or you are otherwise dissatisfied with the outcome of your request, you have the right to request an internal review.

In the first instance, please email [freedomofinformation@cumbria.police.uk](mailto:freedomofinformation@cumbria.police.uk) quoting the FOI reference number and explain why you are dissatisfied. Your complaint will be considered and a response will be provided to you after your complaint has been investigated.



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If you remain dissatisfied following conclusion of the internal review, you have the right, under section 50 of the Freedom of Information Act, to complain directly to the Information Commissioner.

The address for the Information Commissioner can be found below:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Complaints to the Information Commissioner can also be made online:

[Make a complaint | ICO](#)

I would like to take this opportunity to thank you for your interest in Cumbria Constabulary



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