



Your reference:

Our reference: FOI_2023.0730

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 09/08/2023

Dear

Gloucestershire Constabulary Freedom of Information request 2023.0730

On 17/07/2023 you sent an email constituting a request under the Freedom of Information Act asking the following:

1. 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)
2. 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)
3. 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.
4. How many of these reported crimes are followed up with further investigation? Again please provide monthly figures dating back one year.
5. How many of these reported crimes see no further action from the police force. Again please provide monthly figures dating back one year.

6. 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.

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary may hold some relevant information.

Following receipt of your request, some initial searches were conducted for incidents recorded where the term "Amazon" is present within the free text sections. A manual review is then required to determine if the incident relates to your request. As we have identified nearly 400 records that would need to be manually reviewed, we have estimated that this part of the request would far exceed the permitted time constraints, therefore Section 12 of the Act is applicable. This section does not oblige a public authority to comply with a request for information if the authority estimated that the cost of complying with the request would exceed the appropriate limit of 18 hours, equating to £450.00

You should consider this to be a refusal notice under Section 17 of the Act for this part of your request.

Section 17(5) of the Freedom of Information Act 2000 requires Gloucestershire Constabulary, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states the fact, (b) specifies the exemption in question and (c) states (if not otherwise apparent) why the exemption applies.

In relation to your request Section 12 applies.

Section 12(1)– Fee Regulations states:

Section 1(1) of the 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 would exceed the appropriate limit. (As detailed in the Data Protection and Freedom of Information Fees Regulations of 2004)

The appropriate limit at the moment is £450 calculated at an hourly rate of £25 per hour for all staff time incurred in:

- i. Determining whether information is held
- ii. Locating it
- iii. Retrieving it
- iv. Extracting the information to be disclosed from the other information.

Section 16 of the Freedom of Information Act, provides the opportunity to assist the applicant with any suggestions or variation that may allow a search to be undertaken within the cost constraints of Section 12 of the Act.

I confirm that the Constabulary could provide the following:

A search of the Crime Recording System could be carried out to identify the number of substantiated crimes recorded between set dates where an offence of Theft has been recorded and where the term "amazon" is present within the MO text. Of the results we are able to extract the number of crimes where the outcome is "No Further Action".

If this would be of use to you, you can submit a new request.

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post –

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary