



Your reference: N/A
Our reference: FOI_2023.1169
E-mail: FOI
@gloucestershire.police.uk
Direct dial: 01452 754304
Postal Address: As above
Date: 28/12/2023

Dear

Gloucestershire Constabulary Freedom of Information request 2023.1169

On 05/12/2023 you sent an email constituting a request under the Freedom of Information Act asking the following:

I am emailing today under the Freedom of Information Act 2000 to please request some information relating to the reported loss or theft of bank cards.

1. I would like to request the number of bank cards (credit or debit) that have been reported lost each year between 2018 and 2023 (so far), separated by year. If possible, please also separate the data by month. For example, X cards were reported lost in January 2018, Y cards were reported lost in February 2018, etc.
2. I would like to request the same data as above but for the number of bank cards reported stolen.
3. If this data is not stored separately, I would like to request the combined figure for both lost and stolen cards (or the closest stored dataset) across the date range specified.
4. If possible, could the data please be broken down by postcode area or location in which the loss/theft occurred.

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

Unfortunately, it is not electronically possible to search for the information requested for a monthly breakdown of the number of bank cards which have been reported lost from 01/01/2018 – 05/12/2023, and a breakdown of the Local Policing Areas (LPA). In order to identify and retrieve the requested information a manual review of over 874 lost property reports for the location of where the bank cards were reported. A manual review would take longer than the 18 hours prescribed by Section 12 of the Freedom of Information Act.

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.

In accordance with the Act, this letter represents a Refusal Notice for your request.

Providing Information Outside of the Act

By way of assistance and although excess cost removes the Force's obligations under the Freedom of Information Act, we have supplied the information relevant to your request which has already been retrieved. We trust this is helpful but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

Police Forces in the United Kingdom are routinely required to provide statistics to government bodies and the recording criteria is set nationally. However, the systems used for recording these figures are not generic, nor are the procedures used locally in capturing the data. It should be noted that for these reasons the figures given relate to information from the specific recording system of Gloucestershire Constabulary and should not be used for comparison purposes with any other response you receive.

Please note that our systems are designed to record information for policing purposes and the investigation of crime and not to extract statistical information. Accordingly whilst we endeavour to extract relevant data within the time limits of the Act, any data supplied is subject to these limitations.

A search of the lost property system has been conducted for the lost bank cards for 01/01/2019 – 05/12/2023 broken down by year.

Year	Total
2018	154
2019	153
2020	139
2021	144
2022	153

2023	131
Total	874

A search has been conducted of the Crime Recording System for all substantiated crimes between 01/01/2018 – 05/12/2023 where the property has been recorded as stolen or recovered was credit cards and debit cards, this has been broken down annually and by month and by LPA, the results are as follows:

An annual breakdown of credit and debit cards reported as stolen

Year	Total
2018	998
2019	422
2020	134
2021	50
2022	56
2023	33
Total	1693

A monthly breakdown of credit and debit cards reported as stolen

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2018	65	79	99	72	96	83	108	102	72	75	75	72	998
2019	37	47	75	37	45	31	38	32	22	31	9	18	422
2020	20	16	16	15	16	17	4	7	13	4	5	1	134
2021	3	3	5	2	3	5	4	7	7	5	6	0	50
2022	2	7	8	4	6	1	5	9	4	3	3	4	56
2023	5	0	2	2	2	5	4	7	1	3	0	2	33
Total	132	152	205	132	168	142	163	164	119	121	98	97	1693

A breakdown of the LPA where the credit and debit cards reported as stolen

Year	Cheltenham	Cotswolds	Forest	Gloucester	Stroud	Tewkesbury	Unclassified	Total
2018	308	99	41	331	75	75	69	998
2019	119	55	16	130	43	24	35	422
2020	51	12	9	33	17	4	8	134
2021	18	8	4	11	6	1	2	50
2022	15	9	0	18	6	5	3	56
2023	10	1	2	10	5	4	1	33
Total	521	184	72	533	152	113	118	1693

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