



Your reference:

Our reference: FOI_24_0359

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 26/04/2024

Dear

Gloucestershire Constabulary Freedom of Information request FOI_24_0359

On 28/03/2024 you sent an email constituting a request under the Freedom of Information Act asking the following:

Please disclose the number of callouts you received for supermarket shoplifting between January 1st 2023 and December 31st 2023, by month.

If possible, please also disclose the number of callouts you received for supermarket shoplifting between January 1st 2022 and December 31st 2022, by month, for comparative purposes.

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

Unfortunately it is not possible to electronically retrieve the information requested. When an Individual contacts the police and it's deemed to be a police matter, an incident will be created on the Incident Recording System. If that incident is deemed to fall within the Home Office Crime Recording Rules, a crime will be recorded on the Crime Recording System. Please note that the Incident Recording System is largely a free text entry system and does not record information in as much detail as the Crime Recording System and therefore its reporting function is limited. I can confirm that whilst there is a closure code for Shoplifting, it is not possible to electronically search for specific locations, such as a supermarket.

As such, a manual review of records will be required in order to determine if relevant information is held, which would take longer than the 18 hours prescribed by the Freedom of Information Act.

Please see below for suggestions on how you can refine your request to come within the cost constraints of section 12 of the 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.

By way of assistance, I can confirm that the Constabulary could search our Crime database for substantiated crimes of shoplifting recorded within the date range, and electronically filter the results for the MO Code of Supermarket. Whilst this will not provide the number of “callouts”, it will provide the number of crimes recorded.

If this would be useful to you, you can submit a new request on this basis.

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