



Your reference:

Our reference: FOI_24_1034

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 10/12/2024

Dear

Gloucestershire Constabulary Freedom of Information request FOI_24_1034

On 18/11/2024 you sent an email constituting a request under the Freedom of Information Act asking the following:

During the past five years, how many times have Gloucestershire Police been called to attend a bank or building society when the bank has raised concerns about a transaction from an account holder?

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

Unfortunately there is no central register for this information and no way to retrieve the information by way of electronic searches. 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. The Incident Recording System is very much a free text entry system with several tags/categories and closure codes. Whilst there is a closure code of "fraud/forgery/deception", this is not specific to financial institutions, therefore in order to determine the relevance of these records to your request a manual review is required. A search has been conducted for all records where this closure code has been applied for the calendar year of 2023 and 2024 to date which has returned over 1,100 records. A manual review of these records would take far 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.

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 manual review of the last 3 months (Oct-Dec 2022) of incident data could be carried out within the time constraints.

In addition, if an incident is deemed to fall within the Home Office Counting Rules for Recorded Crime, a crime will be recorded on the Crime Recording System. A search of substantiated crimes could be carried out for records where the MO Location code has been recorded as “bank”. A manual review would then be required to identify relevance to your request and depending on the number of records retrieved from this search, the cost refusal may still apply. If you wish to submit a request for this search to be conducted, you may wish to consider reducing the timeframe of your enquiry.

Please let us know if you wish to 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