



Your reference:

Our reference: FOI_24_1044

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 16/12/2024

Dear

Gloucestershire Constabulary Freedom of Information request FOI_24_1044

On 21/11/2024 you sent an email constituting a request under the Freedom of Information Act asking the following:

I am writing to you under the Freedom of Information Act 2000 to request the following information, broken down by year from 2022 to 2024:

- The number of non-crime hate incidents (NCHIs) recorded each year
For each incident, there should be a record of how many officers were assigned to the case and total number of combined hours they spent investigating it. I would also like to know:
 - The total number of officers assigned to all NCHIs incidents each year
 - The total number of combined hours spent investigating these incidents each year

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. Whilst it is possible to identify the number of NCHIs recorded, it is not possible to electronically identify the number of officers assigned to each incident or to extract the length of time spent investigating. The only way to determine if this information is held and to retrieve said information would be to manually review each NCHI record. This would involve the review of hundreds of records and would therefore take longer than the 18 hours prescribed by 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.

When applying Section 12 exemption our duty to assist under Section 16 of the Act would normally entail that we contact you to determine whether it is possible to refine the scope of your request to bring it within the cost limits. However, from the information we have outlined above I see no reasonable way in which we can do so. Even reducing the timeframe of your request will not reduce the number of records enough that a manual review could be conducted within the timescale, and still provide meaningful information.

Providing Information Outside of the Act

By way of further 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.

Year	Total NCHI records
2022	161
2023	173
2024	270

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