



Your reference: N/A

Our reference: FOI_24_1115

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 16/01/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_24_1115

On 11/12/2024 you sent an email constituting a request under the Freedom of Information Act asking the following:

I write as a BBC journalist, under the terms of the Freedom of Information Act, to request information on incident logs and crime reports. I am looking for all data in the last 15 years, between 2009 - to date.

- Over the last 15 years, how many complaints have you received about Lloyds Recoveries, (part of Lloyds Bank) Business Support Unit (BSU)?
- Over the same time period, how many complaints about Lloyds "Business Support Unit" (BSU) related to allegations of fraud?
- In total, how many complaints about Lloyds "Business Support Unit" (BSU) were investigated by you?
- In total, how many complaints relating to Lloyds "Business Support Unit" (BSU) resulted in convictions?

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 search for the information you have requested. In order to identify and retrieve the requested information, a manual review of over 1350 incidents would be required to ascertain whether the incidents contain information about complaints using the keywords within your request of Lloyd's recoveries, Lloyds Bank, Business Support Unit and BSU. This manual review would exceed the 18 hours as prescribed by Section 12 of the Freedom of Information Act.

Please see below for suggestions on how you may be able to 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.

Under Section 16 duty to assist, a search can be conducted using the Crime Recording System of crimes recorded where an MO code of Bank and/or Building Society has been applied to the crime and a freetext search of the MO using specific keywords can be conducted.

However, please refer to the Home Office Crime Recording Rules, link is below.

[Home Office Crime Recording Rules for frontline officers and staff - GOV.UK](#)

Please confirm which specific offences and keywords you would like a search to be conducted for.

A manual review may need to be conducted with this search and may engage a Section 12.

Please note that the Constabulary only holds data in relation to the number of individuals charged/summoned for a particular offence. The ultimate outcome of these offences depends on what happens at court i.e. whether the offender is found guilty (convicted) or not. This information comes from the court results which do not come within our systems. Hence we record the detection disposals for each case but do not have the ultimate conviction data.

Therefore any information relating to the outcome of a case, the length of sentence or whether any appeal was made is not held by the constabulary, but by the HM Courts Service. Please find a link below to their website:

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