



Your reference: N/A
Our reference: FOI_25_0067
E-mail: FOI
@gloucestershire.police.uk
Direct dial: 01452 754304
Postal Address: As above
Date: 05/03/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0067

On 18/01/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

I have once again been the victim of theft or criminal damage in Cheltenham. 6th time in 3 years so I'd like to understand what's going on.

Can you tell me:

- % of crimes that are investigated (followed up, not closed immediately)
- of the crimes that are investigated what % are solved?
- of crimes that are 'investigated' what % are closed within 2 weeks of being opened?
- how many reports of bike theft in the last 2 years? Ideally broken down by numbers per month and per year.
- of the reports of bike thefts how many crimes are 'solved'?
- of the reports of bike thefts how many reports are 'investigated'?
- please provide all this data for the last 10 years.

Clarification was sought from you in which you provided the following:

The recorded crime I am requested data on is bike theft.

Let's go full 10 years for good reference.

I would like data in relation to bike thefts for the last years including:

1. Bike thefts reported

2. bike thefts investigated
3. bike thefts solved
4. number of bike theft crimes immediately closed and never reopened.
5. number of bike thefts for which CCTV evidence was received.
6. number of bike thefts where any evidence was received.
7. number of prosecutions for bike thefts.

Could I also have the same data for 'shop thefts' / shop lifting?

I'll settle for the recorded information as annual figures please.

Can you please highlight how recent the latest record data is please?

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

For questions 5 & 6 from your recent clarification email there is no central register for this information and no way to retrieve the information by way of electronic searches. The only way of trying to determine whether any relevant information is held i.e. CCTV/any evidence would be to manually review each crime. This would involve the review of over 33,000 records and would therefore take far longer than the 18 hours prescribed by 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.

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.

The two tables below show the total numbers of Shoplifting and Bike Theft crimes for 2015 – 2025. It also shows the outcomes.

Shoplifting

Outcomes	Year									
	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Action undertaken by another body/agency	0	0	1	4	1	5	13	6	1	3
Charged/Summonsed	960	902	960	640	603	496	413	415	509	462
Diversinary	0	0	0	0	11	6	15	6	6	8
Evidential difficulties (suspect identified; victim supports action)	233	255	245	159	168	171	209	343	380	497
Evidential difficulties (victim does not support action)	201	364	582	490	591	443	429	381	353	221
Further investigation to support formal action not in the public interest (police decision)	2	50	160	260	167	120	26	15	6	0
Investigation complete - no suspect identified	1251	1287	1302	1452	1299	1297	1254	1538	2323	2425
Investigation ongoing	0	0	6	1	0	0	0	4	10	176
Out of court (formal)	163	150	114	88	66	64	11	14	9	17
Out of court (informal)	264	168	119	112	59	50	18	71	178	160
Prosecution prevented or not in the public interest	62	63	73	54	35	19	35	46	48	25
Taken into consideration	160	200	196	115	46	29	13	53	273	308
Total	3296	3439	3758	3375	3046	2700	2436	2892	4096	4302

Bike Theft

Outcomes	Year									
	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Action undertaken by another body/agency	0	1	1	1	1	1	1	0	0	4
Charged/Summonsed	37	19	26	29	21	21	12	27	17	10
Diversinary	0	0	0	0	5	0	4	0	2	0
Evidential difficulties (suspect identified; victim supports action)	30	25	11	28	23	24	27	35	41	24

Evidential difficulties (victim does not support action)	46	37	35	44	61	68	59	70	46	32
Further investigation to support formal action not in the public interest (police decision)	0	1	2	4	6	10	0	2	0	0
Investigation complete - no suspect identified	936	717	728	867	708	609	411	678	611	499
Investigation ongoing	0	0	0	1	0	0	0	0	0	21
Out of court (formal)	3	2	9	0	1	1	0	1	2	.
Out of court (informal)	2	6	4	3	3	1	1	3	8	10
Prosecution prevented or not in the public interest	1	1	0	1	2	2	1	0	3	1
Taken into consideration	5	0	0	0	0	0	0	3	9	4
Total	1060	809	816	978	831	737	516	819	739	605

Section 16 – unable to assist

Unfortunately, I'm unable to assist in suggesting ways of refining your request to come within the confines of Section 12 of the Act. Even reducing the timescale would not reduce the number of records enough that a manual review could be conducted within the timescale but still provide meaningful information.

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