



Your reference: N/A
Our reference: FOI_25_0236
E-mail: FOI
@gloucestershire.police.uk
Direct dial: 01452 754304
Postal Address: As above
Date: 25/03/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0236

On 26/02/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

1. The total number of ticket fraud crime reports made to the police force for each of the past five years (from Feb 2020 to Feb 2025)

If held, please provide:

- A distinction between concert and football ticket scams
- The names of the venues identified in each report
- The name of the artist or football team identified in each report

2. The total sum of money lost to the above reported ticket fraud incidents per year for each of the past five years (from Feb 2020 to Feb 2025).

- If not held as a yearly figure, please provide a list of the sum of money lost per ticket fraud incident

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. The only way of trying to determine whether any relevant information is held and to retrieve that information would be to manually review each incident where the keyword of 'ticket' is mentioned in the comments. An initial search of the incident recording system for incidents recorded with the keyword present for the dates of 01/02/2020 and 28/02/2025 has identified over 3,500 records that would need to be reviewed which would obviously 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.

Section 16 – Duty to assist

By way of assistance a search of substantiated crimes where within the freetext of the MO the keywords include 'ticket' 'football ticket' and 'concert ticket'. However please note this may still engage the section 12 refusal depending on the number of results which would require a manual review.

If this would assist please submit a new FOI 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