



Your reference:

Our reference: FOI_25_0330

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 10/04/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0330

On 20/03/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

Hello, I work for Amazon UK in their Security and Loss Prevention Department. I am working as part of a smaller team within Loss Prevention that are looking at combating fraudulent claims made to Amazon by customers/criminals.

We have found that customers/criminals provide crime report/incident numbers to Amazon customer services in order to make fraudulent claims about package thefts, we later find these have been false report/incident numbers that don't match the force area or sometime even the country where the theft/incident allegedly occurred. Some customers/criminals even provide falsified print outs of crime reports to make their claim.

Please can you provide a LIST of ALL TYPES of REFERENCE NUMBER Formats, currently being used by YOUR Police Force to Identify Case Files/Crime Reports and other areas of Record Keeping.

Could you also please provide details of the crime reporting system you use (Niche, Athena etc) along with a blank template of what a crime report print would look like, Amazon can then feed these into our database in order to identify area where reports are being made and identify false claims

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

Gloucestershire Constabulary currently uses the crime recording system of UNIFI. If an individual contacts police regarding a theft of an item this would be added to UNIFI where a unique crime number would be generated. An example of this would be:

CR/*****/YY

It will always have CR at the start, the numbers in the middle are automatically generated and the last two digits are in reference to the year of recording.

I am unable to provide a crime template as the information is input directly to the crime database.

An individual may also have an incident number, again this is automatically generated from the incident recording system of STORM. An example of this would be:

GC-YYYYMMDD-****

It will always have GC at the start corresponding to Gloucestershire Constabulary, followed by the year, month and day of the incident followed by the 4 digits created by the system. Again a template cannot be provided as this is generated at the time of logging the incident.

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