



Your reference:

Our reference: FOI_25_0436

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 20/05/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0436

On 22/04/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

This is a request for information about the number of stolen mobile phones that have been recovered by police. I understand that it is impossible to reunite many with their owners because many devices aren't registered stolen or the IMEI numbers are unknown by their owner.

1. How many stolen or suspected stolen mobile phones are currently held by the force having been recovered by officers?
2. How many stolen or suspected stolen phones have been recovered by the force in the past five years? If possible it would be helpful if this data is broken down by year.
3. Of these, how many have successfully been returned to their owners?

I understand that questions 2 and 3 will be harder to answer (I imagine the first one could be answered with a simple inventory check) so if they are impossible to provide a clear response to I will accept an answer to just question one.

Any relevant images of recovered devices would also be very helpful.

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

Following receipt of your request, some initial searches were conducted. I can confirm that the information you have requested may be held by Gloucestershire Constabulary however we do not record such instances statistically, nor are they held in a format that would allow their extraction within the permitted time constraints. To provide a definitive response would require a manual review of the Property Recording System to determine whether a record for a "found" or "seized" mobile phone was reported as stolen.

As there are over 1,700 “found” records alone, a manual review of the records held within the Property Recording System would far exceed the permitted time constraints, therefore Section 12 of the Act is applicable. This section does not oblige a public authority to comply with a request for information if the authority estimated that the cost of complying with the request would exceed the appropriate limit of 18 hours, equating to £450.00

You should consider this to be a refusal notice under Section 17 of the Act for this part of your request.

Please see below for suggestions on how you can 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 of the Freedom of Information Act, provides the opportunity to assist the applicant with any suggestions or variation that may allow a search to be undertaken within the cost constraints of Section 12 of the Act.

I confirm that the Constabulary could provide the following:

A search of the Crime Recording System could be carried out to identify all substantiated crimes of theft where there is a property item of “office / comms|phone|mobile / accessory” linked to the record. Where property has been linked to the crime record, we are able to provide the status of the item i.e. stolen or recovered. Please note, however that property is only recorded where there is a unique identifier/reference number attached to the item, and where this has been provided by the victim.

If this would be of use to you, please submit a new 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