



Your reference: N/A  
Our reference: FOI\_25\_0594  
E-mail: FOI  
@gloucestershire.police.uk  
Direct dial: 01452 754304  
Postal Address: As above  
Date: 07/07/2025

Dear

**Gloucestershire Constabulary Freedom of Information request FOI\_25\_0594**

On 10/06/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

I am requesting information on how many times members of the press have contacted your force with a media enquiry and received no substantive response from your press office.

Please treat this as a request for information under the Freedom of Information Act 2000.

I am seeking the following information for each of the calendar years listed below:

- **2023** (1 January 2023 – 31 December 2023)
- **2024** (1 January 2024 – 31 December 2024)
- **2025 to date** (1 January 2025 – date of your response)

1. The total number of media enquiries received by your force's press or communications office during each of the above years.
2. The number of those media enquiries that received no substantive response — meaning the press office did not issue any reply, or only sent a holding response without following up with a proper answer.  
*For clarity, a holding response is defined for this FOI as an acknowledgement of the enquiry but no further action or reply is provided thereafter.*
3. The current number of staff employed in your press or communications office (full-time and part-time only).

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

Unfortunately, it's not possible to electronically search for the information you have requested.

Although media enquiries are logged within the Communications and Engagement Department, it's not possible to ascertain a statistic confirming the number that were not fully responded to. In order to determine if any were not followed up, a manual review of over 4000 enquiry logs would be required.

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.

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.

### **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, I can confirm the following 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 number of media enquiries logged by Gloucestershire Constabulary is as follows:

| <b>Year</b> | <b>No. of enquiries</b>             |
|-------------|-------------------------------------|
| 2023        | 1765                                |
| 2024        | 1528                                |
| 2025        | 804 (to 10 <sup>th</sup> June 2025) |

I can confirm that there are 5 people in the External Communications Team; 3 x External Communications Officers, 1 x External Communications Team Leader and 1 x External Communications Manager.

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](mailto:casework@ico.org.uk)

Post –

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours sincerely,

Disclosure Officer  
Gloucestershire Constabulary