



Your reference:

Our reference: FOI_25_0760

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 28/08/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0760

On 31/07/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

1. Between 1 April 2024 and 1 July 2025, how many RASSO investigations the force undertook.
2. Of these, how many investigations included the request of the victim's counselling records?
3. Of these, how many led to court orders to obtain said therapist records?
4. And how many cases were dropped after the therapist refused to hand over the records?
5. During the same timeframe, has the force been investigated by ICO for a data breach, regarding the request of a victim's counselling records?
6. If so, how many times?

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 to identify if counselling records form part of an investigation and no way to retrieve any information, if held, by way of electronic searches. The only way to determine if this information is held is to manually review all relevant crime records. Even by narrowing this request down to the department who would potentially hold this information we have estimated that this part of the request would 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

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

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 a response to Q1 only.
If this would be of use to you, please submit a new 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, I have supplied the information relevant to your request which has already been retrieved. I trust this is helpful but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

With regards to Q5/6, I can confirm that Gloucestershire Constabulary holds no relevant information – that is to say that a search has been conducted of relevant records and this has returned 0 (zero) results.

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