



Your reference:

Our reference: FOI_25_0764

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 23/12/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0764

On 01/08/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

A list of all software products and services used in operations by the force between 1 January 2023 and 31 July 2025, including those products and services procured under the Strategic Partnership Arrangement 2024 (SPA24) and the Digital Transformation Arrangement 21 (DTA21), as well as other routes, such as RM6098 and through Crown Commercial Services.

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

There is no method by which we can readily retrieve information from our systems to answer this request. For the time period requested, there have been numerous policing operations that will have used multiple software products and services, and in order to ascertain which ones and to what they were used, a manual review of all documents and files associated for each operation would be required. To extract this data would therefore require a very labour-intensive manual trawl through each record and would therefore take far longer than the 18 hours time and cost threshold prescribed by the FOI Act.

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

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.

Section 16 – unable to assist

Unfortunately I am unable to provide any assistance under Section 16 of the Freedom of Information Act as I am unable to suggest any way to refine your request to come within the cost constraints of Section 12 of the Act.

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