



Your reference:

Our reference: FOI_25_0829

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 14/10/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0829

On 15/08/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

Under the Freedom of Information Act 2000, I would like to request the following information relating to incidents involving disruptive airline passengers, recorded by your police force over the past 10 years:

1. The total number of recorded incidents involving disruptive airline passengers per year, for the past ten years (i.e., 2015–2024), broken down on a year-by-year basis to account for any variations due to the COVID-19 pandemic.
2. Of those incidents, the number in which alcohol was identified or flagged as a contributing factor, again broken down annually.
3. The number of disruptive passenger-related incidents that resulted in arrests, presented year by year.

This request specifically relates to incidents at airports or onboard aircraft within your jurisdiction, or otherwise handled by your force under aviation or public order legislation.

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 for this information and no way to retrieve the information by way of electronic searches. The only way of trying to determine whether any relevant information is held and to retrieve that information would be to manually review each incident where the keyword of “airport” has been recorded. An initial search of the incident recording system for the date range of 01/01/2020 – 14/08/2025 has been conducted followed by a filter for the keyword of “airport”, which has identified over 2,000 records that would need to be manually reviewed which would take far longer than the 18 hours prescribed by the Freedom of Information 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 – unable to assist

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.

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