

Gloucestershire Constabulary
Police Headquarters
No.1 Waterwells, Waterwells Drive
Quedgeley, Gloucester. GL2 2AN
www.gloucestershire.police.uk



Your reference: N/A
Our reference: FOI_25_0997
E-mail: FOI
@gloucestershire.police.uk
Direct dial: 01452 754304
Postal Address: As above
Date: 17/06/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0997

On 13/10/2025 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:

1. The number of reports, complaints or cases recorded by your organisation relating to winter fuel payment scams, energy rebate scams, or cost-of-living payment scams in each of the past three financial years (2022/23, 2023/24, and 2024/25 to date).
2. Where possible, please break down the figures by:
 - o Month or quarter;
 - o Age group of the victims (if held);
 - o Type of scam (e.g. text message, phone call, email, doorstep, or other).
3. Any recorded data on the total amount of money lost to these scams in each period.
4. Any details of successful prosecutions, arrests, or enforcement actions taken relating to these scams.

I am happy to receive the information in spreadsheet or table format.

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

Following receipt of your request, an initial search was undertaken. As it is not possible to search specifically for 'winter fuel payment scam', 'energy rebate scam' or 'cost of living

scam' as incidents or crimes, we searched for key words in the Constabulary's incident recording system. Nearly 200 records were returned that would require us to manually search each of the free text reports and we confidently estimate that this would take far longer than the 18 hours prescribed by the Freedom of Information Act. 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 – 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