



Your reference:

Our reference: FOI_25_1012

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 20/11/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_1012

On 17/10/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

Please provide the information requested for incidents recorded in the each of the periods:

- **2024–2025 to date** (16th October 2025)
- **2023–2024**
- **2022–2023**

Please answer questions 1–4 for **all couriers and delivery drivers**.

If possible, please also answer questions 5–8 for **couriers/delivery drivers excluding food delivery drivers**.

If you are unable to exclude food delivery drivers, please still provide the answers to questions 1-4.

1. What's the total number of *thefts* and *robberies* reported in which the victim was a courier or delivery driver?
2. How many resulted in someone being arrested?
3. How many resulted in someone being charged?
4. How many involved a report of violence? If you are unable to answer this question because it is too time consuming, please still answer questions 1, 2 and 3.
5. What's the total number of *thefts* and *robberies* reported in which the victim was a courier or delivery driver, excluding food delivery drivers?
6. How many resulted in someone being arrested?
7. How many resulted in someone being charged?
8. How many involved a report of violence? If you are unable to answer this question because it is too time consuming, please still answer questions 5, 6 and 7.

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

When an Individual contacts the police and it is deemed to be a police matter, an incident will be created on the Incident Recording System. Please note that the word “incident” in Gloucestershire Constabulary's terminology refers to a type of record, not the event as a whole.

Please note that the Incident Recording System is largely a free text entry system and therefore its reporting function is limited. As such, in order to answer this request a manual review of all incidents where the closing code of “Robbery” or “Theft-Other” is recorded is required to determine if any relevant information is held. For the period of 01/01/2025 – 16/10/2025 alone there are over 3,000 records. A manual review of Incident records would clearly take far longer than the 18 hours prescribed by the Freedom of Information 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 advice for how you could refine your request to come within the cost constraints of Section 12. Even if you reduce the time period, it's unlikely to reduce the number of crimes enough to make a manual review possible. Further explanation is provided below;

When an incident report is created, if an offence is being reported (rather than a missing person for example) the incident will be assessed to determine if the offence falls within the Home Office Crime Recording Rules. If that incident is deemed to fall within the counting rules, a “crime” will be recorded on the Crime Recording System.

Whilst we are able to conduct electronic searches of the Crime Recording System to identify crimes of theft and robbery that have resulted in a charge, there is no mandatory

requirement to record the occupation of individuals concerned (both victim and suspect), meaning that it is not possible to accurately report on this.

In addition to being non-mandatory, the occupation field within the system is free text. As such, the field is not always completed.

Where it is recorded, this field is held within the Person Record on the system and although this links to the Crime Record, it is only possible for the reporting function to retrieve the most recent occupation, which is also likely to be inaccurate. For example, a person could come to police notice in 2023 with the occupation of Administrator and then again in 2024 and the occupation was recorded as Delivery Driver. The system would retrieve both crimes as occurring with the victim having an occupation of Delivery Driver, which would be incorrect. The opposite is also possible; a person could come to police notice in 2023 with an occupation of Delivery Driver but in 2024 it is recorded as Administrator. In this example, neither crime would be retrieved from the search for a victim with an occupation of Delivery Driver. It is also possible for the victim's occupation to not be recorded at all, which obviously would not be retrieved from a search.

As such, in order to accurately provide any relevant information, a manual review of all crimes for the requested period would be required, to ascertain if we hold any information relating to crimes where the victim was a Delivery Driver. This would also become subject to the Section 12 cost refusal.

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