

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



Your reference:

Our reference: FOI_25_1123

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 29/04/26

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_1123

On 19/11/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

I should also like to make a Freedom of Information Act request for the following in relation to Gloucestershire Constabulary:-

- a. Number of record deletion cases received - preferably split monthly data but whatever data period is available.
- b. Average, minimum and maximum elapsed time to a decision for record deletion cases, preferably monthly performance but whatever data is available.
- c. Number of complaints received for record deletion cases – preferably monthly data but whatever data is available.
- d. Number of appeals received for record deletion cases – split by direct to GC and via ACRO (if available), preferably monthly data but whatever data is available.
- e. Percentage distribution showing the “Grounds (ACRO definition)” that justified successful record deletion preferably monthly data but whatever data is available.
- f. Number and/or percentage of record deletion cases where original decision is changed upon complaint/appeal - preferably monthly performance but whatever data is available.
- g. Minimum, Maximum and/or average time spent reviewing an initial record deletion request before decision.
- h. Details of outcome and quality testing approach for RDP cases along with any MI of the performance.

- i. How many and what process improvements have been implemented within Records Management in the last 5 years.
 - j. How many of those improvements were attributable to learnings from complaints.
 - k. Details of what training members of GC go through in relation to complaints handling.
- A comparison of these data points for GC against available (national) benchmarks and/or expected performance standards.
 - Where a specific item is not available as described, but there is a proxy please provide the alternative information as part of the FOI request.
 - A data set for the above points for the years of 2021, 2022, 2023, 2024, and 2025 ytd is requested, but if the time required to fulfil this exceeds the statutory requirement please complete for the most recent period working backwards as time/resource allows, similarly please prioritise the provision of data as per the alphabetical points as time/cost allows.

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

Following receipt of your request, subject specialists searched for relevant information. Please find below the responses to your questions.

a)

Month (2025)	Number of record deletion cases received
January	0
February	10
March	2
April	8
May	4
June	5
July	3
August	5
September	5
October	3
November	3
December	3

b) Minimum time: same day response. Maximum time: 35 days

c) 1 complaint in September 2025

- d) 4 appeals received for deletion requests in 2025, all of which were internal appeal requests
- e) 75% of the successful deletions were deleted on the grounds of public interest
- f) 0 deletion requests were overturned
- g) Minimum time: same day response. Maximum time: 35 days
- h) No information held
- i) No information held
- j) No information held

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