



Your reference:

Our reference: FOI_25_1124

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 07/01/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_1124

On 21/11/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

Many thanks for your response.

Please could you instead provide a response to Questions 1 - 3?

I've copied these questions below in blue for ease.

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

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

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?

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

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 or Courier. The system would retrieve both crimes as occurring with the victim having an occupation of Delivery Driver or Courier, which would be incorrect. The opposite is also possible; a person could come to police notice in 2023 with an occupation of Delivery Driver or Courier 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 or Courier. 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 or a Courier. As this would require hundreds, if not thousands, of records to be manually reviewed, this would obviously 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 of the Freedom of Information Act, provides the opportunity to assist the applicant with any suggestions or variation that may allow a search to be undertaken within the cost constraints of Section 12 of the Act.

Section 16 – unable to assist

Under Section 16 of the Act, unfortunately I'm 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.

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