

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



Your reference:

Our reference: FOI_25_1158

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 22/01/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_1158

On 10/12/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

Kindly provide information as to totals (and details) of a) incident numbers, and b) crime numbers, assigned in respect of events on the following wards at Cheltenham General Hospital:

Woodmancote Ward (2015-19 inclusive)
Ryeworth Ward (2019-25 inclusive)
Guiting Ward (2022-25 inclusive)

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

Unfortunately there is no way of electronically searching for the information you have requested.

Regarding part A of your request, the Incident Recording System is largely a free text entry system and its reporting function is limited. In order to ascertain the number of incidents that relate to specific locations, a manual review of all incidents for the years requested would be required. Given that the Constabulary records approximately 500 incidents per day, this would clearly take far longer than the 18 hours prescribed by Section 12 of the Freedom of Information Act.

With regards to part B of your request, there is also no way to electronically extract this information from within the Crime Recording system. Whilst we can search for keywords within the location field, the ward names provided in your request are also locations within the Gloucestershire Constabulary Force area. A search of these as keywords would therefore return not only the ward names, but any crime where the geographical area is recorded as the location of an offence. This means that a manual review of all records

where the name is included is required to determine relevance to your request. It is also possible that the ward name is not included in the location of the offence, meaning that some records may not be returned from searches for such. This would also involve the review of many hundreds of records and would therefore 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 am 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