

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



Your reference: N/A

Our reference: FOI_26_0149

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 06/07/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0149

On 09/02/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

1. In the 12 months to March 2024, can you please provide me with the number of:
Complaints or reports of unwanted prisoner contact related to domestic abuse
received and/or logged onto your CAD system.

- 2 In the 12 months to March 2025, can you please provide me with the number of:
Complaints or reports of unwanted prisoner contact related to domestic abuse
received and/or logged onto your CAD system.

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

Following receipt of your request, I can confirm that searches were undertaken within Gloucestershire Constabulary in order to identify and locate the relevant information.

Unfortunately, there is no central register for this information and no way to retrieve the requested information by way of direct electronic searches. Across the specified timeframe, there were in excess of 18,000 recorded crimes which contained a domestic abuse indicator tag. In order to obtain the requested information, a manual review of each recorded incident would have to be undertaken. Therefore, it would be necessary to manually review each recorded crime to determine whether any relevant information is held. This process would clearly be beyond the scope of the 18 hours prescribed by the Freedom of Information Act and take considerably longer.

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 set out by the ACT 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