

**Gloucestershire Constabulary**  
Police Headquarters  
No.1 Waterwells, Waterwells Drive  
Quedgeley, Gloucester. GL2 2AN  
[www.gloucestershire.police.uk](http://www.gloucestershire.police.uk)



Your reference:

Our reference: FOI\_26\_0351

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 24/06/2026

Dear

**Gloucestershire Constabulary Freedom of Information request FOI\_26\_0351**

On 24/06/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

I request the following information for the period 1 January 2019 to 1 April 2025;

1. The total number of investigations, enquiries or operational tasks that your force has outsourced, contracted or commissioned to any private investigation firm, private detective agency or external investigator (excluding other public bodies and law enforcement agencies).
2. For each investigation, please provide:
  1. the name of the private investigation firm or individual engaged;
  2. the nature or category of the investigation or task (e.g. surveillance, background checks, fraud, digital forensics, process serving, asset tracing);
  3. the value of the contract or fee paid, or an estimate if the precise figure is not held centrally;
  4. The date, by month and/or year, the investigation was commissioned or outsourced.
3. The total number of investigations, enquiries or operational tasks that your force has outsourced, contracted or commissioned to TM Eye Limited, the nature or category of the investigation or task, and the value of the contract or fee paid.

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary may hold 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 information by way of direct and retrievable electronic searches. Therefore, the only way to determine the requested information is to conduct a manual review all department records, this would involve the review of many thousands 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'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 but still provide the requested 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](mailto:casework@ico.org.uk)

Post –

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours sincerely,

Disclosure Officer  
Gloucestershire Constabulary