

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_0390
E-mail: FOI
@gloucestershire.police.uk
Direct dial: 01452 754304
Postal Address: As above
Date: 11/05/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0390

On 22/04/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

I am writing to submit a formal request for information under the Freedom of Information Act.

I would like to request data related to anti-social behaviour at McDonalds, KFC, Burger King and Greggs locations within your force area over the past five years.

Please can you provide data on the total number of police call outs to each of these establishments for each year, broken down by the financial year, up to 31 March 2026.

Can you please split the offences by offence group and description.

This information should please also include the following details for each reported incident:

- > Date of incident
- > Location (address) where the incident occurred – including whether this was inside or outside the restaurant
- > Description of the incident, including any injuries sustained.
- > Whether any action was taken by law enforcement – detailing what that was

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

Following receipt of your request, searches were conducted. I can confirm that the information you have requested may be held by Gloucestershire Constabulary, however, it

isn't possible to filter the searched data by specific location names such as "McDonalds", "KFC", "Burger King" or "Greggs". A search for the anti-social behaviour incidents during the time frame you requested returned over 64,000 incidents. To provide a definitive answer to your question about the specific locations would require us to conduct a manual check of each record. We have estimated that this would far exceed the permitted time constraints, therefore Section 12 of the Act is applicable. This section does not oblige a public authority to comply with a request for information if the authority estimated that the cost of complying with the request would exceed the appropriate limit of 18 hours, equating to £450.00

You should consider this to be a refusal notice under Section 17 of the Act for this part of your request.

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 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