



Our reference: FOI_26_0552

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Date: 12/08/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0552

On 08/06/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

I would be grateful if you could provide the following information for the period 1 January 2021 to the most recent data available (broken down by calendar year where possible):

1. The total number of police-recorded CSAE offences and the number of CSAE investigations opened each year.
2. The number of outstanding / backlogged CSAE investigations at the end of each year (or the most recent available snapshot).
3. The average time taken to complete CSAE investigations (from opening to closure or outcome) each year, or any available data on investigation timeliness / duration.
4. The number of CSAE cases resulting in charges, prosecutions, or disruptions each year (or the relevant outcome rates).
5. Any data on the adoption and use of the TOEX Capabilities Environment (CE) within your force, including:
 - Date your force first gained access to TOEX CE
 - Number of officers/staff with active TOEX CE accounts each year
 - Number of CSAE-related cases or tasks processed through TOEX CE tools (e.g., DART, transcription, translation, or data analysis tools) each year
6. Any internal metrics, reports, or evaluations showing the impact of TOEX CE on:
 - Investigation efficiency or time saved
 - Backlog reduction
 - Case outcomes or victim safeguarding in CSAE investigations

7. Any recorded data or assessments on the impact of rising CSAE demand and/or TOEX CE on specialist investigator wellbeing, burnout, or retention (if such aggregated data is held).

If any part of this request exceeds the appropriate limit or would require disproportionate effort, please advise me of the specific sections that may need refinement.

I look forward to your response within the statutory 20 working days. If you have any questions about this request, please contact me at the details below.

Thank you for your assistance.

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

Following receipt of your request, a search was conducted by a subject matter expert (SME) from the Child Exploitation (CE) & Indecent Images of Children (IIOC) team. Following an attempt to retrieve the information you required for Q5 - *Any data on the adoption and use of the TOEX Capabilities Environment (CE) within your force – in particular part 3 - Number of CSAE-related cases or tasks processed through TOEX CE tools (e.g., DART, transcription, translation, or data analysis tools) each year* – our SME has advised that Gloucestershire Constabulary may hold this information within the audit function of the application, but it would need to be interrogated manually to determine any relevance to your question and this will take longer than the 18 hours to prescribed in the Freedom of Information Act to go through each point of access. 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

Please see below for suggestions on how you may be able to refine your request to come within the cost constraints of Section 12 of the 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.

Providing Information Outside of the Act

By way of assistance and although excess cost removes the Force's obligations under the Freedom of Information Act, we have supplied the information relevant to your request which has already been retrieved. We trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

- Date your force first gained access to TOEX CE: February 2026
- Number of officers/staff with active TOEX CE accounts each year: currently stands at 114 officers/staff
- No information is held by Gloucestershire Constabulary regarding internal metrics, reports, or evaluations showing the impact of TOEX CE on investigation efficiency or time saved.
- No information is held by Gloucestershire Constabulary regarding internal metrics, reports, or evaluations showing the impact of TOEX CE on backlog reduction.
- No information is held by Gloucestershire Constabulary regarding internal metrics, reports, or evaluations showing the impact of TOEX CE on efficiency or time saved.
- No information is held by Gloucestershire Constabulary regarding internal metrics, reports, or evaluations showing the impact of TOEX CE on investigation case outcomes or victim safeguarding in CSAE investigations.

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