

Gloucestershire Constabulary
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Our reference: FOI_26_0561

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Direct dial: 01452 754304

Postal Address: As above

Date: 03/09/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0561

On 11/06/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

Request 1

For years 2024/25 and 2025/26 please provide the following:
For the following recorded crime categories, please state both a raw number and percentage of reports that resulted in physical police attendance at the scene or victim's address:

- 1) Hate Crimes (All types)
- 2) Residential Burglary
- 3) Robbery
- 4) Vehicle Theft
- 5) Assault
- 6) Grievous Bodily Harm
- 7) Sexual Assault

Request 2

For years 2024/25 and 2025/26 please provide the following:

- 1) List the structure of priority grading and target response times assigned to 999 calls
- 2) List the total number of incidents allocated to each priority grade.
- 3) For each priority grade, list the total number of initial 999 calls which resulted in the allocation of a Non-Crime Hate Incident after investigation
- 4) For each priority grade, list the total number of initial 999 calls which resulted in the recording of a hate crime after investigation.
- 5) For all Non-Crime Hate Incidents recorded, please provide a breakdown of the reporting method used to initiate the report (e.g., 999 call, 101 call, online report, or officer-initiated)."

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

Gloucestershire Constabulary's Incident Recording System is largely a free text entry system and does not record information in as much detail as the Crime Recording System and therefore its reporting function is limited. Incidents are not recorded using Crime Recording categories. Although we are able to somewhat refine the results by selecting incident closure codes, these are not the same as the recording categories and are generally broader, for example both Assault and Grievous Bodily Harm will fall under the closure code of Violence against the person, of which there are 20,163 records for the period of 01/04/2024 – 31/03/2026.

A manual review of all incident records would be required to determine which are relevant to your request. It would obviously take longer than the 18 hours prescribed by the Freedom of Information Act to do this, and therefore the Section 12 cost refusal is engaged.

Please see below for suggestions on how you can 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.

Section 16 – Duty to assist

Request 1 –

It is possible to conduct a search of incident records for non-crime hate incidents.

A search of the Crime Recording system can be carried out to identify records falling into the Home Office categories requested. We can then work backwards through the records to identify any linked incident record to determine if it was physically attended. This will not include non-crime hate incident records.

Request 2 –

We will be able to answer these questions.

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