



Our reference: FOI_26_0828

E-mail: FOI

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Direct dial: 01452 754304

Postal Address: As above

Date: 18/09/2026

Dear

Gloucestershire Constabulary Freedom of Information request for: 26_0828

On 01/09/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

Please provide any of the following that you have in relation to the Neighbourhood Alert platform:

1. The total value of any current or past contracts with VISAV for the Neighbourhood Alert platform, and any payments made to VISAV that are not part of a contract. If some contracts/payments are publicly available but others are not, please still provide a total figure. Please also provide dates that contracts cover, and dates of any non-contract payments.
2. A data-protection impact assessment
3. An equalities impact assessment
4. A user guide
5. Demographic information about members of the public that have signed up for the platform – (i.e. what percentage of the public in each area are using the platform, and what is their gender/ethnicity/age makeup?). Please provide your response to this question in the form of a spreadsheet
6. Any surveys sent to members of the public with the Neighbourhood Alert platform in the past year (please only provide single copies of identical surveys, even if they have been shared multiple times). Where surveys were only sent to particular groups, please indicate what filters were used.
- 6a. Data on survey responses
7. Any community safety messages shared in the past 3 years. Where messages were only sent to particular groups, please indicate what filters were used.

8. Any appeals for information shared in the past year. Where appeals were only sent to particular groups, please indicate what filters were used.
9. What actions has the police taken in the past year in response to survey results or information gleaned through appeals for information?
10. A description of any ways the force has used the Origins modules within the platform since the force adopted Neighbourhood Alert.
11. A description of any ways the force has used the Acorn modules within the platform since the force adopted Neighbourhood Alert.
12. A description of any ways the force has used the KIN modules since the force adopted Neighbourhood Alert, and how the force identifies and engages with key individuals.
13. Have there been any instances of misuse of the Neighbourhood Alert system by police officers or other employees of the force? If so, how many incidents, and what were they? (e.g. using the platform to look up information about members of the public without a policing purpose, communicating inappropriately with members of the public through the platform)

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

Following receipt of your request, a Constabulary subject matter expert (SME) conducted initial searches to locate the relevant and recorded information required to answer your questions. For Q7, the SME has confidently estimated that the work required to answer the question would far exceed the 18 hours set out by the Freedom of Information Act. Currently, the team has access to the last 1000 alerts and these go back to April 2026. To access the alerts shared (estimated to be thousands over the past 3 years) would take a considerable amount of time liaising with VISAV to see if this is available. To provide a breakdown of the demographics for each alert would take approximately 10 minutes per alert, so for the 1,000 alerts we do have access to, this would take 166 hours as an estimation. Therefore, Section 12 of the Freedom of Information Act is engaged.

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.

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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.

- Q1 – our SME believes that this information will be available on the OPCC website within the accounts section.
- Q2 – Gloucestershire Constabulary would be able to provide you with a data-protection impact assessment should you wish to enter a new FOI request.
- Q4 – Gloucestershire Constabulary would be able to provide you with a user guide should you wish to enter a new FOI request.
- Q6 - Surveys are public facing (bar the nominations for the Impact Awards) so links to these surveys can be shared by Gloucestershire Constabulary should you wish to enter a new FOI request.
- Q10 – Gloucestershire Constabulary does not have access Origins.
- Q11 – Gloucestershire Constabulary hasn't used the Acorns data for a specific purpose but does have access to it.
- Q12 - Gloucestershire Constabulary does not have access to the KINs module.
- Q13 - there have been no reported instances if misuse.

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 to come 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