

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_0845
E-mail: FOI
@gloucestershire.police.uk
Direct dial: 01452 754304
Postal Address: As above
Date: 07/09/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0845

On 07/09/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

Under the Freedom of Information Act 2000, I would like to request the following information.

Please provide data for the period of 1 January 2021 and 31 December 2025 relating to residential burglaries where a key safe, key lockbox, external key box or similar device was recorded as being involved in the attempted or completed burglary.

For the purposes of this request, I am interested in incidents where:

- The offender damaged, tampered with or forced open a key safe to obtain a key
- The offender removed, stole or otherwise gained access to a key safe in order to obtain a key
- The offender obtained a key from a key safe and used it, or attempted to use it, to gain entry to the property
- The key safe itself was targeted or tampered with as part of an attempted or completed burglary, regardless of whether the offender ultimately gained entry to the property.

Where possible, please provide the figures broken down by calendar year:

- 2021
- 2022
- 2023
- 2024

We are committed to being an anti-discriminatory organisation. This means not only acting in a non-discriminatory way, but addressing systemic inequalities, disadvantage and discrimination.

• 2025

For the purposes of this request, "key safe/lockbox" refers to an externally located box or safe used to store a key to a property, including devices described as a key safe, key lockbox, external key box or similar.

If obtaining this information isn't possible, please provide advice and assistance on how we can refine this request.

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

Upon receipt of your request, an initial search of the Constabulary's crime recording database was carried out. For the period 01/01/2021 to 31/12/2025, 12,656 burglaries were recorded. Unfortunately, it is not possible for us to electronically search for method of entry such the offender's use of a key safe, key lockbox, external key box or similar device in the attempted or completed burglary. Therefore, it will be necessary for me to manually review all the free text crime records to determine any relevance to your request. I estimate confidently that this will exceed the 18 hours allowed by the Freedom of Information Act, therefore Section 12 of the 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.

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