

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext. 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.ukDate: 17th February 2022

Our ref: FOI 2022/ 085

I write in connection with your request for information dated 27th January concerning typists and record of interviews.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered, and having consulted our professional standards team, I am happy to supply the information you have requested.

You wrote:

- 1) How many ROTI/ROVI transcribers currently are employed by Wiltshire Police?
- 2) Are ROTI/ROVI transcribers employees of Wiltshire Police or is the work outsourced to an external agency? If outsourced, which external agency is the work outsourced to?
- 3) Does Wiltshire Police use, or are you planning to use, automatic transcription systems to produce ROTI/ROVI transcripts? If yes, which do you use/ plan to use?
- 4) Can you provide an estimate of how many ROTI/ROVI transcripts are produced by Wiltshire Police in an average week?
- 5) What is the average cost per minute for a ROTI/ROVI transcript? If this is calculated another way than by the minute, please provide an alternative calculation of cost.
- 6) What job-specific skills or qualifications do you require ROTI transcribers to have?
- 7) What training is provided for a new ROTI/ROVI transcriber at Wiltshire Police?
- 8) What, if any, is the ongoing training provided for ROTI/ROVI transcribers at Wiltshire Police?
- 9) What, if any, formal or informal guidance are ROTI/ROVI transcribers provided with for the purpose of producing transcripts?



INVESTOR IN PEOPLE

10) What format is used to record police interviews with suspects and witnesses at Wiltshire Police (e.g. VHS, cassette tape, CD, digitally recorded, written only) and how are interview recordings stored?

Response

1. 4 (1 part time)
2. Yes, no work is resourced.
3. No, not efficient.
4. Dffsd
5. Not recorded.
6. Please see below.
7. There is a RORI course and a Niche course, as well as in-housing training from staff members for all other aspects.
8. After passing the RORI course, ongoing advice is provided by experienced team members.
9. A new starter binder is provided containing all necessary information and guidance.
10. We use audio tapes (rare), DVDs, digital recordings and electronically produced recordings.

Qualifications etc for 6;-

Minimum RSA II qualification or Word Processing equivalent

Proven administrative experience working within a busy office environment

Previous experience of working in a secure, confidential environment

Experience of utilising different computer systems

Experience of working under pressurised time constraints

Experience of handling sensitive information

A good aptitude, ability and familiarity with computer systems in order to utilise them in the gathering of information

Competent in the use of Microsoft Word, Outlook and Excel

Proven touch typist with excellent audio skills

Excellent communication skills – both written and verbal. Daily contact with staff at all levels of the organisation and also the Crown Prosecution Service

Excellent interpersonal and organisational skills – approachable, tactful and diplomatic

Ability to cope with and adapt to frequent change and adjust to the introduction of new systems/procedures

Ability to demonstrate a flexible approach to changing Force priorities and IT developments

Ability to manage, evaluate and prioritise a demanding workload within the working environment adhering to deadlines

Able to act in a confidential manner with sensitive information

Ability to work unsupervised with integrity and act on initiative to resolve problems displaying self-motivation and innovation

Ability to work independently and as part of a team

Ability to demonstrate a high degree of accuracy in respect of all work undertaken

Ability to input and retrieve data using a computer

Basic knowledge of the Criminal Justice Environment

Sound understanding of the importance of confidentiality and accuracy

General awareness of equality and diversity issues in the working environment

Awareness of workplace health and safety issues

Understanding of confidentiality and Data Protection/Freedom of Information issues

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Force Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.pnn.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>