

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.ukDate: 21st March 2022

Your ref: FOI

Our ref: FOI 2022 / 243

Dear ****,

I write in connection with your request for information dated 11th March 2022 concerning British Sign Language.

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 I am not obliged to supply the information you have requested.

You wrote:

- How many victims of crime required access to BSL support?
- How many arrests made required BSL support?
- How many interactions with the public required BSL support?
- Do you currently have access to BSL support and if so which provider do you use?
- Are your internal and external comms BSL accessible?
- Who is your equality and diversity lead within your organisation?

Our response:

The information that you are requesting for the majority of your request (namely questions 1, 2 and 3) is not stored in a way which permits easy retrieval. For each of these questions related to victims of crime who required BSL support and people arrested that required BSL support, we currently do not have the capability within our systems to flag for this information which can then be analysed quickly and easily.

Unfortunately, it is not a mandatory field within our crime recording system on if BSL was required/used. In addition to this, interactions with the public aren't recorded either unless there is a crime/incident so therefore we wouldn't be able to answer question 3. The ascertaining of this information would only be possible by physically reading every crime report during the period you are requesting to determine if BSL support was required. Even then, I have been advised that it's not possible to distinguish between victim or suspect (for who required the support) unless it's specifically mentioned within the crime report who the interpreter is needed for.



INVESTOR IN PEOPLE

Under the circumstances I am absolutely confident that to locate, retrieve and extract the information you seek would by far exceed the time obligations upon this authority to comply, and in so doing would exceed the fees limits. This is set at £450 calculated at a flat rate of £25 per hour for those work activities comprising of confirming the information is held, locating it, retrieving it and extracting it.

Although excess cost removes the forces' obligations under the Freedom of Information Act, as a gesture of goodwill I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request. What I am able to provide you are the answers documented below :-

Do you currently have access to BSL support and if so which provider do you use?

Access is currently very limited and tends to involve staff phoning different organisations. Currently we are signed up to the NRSPI however later this year we go to a South-West interpreter contract where all requests for BSL will be managed by the winning bidder and BSL will be available in every aspect of policing.

Are your internal and external comms BSL accessible?

Our comms are not specifically BSL accessible, but we do work hard to ensure our comms are accessible as possible, with captions on our videos and a website that is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard. Please see <https://www.wiltshire.police.uk/hyg/accessibility/> or more information on this.

Who is you the equality and diversity lead within your organisation?

Deputy Chief Constable Paul Mills is the overall EDI lead in the organisation. We did have an Inspector lead, but he has just been posted elsewhere and there is no replacement currently.

Ordinarily under our section 16 duty to provide advice and assistance, we would advise you how to refine your request in respect of questions 1, 2 and 3 to a more manageable level. However, due to the difficulties outlined above, I cannot see how this can be achieved in this particular case.

Section 17 of the Freedom of Information Act 2000 requires the Wiltshire Police, when refusing to provide such information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The exemption applicable to the information requested is:

Section 12: Exemption where cost of compliance exceeds appropriate limit

- (1) Section 1(1) 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.

In accordance with section 17 of the Act, this letter represents a Refusal Notice for this particular request.

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,

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