



Force Disclosure Unit

Wiltshire Police HQ
London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext. 62005

Website: www.wiltshire.police.uk

Email: disclosure@wiltshire.police.uk

XXXXXXXXXX

By email

Date: 3rd May 2022

Our ref: FOI 2022/291

Reply contact name is: Abigail Standidge

Dear XXXXX,

I write in connection with your request for information dated 1st April 2022, concerning road victim support services.

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.

Following receipt of your request, research was conducted by the Horizon Victim and Witness Liaison Unit at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote:

What road victims support services do you offer?

Who provides your road victims support services?

Who is eligible for road victim support?

What number/percentage of road victims receive road victims support?

What number/percentage of road victims do not take up an offer of road victims support?

Our response

What road victims support services do you offer?

Victims of road traffic offences may be offered a referral to Victim Support. Although we don't have a direct referral pathway, we also make victims aware of a charity called BRAKE where appropriate. We cannot make referrals but they are able to self-refer/contact them directly.

Who provides your road victims support services?



INVESTOR IN PEOPLE

It is the responsibility of either the Officer in Case (OIC) or Traffic team to identify whether a road traffic victim is vulnerable and/or offer support. If identified as vulnerable or support is required, they will task the case through to the Horizon Victim and Witness Care Team who will contact the victim to discuss their support needs, referring onwards where required.

Who is eligible for road victim support?

If the victim is identified as vulnerable or in need of support then they can be signposted in to the Horizon service, as per above question, however any victim of crime or incident is able to opt in for support.

What number/percentage of road victims receive road victims support?

No information held - this information is not currently collated locally in isolation.

Please note: Wiltshire Police are not required to create information in order to provide a response to a request under the Freedom of Information Act.

What number/percentage of road victims do not take up an offer of road victims support?

No information held - this information is not currently collated locally in isolation.

Please note: Wiltshire Police are not required to create information in order to provide a response to a request under the Freedom of Information Act.

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

Abigail Standidge
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.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 Fol 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/>