



Via Email



Force Disclosure Unit

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext. 62005

www.wiltshire.police.uk

disclosure@wiltshire.police.uk

Date: 27/06/2022

Our ref: FOI 2022/465

Reply contact name is:

Dear,

I write in connection with your request for information dated 30/05/2022 concerning Family Liaison Officers (FLO's).

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 able to respond as follows.

You wrote:

Please will you send me the following info under FOI Act

1. Number of current Family Liaison Officers (FLO) working in your Force?
2. Number of FLO's who are sworn officers or police staff?
3. Number of male and female FLO's in your Force?
4. Number of years' experience in policing for each FLO? (i.e. 0-5 years, 6-10 years, 11-15 years, 16 years plus)
5. Years of experience as an FLO for each FLO? (i.e., 0-5 years, 6-10 years, 11-15 years, 16 years plus)
6. What number of FLO's are in each department or section of your Force? (e.g., MIT, HMET, DA).
7. Number of FLO's in your Force that were absent from work due to mental health problems from between April 2020 to March 2022?
8. Details of how FLO's are recruited in your Force.



INVESTOR IN PEOPLE

9. Details of any training courses for FLO's provided by your Force.
10. Details of any support currently available to FLO's in your Force.

Response

Question 1:

31 individuals currently carry out the role.

Question 2:

27 officers and 4 support staff

Question 3:

28 Females and 3 Males

Question 4:

9 individuals have had the 0-5 years' experience, 7 individuals have 6-10 years' experience, 7 individuals have 11-15 years' experience and 8 have 16 years plus experience. Please note this may include police experience from other forces too (where an individual has transferred over).

Question 5:

We have a range of experience with half a dozen with over 10 years' experience, the same again with 5-10. The rest (and majority) would be under 5 years FLO experience.

Question 6:

3 x In County/Swindon Hub, 6 x CID, 2 x Fraud, 3 x Intel, 3 x MCIT, 2 x People Development

Question 7:

Exemption -

Section 40(5) – Personal Information

The duty to neither confirm or deny under this section of the FOIA arises where the disclosure of the information into the public domain would contravene any of the data protection principles or Section 10 of the Data Protection Act 1998 or would do so if the exemptions in section 33A(1) of that Act were disregarded.

Irrespective of what information Wiltshire police may or may not hold, any request which has potential to identify a third party by citing an exemption, would attract a neither confirm nor deny response that information is held by virtue of Section 40(5) as it constitutes personal data of an individual other than the applicant and disclosure would contravene the first data protection principle which states in part that personal data shall be processed fairly and lawfully.

No inference can be taken from this refusal that the information you have requested does or does not exist.

Question 8:

We place an advert to all officers/ Staff and ask for EOI before conducting a paper sifting process

Question 9:

FLO's are placed onto a 2-week FLO course that is either run by L&D in house or via another force.

Question 10:

We support FLO's with annual RABM health checks, every deployment has a referral to OHU, we run monthly "FLO coffee shop" where people can join an informal online chat to discuss all and everything FLO, raise queries etc. We look to arrange annual events but admittedly C-19 has put a temporary stop to that, the next one will be Oct/ Nov this year.

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.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
[Make a complaint | ICO](#)

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/>