

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.police.ukDate: 11th July 2022

Your Ref: FOI

Our Ref: FOI 2022/555

Reply contact name is: Kay Moore

Dear,

I write in connection with your request for information dated 6th July 2022 concerning de-escalation training.

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 after having consulted our People Development department – I am now able to respond as follows.

You wrote:

I would like to submit a freedom of information request to find out what de-escalation training response police officers currently receive in their initial training and if this is also given in each year when they requalify the training.

Our response:**Recruit training:**

In relation to de-escalation training, our Police recruits receive a PowerPoint presentation which is delivered on day one of their personal safety training (PST) and takes approximately 3 hours, it is embedded throughout all of their PST training. In line with the University criteria, we cover the following:

Betari's Box

LEAPS Communication Model

Cooper's Colour Code

5 Step Process

ICRC (Intervention, Calm, Rapport & Control) – 4 Step Confrontation / De-Escalation Model

BUGEE

3 Components of Conflict

National Decision Model

This is then embedded during the week by the use of ongoing Q&A, scenario training and knowledge checks.

THE ABOVE

DISABLED

INVESTOR IN PEOPLE

In addition, students are provided with access and tasked with completing the following College Learn package: PSM Module 6 (Communication) Managing Conflict.

Refresher training:

Our Officer's all then receive refresher training every year where de-escalation training and a staged use of force is then included in different formats each year. As with the recruits, this could be by use of Q&A, scenario training or knowledge checks.

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,

Kay Moore
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