



Gloucestershire Constabulary Freedom of Information request 2022.0254

I would firstly like to apologise for the delay in responding to your request. This has been due to an exceedingly high volume of requests and resourcing issues which have impacted both upon the Information Disclosure team and the business areas upon whom we rely to supply the information.

On 14 March 2022 you sent an email constituting a request under the Freedom of Information Act asking the following:

- *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 you the equality and diversity lead within your organisation?*

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

In order to accurately respond to the questions posed, in particular the questions relating to victims of crime accessing BSL support, arrests where BSL support was needed and the number of interactions with the public where BSL support was needed, would require a manual review of numerous data systems within the Constabulary. The crime recording system does not have a specific tag to allow retrievable data showing if the victim required access to BSL support. Therefore, it would need a manual review of thousands of crime reports to establish if the data exists. The custody record system also has no specific tag that would allow data to be retrieved that shows persons arrested needed BSL support. Finally, to locate data showing interactions with the public would require a review of the command and control logging system (STORM), which holds many hundreds of incidents each day. Accessing this information would take considerable hours of research and would, in my view, far exceed the appropriate limit under Section 12 of the act.

Section 17(5) of the Freedom of Information Act 2000 requires Gloucestershire Constabulary, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states the fact, (b) specifies the exemption in question and (c) states (if not otherwise apparent) why the exemption applies.

In relation to your request Section 12 applies.

Section 12(1) – Fee Regulations states:

Section 1(1) of the Act 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. (As detailed in the Data Protection and Freedom of Information Fees Regulations of 2004)

The appropriate limit at the moment is £450 calculated at an hourly rate of £25 per hour for all staff time incurred in:

- i. Determining whether information is held
- ii. Locating it
- iii. Retrieving it
- iv. Extracting the information to be disclosed from the other information.

In accordance with the Act, this letter represents a Refusal Notice for your request.

Providing Information Outside of the Act

As part of the research into your request, I am able to provide a response, namely:

The Constabulary currently uses SignLive Limited for BSL Support.

The Constabulary does not specifically create any BSL communications, internally or externally.

The Equality and Diversity lead is Sandra Samuel

By way of assistance and although excess cost removes the Force's obligations under the Freedom of Information Act, I have supplied the information relevant to your request which has already been retrieved. 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.

Section 16 – unable to assist

Unfortunately, I'm unable to assist in suggesting ways of refining your request to come within the confines of Section 12 of the Act. Even reducing the timescale would not reduce the number of records enough that a manual review could be conducted within the timescale but still provide meaningful information.

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

Yours sincerely,