

Gloucestershire Constabulary
Police Headquarters
No.1 Waterwells, Waterwells Drive
Quedgeley, Gloucester. GL2 2AN
www.gloucestershire.police.uk



Your reference:

Our reference: FOI_26_0300

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 16/04/26

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0300

On 17/03/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

1) The total number of incident responses which came through the 999 BSL service that resulted in the attendance / dispatch of police officers from your force in 2022, 2023, 2024 and 2025

Please provide a separate figure for each individual calendar year - e.g. 100 in 2022, 37 in 2023, etc

2) The total number of incident responses which came through the 999 BSL service that resulted in the attendance / dispatch of police officers from your force specifically where a BSL interpreter was also used / employed / contracted to assist at the scene of the emergency (AFTER the dispatch) (either in-person or virtually e.g. computers on wheels, facetime, etc) in 2022, 2023, 2024 and 2025

Again, please provide a separate figure for each individual calendar year

If data is not available for part two, please instead indicate whether the police force routinely contracts / uses a BSL interpreter to assist with any police officer dispatches resulting from an incident report through the 999 BSL service (aka, if there is any provision for BSL interpretation in emergency situations after the initial 999 BSL video relay service has concluded and officers are dispatched).

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

Following searches of the Constabulary's incident responses between 2022 and 2025, the information below can be shared with you in response to your questions.

Question 1

2022: 0
2023: 1
2024: 1
2025: 2
2026: 0

Question 2

Following a manual search of the incidents and the records noted, none of the 4 incidents were graded for attendance and it is unlikely that any were attended by police. The following services were used:

2023: Deaf translator
2024: Sign Live deaf interpreter
2025: Relay service
Sign Live

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.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post – Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary