**Gloucestershire Constabulary**
Police Headquarters
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Quedgeley, Gloucester. GL2 2AN
**www.gloucestershire.police.uk**

Our reference: FOI_26_0833
E-mail: FOI @gloucestershire.police.uk
Direct dial: 01452 754304
Postal Address: As above
Date: 09/10/2026

Dear

**Gloucestershire Constabulary Freedom of Information request FOI_26_0833**

On 04/09/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

Please provide, where available, copies of policies, procedures, guidance documents, process maps, flowcharts or other documents relevant to the questions below.

Recruitment and Occupational Health Assessment

1. Does your force undertake hearing assessments during recruitment for:
    - Police Officers
    - Special Constables
    - PCSOs
    - Force Control Room staff / Call Handlers
    - Detention Officers
    - Other operational roles
1. What hearing assessment methods are used during recruitment?
    - Pure Tone Audiometry (PTA)
    - Speech in Noise testing
    - Functional Hearing Testing
    - Free Field Testing
    - Other methods (please specify)
2. Where an applicant does not use hearing aids and fails the initial hearing standard:
    - What further assessment process is followed?
    - Are any functional hearing assessments undertaken?
    - Who makes the final fitness-for-role decision?
    - Is there a formal panel or governance process?
3. Where an applicant uses hearing aids and does not meet standard audiometric thresholds:
    - What assessment pathway is followed?
    - Do you utilise the NPWS Hearing Aid Wearer Functional Hearing Test?
    - Is specialist audiology advice obtained?
    - Is Force Medical Adviser input required?
    - How are recruitment decisions made and governed?

We are committed to being an anti-discriminatory organisation. This means not only acting in a non-discriminatory way, but addressing systemic inequalities, disadvantage and discrimination.

4. Have you developed any local guidance, policy, standard operating procedure, decision-making framework or risk assessment process relating to hearing aid users in recruitment?

Reasonable Adjustments Following Appointment

1. Once an applicant joins the organisation, what process is followed to ensure hearing-related reasonable adjustments are implemented?
2. Which department(s) have responsibility for coordinating hearing-related reasonable adjustments?
    - Occupational Health
    - Recruitment
    - HR
    - ICT
    - Airwave/Communications Team
    - EDI Team
    - Line Management
    - Operational Learning/Initial training
3. Do you have a documented process to ensure reasonable adjustments identified during recruitment transfer into employment and operational deployment?
4. What governance arrangements exist for agreeing hearing-related reasonable adjustments?

Airwave, Radio and Control Room Solutions

1. Does your force currently support hearing aid users with:

- Airwave handheld radios
- Remote Speaker Microphones
- Bluetooth solutions
- Telecoil/T-loop systems
- Bone conduction devices
- ICCS/Control Room solutions
- Other communication technologies

1. If supported, please provide:

- The process for requesting equipment.
- Which department authorises equipment.
- Which department funds equipment.
- Any approval or governance process.

1. Does your force have any local policy, SOP, decision tree or guidance relating to:

- Airwave and hearing aids.
- Bluetooth connectivity.
- Hearing aid compatibility.
- Control room headset solutions.

ICT, Information Security and Governance

1. What role does ICT play in implementing hearing-related reasonable adjustments?
2. Is your Information Security Team, ISAU, SIRO, Accreditor, or equivalent function involved in approving hearing aid connectivity solutions?
3. Does your force require:

- Information security assessment.
- Risk assessment.
- Airwave accreditation documentation.
- Annex F submissions.
- Other governance approval processes.

1. Are Bluetooth-enabled hearing aid solutions currently permitted within your force?

2. If yes:
- Are there any restrictions?
- Are there specific approved devices?
- Are there any environments where Bluetooth use is not permitted?

Benchmarking and Good Practice

1. Please provide any:
- Process maps.
- Flowcharts.
- Policies.
- SOPs.
- Guidance documents.
- Lessons learned.
- Benchmarking reports.
- Equality impact assessments.

1. Has your force encountered any significant challenges regarding:
- Recruitment of hearing aid users?
- Airwave compatibility?
- ICCS compatibility?
- Bluetooth governance?
- Reasonable adjustment implementation?

If available, please provide electronic copies of the relevant documents

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

Following receipt of your request, searches were conducted by a Constabulary subject matter expert (SME) to retrieve the relevant and recorded information needed to respond to your request. I can confirm the SME's response, below. Gloucestershire Constabulary's responses are shown in ***bold, italics***.

**Recruitment and Occupational Health Assessment**

Does your force undertake hearing assessments during recruitment for:
- Police Officers ***Yes***
- Special Constables ***Yes***
- PCSOs ***Yes***
- Force Control Room staff / Call Handlers ***Yes***
- Detention Officers ***No***
- Other operational roles ***Force Armourer***

What hearing assessment methods are used during recruitment?
- Pure Tone Audiometry (PTA)
- ***In Occupational Health (OH) as part of pre-placement medical***
- Speech in Noise testing (SiN)
- ***External, if required***

Where an applicant does **not use hearing aids** and fails the initial hearing standard:

What further assessment process is followed?

- ***Escalation to Force Medical Advisor to review PTA. Referral for SiN test to assess fitness for role. Referral to Audiologist if hearing aids likely recommended. FMA to review report back from SiN test.***

Are any functional hearing assessments undertaken?

- ***No information held.***

Who makes the final fitness-for-role decision?

- ***Force Medical Adviser.***
- ***If not declared fit for role appointment panel will make final decision.***
- ***Gloucestershire Constabulary follows College of Policing guidance.***

Is there a formal panel or governance process?

- ***As above where appropriate an appointment panel is needed.***

Where an applicant **uses hearing aids** and does not meet standard audiometric thresholds:

- What assessment pathway is followed?
  ***Consideration of functional hearing test – our OHT to be trained on the AFFM National Police Wellbeing Service CGG Good Practice Library Hub – Functional Hearing Test July 2026 also referral for SIN test available via Nottingham Constabulary.***
- Do you utilise the NPWS Hearing Aid Wearer Functional Hearing Test?
  ***We have a copy of this (as above) but have not had reason to us it.***
- Is specialist audiology advice obtained?
  ***Yes, if required***
  Is Force Medical Adviser input required?
  ***Yes***
- How are recruitment decisions made and governed?
  ***FMA currently makes decision.***

Have you developed any local guidance, policy, standard operating procedure, decision-making framework or risk assessment process relating to hearing aid users in recruitment?

- ***Not currently – Gloucestershire Constabulary follows College of Policing guidance.***

**Reasonable Adjustments Following Appointment**
Once an applicant joins the organisation, what process is followed to ensure hearing-related reasonable adjustments are implemented?

- ***Once a person joins, they are expected to meet the standards defined by the College of Policing.***
- ***If they don't meet the standards – further referrals are sent to audiology to see what support is required.***

Which department(s) have responsibility for coordinating hearing-related reasonable adjustments?

- ***Occupational Health***
- ***HR via a workplace inclusivity coordinator.***

- ***ICT***
- ***EDI Team***
- ***Line Management***
- ***Operational Learning/Initial training***

Do you have a documented process to ensure reasonable adjustments identified during recruitment transfer into employment and operational deployment?

- ***Yes, we have a reasonable adjustment guide and a template for a workplace adjustment plan.***

What governance arrangements exist for agreeing hearing-related reasonable adjustments?

**Airwave, Radio and Control Room Solutions**

1. Does your force currently support hearing aid users with:
   - Airwave handheld radios
   - Remote Speaker Microphones
   - Bluetooth solutions
   - Telecoil/T-loop systems
   - Bone conduction devices
   - ICCS/Control Room solutions
   - Other communication technologies

If supported, please provide:

- The process for requesting equipment.
- Which department authorises equipment.
- Which department funds equipment.
- Any approval or governance process.

- ***From a reasonable adjustment perspective**, **we can confirm that the force supports colleagues with differing levels of hearing loss. Any necessary equipment will be provided through Occupational Health.***

Does your force have any local policy, SOP, decision tree or guidance relating to:

- Airwave and hearing aids.
- Bluetooth connectivity.
- Hearing aid compatibility.
- Control room headset solutions.
- ***No information held***

**ICT, Information Security and Governance**

What role does ICT play in implementing hearing-related reasonable adjustments?

- ***Implements solutions requested or advises on other solutions.***

Is your Information Security Team, ISAU, SIRO, Accreditor, or equivalent function involved in approving hearing aid connectivity solutions?

- ***Yes***

Does your force require:

- Information security assessment

**Benchmarking and Good Practice**

- ***Gloucestershire Constabulary works with other forces and Occupational Health Nurse Advisors to the Police Service (OHNAPS) for benchmarking.***

Has your force encountered any significant challenges regarding:

- Recruitment of hearing aid users?
- Airwave compatibility?
- ICCS compatibility?
- Bluetooth governance?
- Reasonable adjustment implementation?

- ***No information held***

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