

28 April 2026

FOI Ref 22785

Request - You asked Staffordshire Police (SP) the following:

1. Public-Facing Policies

Any policies, procedures, guidance documents, or standard operating procedures relating to assistance dogs in public contexts, including but not limited to:

- Interaction with members of the public accompanied by assistance dogs
- Enforcement or application of legislation relating to assistance dogs, including under the Equality Act 2010
- Handling complaints or incidents involving assistance dogs
- Guidance on recognising or verifying assistance dogs

2. Internal Workforce Policies

Any policies, procedures, guidance documents, or reasonable adjustment frameworks relating to assistance dogs for:

- Serving police officers
- Police staff
- Volunteers or contractors

Including (where held):

- Workplace adjustments involving assistance dogs
- Occupational health guidance
- Risk assessments or operational considerations
- Approval processes, restrictions, or conditions

3. Training and Internal Guidance

Any training materials, briefings, or internal communications provided to officers or staff relating to assistance dogs (public-facing or internal use)

4. Equality and Inclusion Documentation

Any equality, diversity, or inclusion policies that specifically reference assistance dogs

5. Workforce Data – Assistance Dogs

Please provide information on whether your force currently has, or has previously had:

- Any serving police officers with an assistance dog
- Any police staff with an assistance dog

Where this information is held, please provide:



- The number of individuals (current and, where readily available, historic)
- The general role type (e.g. frontline officer, operational support, or staff role)
- Whether the assistance dog was accommodated as a workplace adjustment

SP received your request on 20/04/2026 and have processed this under the Freedom of Information Act (FOIA).

SP's response to your enquiry is as follows:

SP does not hold the requested information.

1. Public-Facing Policies

Any policies, procedures, guidance documents, or standard operating procedures relating to assistance dogs in public contexts, including but not limited to: – **No information held.**

- Interaction with members of the public accompanied by assistance dogs – **No information held.**
- Enforcement or application of legislation relating to assistance dogs, including under the Equality Act 2010 – **No information held.**
- Handling complaints or incidents involving assistance dogs – **No information held.**
- Guidance on recognising or verifying assistance dogs – **No information held.**

2. Internal Workforce Policies

Any policies, procedures, guidance documents, or reasonable adjustment frameworks relating to assistance dogs for:

- Serving police officers – **No information held.**
- Police staff – **No information held.**
- Volunteers or contractors – **No information held.**

Including (where held):

- Workplace adjustments involving assistance dogs – **No information held.**
- Occupational health guidance – **No information held.**
- Risk assessments or operational considerations – **No information held.**
- Approval processes, restrictions, or conditions – **No information held.**

3. Training and Internal Guidance

Any training materials, briefings, or internal communications provided to officers or staff relating to assistance dogs (public-facing or internal use) – **No information held.**

4. Equality and Inclusion Documentation

Any equality, diversity, or inclusion policies that specifically reference assistance dogs – **No information held.**

5. Workforce Data – Assistance Dogs

Please provide information on whether your force currently has, or has previously had:

- Any serving police officers with an assistance dog – **No information held.**
- Any police staff with an assistance dog – **No information held.**

Where this information is held, please provide:

- The number of individuals (current and, where readily available, historic) - **Not applicable.**
- The general role type (e.g. frontline officer, operational support, or staff role) - **Not applicable.**
- Whether the assistance dog was accommodated as a workplace adjustment - **Not applicable.**

Advice and assistance

Section 16 of the Act places an obligation upon the Authority to provide advice and assistance, to comply with this obligation please see below.

Please use the following link to 'Assistance Dogs UK' for the ADUK-Quick-Guide-for-Police-FINAL.pdf. This is a guide that offers practical advice for Police Services on how to support a disabled person and their assistance dog whilst in contact with the police. The guide is accepted by all police services in England and Wales: [ADUK-Quick-Guide-for-Police-FINAL.pdf](#)

Please note that the FOI Act 2000 only extends to requests for recorded information. It does not require public authorities to create information to answer questions generally; only if the information is already held in recorded form. The Act does not extend to requests for information about policies or their implementation, or the merits or demerits of any proposal or action - unless, of course, the answer to any such request is already held in recorded form.

Please be advised that all Freedom of Information request responses are published on the SP website although personal details are not included.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from SP, 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 within two months of the date of receipt of this email, and should be addressed to:

IAT@staffordshire.police.uk

Or by Post to:

Information Access Team
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

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 Information Access Team within two months of the SP response to the original FOI request.



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3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by a supervisor who is independent from the original Decision Maker. The Information Access Team 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 forty working days.

The independent supervisor 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, considering the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the independent supervisor will reply to the appellant with the result of the review. If the appellant 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 link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Information Access Team