

30 March 2026

FOI Ref 22677

Request - You asked Staffordshire Police (SP) 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

o 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

o 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).

SP received your request on 17/03/2026 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) 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
– **No information held.**

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 – **No information held.**

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). – **No information held.**

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.

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.

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



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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