



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date: 27/03/2026

2026/335 - BSL interpreters on emergency scene

In response to your recent request for information regarding;

Although excess cost removed the forces obligations under the Freedom of Information Act, as a gesture of goodwill, I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. 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.

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**

Year	Incidents created from 999 BSL	Attendance time recorded
2022	11	
2023	79	4
2024	203	4
2025	240	16
Grand Total	533	24

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**

Our information is set up and searchable for our policing purposes. To obtain the information in the format you have requested would involve manually reviewing each record on our force system. The cost of providing you with the information is above the amount to which we are legally required to respond i.e. the cost of retrieving the information exceeds the 'appropriate level' as stated in the Freedom of Information (FOI) Fees and Appropriate Limit regulations 2004.

Therefore, in accordance with the FOI Act 2000 the information you have requested is exempt under Section 12 (1), and this letter acts as a Refusal Notice under section 17 (5) of the legislation.

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Police Headquarters,
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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).

We use Language Line Ltd and are contracted with BSL but not as a standalone service. We would contact Language Line to provide an interpreter for sign language to assist their investigations this service is available 24/7/365.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 23/03/2026