



Response Date:13/05/2026

2026/451 - Deaf People and the Use of Interpreting Services in Policing

In response to your recent request for information regarding;

Please provide the following information for the period 1st April 2025 – 31st March 2026:

- 1. Does the Police Force record whether a person is Deaf, hard of hearing, or a British Sign Language (BSL) user when they come into contact with police services (e.g. victims, witnesses, suspects, detainees)?**

If yes, please state how this information is recorded.

Depending on the circumstances of the incident, when the person contacts the Force Control Centre, if the person is deaf or hard of hearing it may be recorded as a vulnerability on the ICAD event.

- 2. Within Police records, how many individuals are currently recorded as:**

- 1. Deaf**
- 2. Hard of hearing**
- 3. Deaf blind**
- 4. BSL users?**

Counts of Niche nominals where the owning agency is NWP, there is a current ailment warning associated with the nominal with the following key words recorded in the warning remarks:

Deaf
Deaf blind
Hard of hearing
BSL/sign language

Count Nominals (Deaf)	446
Count Nominals (Deaf Blind)	0
Count Nominals (Hard of Hearing)	198
Count Nominals (BSL)	22

Please note: nominals may appear in multiple counts if multiple key words appear in the warning remarks.

- 3. Does the Police Force record communication needs for Deaf individuals (e.g. requirement for a BSL interpreter)?**

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

If yes, how?

If yes, are these needs routinely flagged for future contact?

In addition to the language services provision, the FCC is about to go live with the 101 non-emergency BSL service in May 2026. This is in addition to the 999 BSL national service with the 101 service a paid service which not every force in the country has and will offer the deaf or hard of hearing callers to report non urgent incidents to the police and allow officers dealing to recontact the person.

4. Does the Police Force provide professional BSL interpreters for Deaf people during police interactions?

Please confirm whether this includes interviews, reporting crime, and custody settings. –

Yes via our language services provider.

5. Please provide the total number of BSL interpreter bookings made in each year during the period.

7 attendances to sites across the region.

6. In the same period, how many police interactions involving Deaf people took place where a BSL interpreter was:

a) Requested 10

b) Provided 7

c) Requested but not provided 3

7. Does the Police Force have a written policy or guidance relating to accessible communication or working with Deaf people?

No.

8. Do you offer alternative methods to telephone communication for deaf people when contacting your service? If so, please specify which methods are available.

999/101 BSL and Webchat functionality via the force website.

For the avoidance of doubt: - Please include information held electronically and in hard copy. If the requested information is held in more than one format, please provide all versions. If any of the information is exempt, please specify which exemption is being relied upon and provide any information that can be disclosed.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 12/05/2026