

T/Chief Constable
T/Chief Constable Darren Martland
Police Headquarters
Carleton Hall Penrith,
Cumbria
CA10 2AU



22nd August 2025

Dear

FREEDOM OF INFORMATION REQUEST – FOI 782/25 Reasonable Adjustments for Deaf Individuals

I refer to your request for information which was received by Cumbria Constabulary on 27th July 2025. I note you seek access to the following information:

*Under the Freedom of Information Act 2000, I am formally requesting all relevant information and documentation held by **Cumbria Police** in relation to the legally required reasonable adjustments made to ensure Deaf individuals and those with additional communication needs have fair and equal access to your services.*

This request relates specifically to your legal obligations under the Equality Act 2010, including:

- *Sections 20 and 21 – the duty to make reasonable adjustments for disabled people;*
- *Section 149 – the Public Sector Equality Duty;*
- *And, where relevant, sector-specific legislation such as:*
 - *The Accessible Information Standard,*
 - *The Care Act 2014*
 - *The SEND Code of Practice*
 - *Or other relevant regulatory frameworks for your sector.*

To be clear: this request is not about your responsibilities as an employer or about the employment of Deaf staff.

It relates specifically to your service provision, and the measures in place to ensure that Deaf individuals and others with communication disabilities can:

- *Access services equitably;*
- *Communicate directly with your staff without reliance on family members, carers or third parties;*
- *Receive the reasonable adjustments they are legally entitled to.*

Please include:

1. *Copies of any policies, procedures or internal guidance relating to communication access for Deaf or non-verbal service users;*
2. *Details of any training provided to staff (including frontline, customer-facing, safeguarding, or clinical teams) in basic communication methods such as British Sign Language (BSL), Makaton, or other augmentative and alternative communication (AAC) tools;*
3. *A breakdown of how your organisation currently meets its duty to make reasonable adjustments under the Equality Act 2010 in relation to communication accessibility;*
4. *Any audits, assessments, or internal reviews conducted regarding compliance with the Equality Act 2010 or Accessible Information Standard (if applicable).*

Your request for information has now been considered and I can confirm Cumbria Constabulary does hold some information relevant to your request and where this is the case I have today decided to disclose this to you.



EMPLOYER RECOGNITION SCHEME

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Communication –

- For individuals who are deaf, hearing impaired or have speech difficulties, the Constabulary will arrange Sign Interpreters to be present during interviews or statement taking.
- Text Type service via BT for anyone who is deaf or hearing impaired.
- Emergency Text Service - individuals can register their mobile phones to use to the 999 service.

Legal Rights and Entitlements

- PACE Codes of Practice clearly state that if someone appears to be deaf then they must be treated as such.

Understanding their rights

- The custody staff will ensure that they provide written copies of the rights and entitlements or will appoint a sign interpreter to do the same.
- Custody Suites are fitted with Induction loops to ensure that the sound is amplified.
- In some cases, the custody officer will treat the deaf / hearing impaired person as a vulnerable person and may appoint an Appropriate Adult.

Contacting us

- On the Cumbria Police website, you can find information regarding contacting us with hearing impairments which I have included below:

“Hearing or speech impairments

- If you have a hearing or speech impairment and you’ve pre-registered with the [emergencySMS service](#), you can use our textphone service 18000 or text us on 999.
- If you’re a British Sign Language (BSL) user, you can call [999 BSL](#) to use a remote BSL interpreter.”

Alternatively, if you would like to access the page directly, please follow this link:

[Contact us | Cumbria Police](#)

- Some of our stations are also fitted with Induction loops for front counters to ensure the sound is amplified.

Complaint Rights

If you believe your request has not been properly handled, or you are otherwise dissatisfied with the outcome of your request, you have the right to request an internal review.

In the first instance, please email freedomofinformation@cumbria.police.uk quoting the FOI reference number and explain why you are dissatisfied. Your complaint will be considered and a response will be provided to you after your complaint has been investigated.

If you remain dissatisfied following conclusion of the internal review, you have the right, under section 50 of the Freedom of Information Act, to complain directly to the Information Commissioner.

The address for the Information Commissioner can be found below:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire



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Complaints to the Information Commissioner can also be made online:

[Make a complaint | ICO](#)

I would like to take this opportunity to thank you for your interest in Cumbria Constabulary.



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