

30 May 2023

ICO Case Reference IC-232242-V7Q7

Request

On 11 May 2023 you asked us to confirm:

- 1. The ratio of disabled persons Vs others it employs, and any policy regards employing disabled people.*
- 2. I ask whether ICO has anybody trained to support / assist disabled persons, particularly those with cognitive impairments, with their enquiries, and the number of such persons Vs other employees.*
- 3. Any policy on assisting disabled members of the public?*

We have dealt with your request in accordance with the Freedom of Information Act (2000).

Response

We hold some information that falls within scope of your request.

In relation to point 1, please note that all information we hold about any disabilities reported by staff is based on self-declaration. Members of staff are not required to provide this information to the ICO and the data we hold reflects those who have chosen to do so. Please also note that we do not hold the information as a ratio but have provided the numbers we hold instead.

On 31 March 2023 1067 staff were employed by the ICO and 76 had declared that they had a disability at this time. This is the most up to date figure we hold. We are currently in the process of moving to a new system to record this type of information and do not hold any more recent or updated figures yet in relation to this.

We also publish relevant details about staff in our annual report, and the next report is due to be published later this year:

<https://ico.org.uk/about-the-ico/our-information/annual-reports/>

In relation to the second part of point 1, the following policies refer to employment and disability:

- Recruitment and Selection Policy and Procedure
- Accessibility and Reasonable Adjustment at Work Policy
- Dignity at Work Policy

Copies of each are attached.

Our Equality, Diversity and Inclusion policy is also relevant:

<https://ico.org.uk/media/about-the-ico/policies-and-procedures/4021379/edi-policy.pdf#:~:text=As%20part%20of%20our%20commitment%20to%20equality%2C%20diversity,the%20public%2C%20including%20those%20who%20are%20most%20vulnerable%3B>

Technically this policy is already accessible to you, and is therefore exempt from disclosure in accordance with Section 21 of the FOIA. This exempts information which is reasonably accessible to the applicant through means other than a request under the FOIA.

In relation to point 2, we do not hold any information that falls within scope. We do not have designated members of staff who specialise in supporting members of the public in relation to particular disabilities. However, all staff receive introductory training in Dignity, Diversity and Inclusion, and are made aware of our reasonable adjustments policy (link below), which provides guidance on assisting customers who access our services.

<https://ico.org.uk/media/about-the-ico/policies-and-procedures/4021378/reasonable-adjustment-policy.pdf>

In relation to point 3 our reasonable adjustments policy provides guidance in this area (see link above). This information is technically exempt in accordance with Section 21 of the FOIA, as it already accessible to you.

This concludes our response to your request.

Next steps

Please come back to us in the first instance if you would like a clarification or a review of the way your request has been handled. If you remain dissatisfied you can then request a review of our decision under the FOIA or make a complaint

about how your request has been handled by writing to the Information Access Team at the address below or email icoaccessinformation@ico.org.uk.

Your request for internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to this office in our capacity as the statutory complaint handler under the legislation. To make such an application, please write to our FOI Complaints & Appeals Department at the address below or visit our website if you wish to make a complaint under the Freedom of Information Act.

A copy of our review procedure can be accessed from our website [here](#).

Your rights

Our [privacy notice](#) explains what we do with the personal data you provide to us and what your rights are, with a specific entry, for example, for [an information requester](#). Our retention policy can be found [here](#).

Yours sincerely,



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