

Reference: 1915160

Information Requests
information.requests@ofcom.org.uk

14 November 2024

Freedom of Information request: Right to know request

Thank you for your request for information about Relay UK operators.

We received this request on 1 November 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request and our response

Under the FOIA, I respectfully request:

- 1. the typing standards required for Relay UK operators to qualify and stay qualified, in original electronic format*
- 2. the training materials given to prospective & actual Relay UK operators, in original electronic format*
- 3. a spreadsheet, in CSV format, of all test results available in electronic format of anyone who tested to be or remain a Relay UK operator, with personally identifying information pseudonymised, to include*
 - * words per minute, errors, and other metrics tested;*
 - * year of test;*
 - * year of first hire/application (as applicable);*
 - * test item (e.g. prompt content);*
 - * test thresholds for that item (e.g. passing marks, high marks, or the like);*
 - * method of testing (e.g. QWERTY, steno, etc)*
 - * whether they passed;*
 - * any other similar data available; and*
 - * a salted SHA256 hash of a unique ID for the individual, such as their NiNO, or similar pseudonymised unique identifier † that would allow analysis of individual results (including changes in their results over time and differences between cohorts) without disclosure of the individual's identity.*

† See ICO, *Anonymisation: managing data protection risk code of practice*

<https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fico.org.uk%2Fmedia%2F1061%2FAnonymisation-code.pdf&data=05%7C02%7Cinformation.requests%40ofcom.org.uk%7C07c71c5d23fd45174ffa08dcfa612e3e%7C0af648de310c40688ae4f9418bae24cc%7C0%7C1%7C638660542518113776%7CUnknown%7CTWFpbGZsb3d8eyJWljoimC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C40000%7C%7C&sdata=2QhPp3w6IGAtWfyq6P0ai%2FsWUXWW48NcdYOWEgo%2BHHo%3D&reserved=0>

We do not hold this data.

You may like to know that the approval criteria for text relay are published as Annex 4, on pages 79-80, of this [document](#). BT publishes quarterly and annual reports on compliance with these criteria [here](#).

We hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).