

Penelope Graham  
request-525923-eaaf2782@whatdotheyknow.com

data.access@justice.gsi.gov.uk

16 November 2018

Dear Ms Graham

**Freedom of Information Act (FOIA) Request – 181012010**

Thank you for your request dated 12 October in which you asked for the following information from the Ministry of Justice (MoJ):

**The visits hall at a HMP Wormwood Scrubs is located on the first floor of the building. There is a lift available for the disabled, elderly and infirm visitors**

- 1. Please provide a breakdown in years between 1.1.12 - 31.12.17 as to how many days each year this lift was out of service.**
- 2. Please provide information as to what provisions are given to a disabled visitor who could not use the stairs in these circumstances.**
- 3. Please provide the number of complaints that have arisen in the same timescales from disabled visitors who have encountered difficulties at HMP Wormwood Scrubs whether it be from access or other reasons.**
- 4 Please provide information as to evacuation procedures from the visits hall in the event of fire.**

Your request has been handled under the FOIA. I apologise for the delay in replying.

I can confirm that the MoJ holds some of the information that you have requested, and I have provided it below.

1. The MoJ does not hold any information in the scope of your request for 2012-2016. This is because there is no legal or business requirement for MoJ to do so. The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty is to only provide the recorded information held. However, we do hold information for 2017 and have provided it below:

2017 – 194 days

2. On occasions when the lift was out of action, staff facilitated anyone who could not use the stairs with a visit in the downstairs visits' room normally reserved for children's visits and open legal visits.
3. Two complaints were received in the time period you have requested.

4. Please see the document attached.

### **Appeal Rights**

If you are not satisfied with this response you have the right to request an internal review by responding in writing to one of the addresses below within two months of the date of this response.

[data.access@justice.gsi.gov.uk](mailto:data.access@justice.gsi.gov.uk)

Disclosure Team, Ministry of Justice, 10.38, 102 Petty France, London, SW1H 9AJ

You do have the right to ask the Information Commissioner's Office (ICO) to investigate any aspect of your complaint. However, please note that the ICO is likely to expect internal complaints procedures to have been exhausted before beginning their investigation.

Yours sincerely

Maureen Easton  
Briefing and Correspondence Team  
Her Majesty's Prison and Probation Service