



Your reference:

Our reference: FOI_23_1097

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 28/05/2024

Dear

Gloucestershire Constabulary Freedom of Information request FOI_23_1097

Please accept our sincere apologies for the delay in responding to your request.

On 08/11/2023 you sent an email constituting a request under the Freedom of Information Act asking the following:

1. What is the size of the resident population that your organisation serves?
 - 1.1. What percentage of the resident population in the area that your organisation serves are non-native English speakers?
 - 1.2. Does your organisation predict that the number of non-native English speakers living in the area that you serve will increase, reduce or stay the same in the next 5 years?
2. Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English?
 - 2.1. If your organisation hires professional translation or interpreting services, for what type of material do you use these services?
(E.g., do you hire professional translation services to translate website content, correspondence, legal documents? Do you hire interpreting services for meetings, interviews, anything else?)
 - 2.2. If your organisation hires professional translation or interpreting services, can you please provide figures for how much was spent by your organisation on these services and what percentage of your total expenditure this amounted to for the last 4 financial years?

Financial year	Translation & interpreting expenditure	% of total expenditure

2018/19:	£	%
2019/20:	£	%
2020/21:	£	%
2021/22:	£	%

- 2.3. Does your organisation predict that the percentage of spending on translation and interpreting services will increase, reduce or stay the same in the next 5 years?
3. Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?
 - 3.1. If machine translation is used in your organisation, under what circumstances is it used?
(Please specify by whom, in which context, using which tools, and the reason of use.)
4. Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?
 - 4.1. If your organisation follows a formal policy for the use of machine translation, can you attach a copy of such policy to your response and/or provide a link to where it can be accessed?
5. Has your organisation carried out a risk assessment of possible consequences, for your organisation and/or for the people the organisation serves, from the use of machine translation?
 - 5.1. If your organisation has carried out a risk assessment of the use of machine translation, please can you specify the risks your organisation identified?
6. Do you have an established line of accountability in the event of negative outcomes that may arise from the use of machine translation?
(E.g., an incident caused by misinformation in an important document, or by miscommunication between staff and member of the public using a phone app.)
 - 6.1. If you have an established line of accountability, can you explain how this guides response procedures to a possible negative outcome from the use of machine translation?
7. Is any training provided on the use of machine translation in your organisation?
 - 7.1. If training is provided on the use of machine translation in your organisation, can you please provide an overview of the training offered?
8. Does your organisation have any other procedures in place to adjust your communication strategy for people who may have difficulties understanding English? If so, please explain.
9. If we would like to follow up with your organisation for the purpose of further research relating to translation and/or interpreting in your organisation, could you please provide the most suitable email address to contact?

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

1. What is the size of the resident population that your organisation serves?

No information held.

Population figures can be found on the Office of National Statistics website at the following link:

- 1.1. What percentage of the resident population in the area that your organisation serves are non-native English speakers?

No information held

- 1.2. Does your organisation predict that the number of non-native English speakers living in the area that you serve will increase, reduce or stay the same in the next 5 years?

No information Held

2. Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English?

DA Languages are the approved and contracted Language Services Provider for all Interpreting and translation services for the South West Regional Police Forces

- 2.1. If your organisation hires professional translation or interpreting services, for what type of material do you use these services?
(E.g., do you hire professional translation services to translate website content, correspondence, legal documents? Do you hire interpreting services for meetings, interviews, anything else?)

Translation and interpreting services are used across the organisation as and when necessary, this may be in the case of interpreting services for meetings, translation of documents, interpreting within interviews, translation of written statements, transcribing etc.

- 2.2. If your organisation hires professional translation or interpreting services, can you please provide figures for how much was spent by your organisation on these services and what percentage of your total expenditure this amounted to for the last 4 financial years?

Financial year	Translation & interpreting expenditure	% of total expenditure
2018/19:	£ 88,546	0.08 %
2019/20:	£ 96,653	0.08 %
2020/21:	£ 107,160	0.08 %
2021/22:	£ 112,956	0.09 %

- 2.3. Does your organisation predict that the percentage of spending on translation and interpreting services will increase, reduce or stay the same in the next 5 years?

No information held

3. Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?
- 3.1. If machine translation is used in your organisation, under what circumstances is it used?
(Please specify by whom, in which context, using which tools, and the reason of use.)

No. All interpreting and translation requirements are contracted out to our approved supplier, DA Languages.

4. Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?
- 4.1. If your organisation follows a formal policy for the use of machine translation, can you attach a copy of such policy to your response and/or provide a link to where it can be accessed?

Not applicable

5. Has your organisation carried out a risk assessment of possible consequences, for your organisation and/or for the people the organisation serves, from the use of machine translation?
- 5.1. If your organisation has carried out a risk assessment of the use of machine translation, please can you specify the risks your organisation identified?

Not applicable

6. Do you have an established line of accountability in the event of negative outcomes that may arise from the use of machine translation?
(E.g., an incident caused by misinformation in an important document, or by miscommunication between staff and member of the public using a phone app.)
- 6.1. If you have an established line of accountability, can you explain how this guides response procedures to a possible negative outcome from the use of machine translation?

Not applicable

7. Is any training provided on the use of machine translation in your organisation?
- 7.1. If training is provided on the use of machine translation in your organisation, can you please provide an overview of the training offered?

Not applicable

8. Does your organisation have any other procedures in place to adjust your communication strategy for people who may have difficulties understanding English? If so, please explain.

Not applicable

9. If we would like to follow up with your organisation for the purpose of further research relating to translation and/or interpreting in your organisation, could you please provide the most suitable email address to contact?

This contract is dealt with by our South West Police Procurement Services. Further information can be found on the following link:

[Procurement and tendering | Avon and Somerset Police](#)

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post –

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary