



Your reference: N/A
Our reference: FOI_2023_0729
E-mail: FOI
@gloucestershire.police.uk
Direct dial: 01452 754304
Postal Address: As above
Date: 11/08/2023

Dear

Gloucestershire Constabulary Freedom of Information request 2023.0729

On 14/07/2023 you sent an email constituting a request under the Freedom of Information Act asking the following:

Please could I request the following information in relation to interpretation and translation?

1. How much did your force spend on interpretation/translation services for 2022/2023 financial year?
2. What were the top five languages where most costs were incurred?
3. If possible, please could you provide the answers solely for translation services?

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

The Constabulary does make use of interpretation and translation services. There is no easily retrievable data to respond to the request. The only way to determine the spend of the translation services used for the Constabulary would require a manual review of all records and all crimes where translation services have been required within the financial year of 2022/2023. This would far exceed the time limit permitted under the Freedom of Information Act.

Section 17(5) of the Freedom of Information Act 2000 requires Gloucestershire Constabulary, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states the fact, (b) specifies the exemption in question and (c) states (if not otherwise apparent) why the exemption applies.

In relation to your request Section 12 applies.

Section 12(1) – Fee Regulations states:

Section 1(1) of the Act does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit. (As detailed in the Data Protection and Freedom of Information Fees Regulations of 2004)

The appropriate limit at the moment is £450 calculated at an hourly rate of £25 per hour for all staff time incurred in:

- i. Determining whether information is held
- ii. Locating it
- iii. Retrieving it
- iv. Extracting the information to be disclosed from the other information.

In accordance with the Act, this letter represents a Refusal Notice for your request.

Providing Information Outside of the Act

By way of assistance and although excess cost removes the Force's obligations under the Freedom of Information Act, we have supplied the information relevant to your request which has already been retrieved. We trust this is helpful but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

A search has been conducted of the relevant systems for the Constabulary spend on interpretation services for the financial year of 01/04/2022 – 31/03/2023, this has also included the top five languages which occurred the most cost within this time period.

1. £112,011.66
2. Romanian, Polish, Kurdish, Cantonese and Slovak.

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