

Gloucestershire Constabulary
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Date: 03/09/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0775

On 14/08/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

I request the following recorded information for the most recent three complete financial years available, together with year-to-date figures where held:

1. Total expenditure on language interpretation and translation services (including spoken language interpreting, written translation, and any related costs such as telephone or video interpreting).
2. A breakdown of that expenditure by:
 - Spoken language interpreting
 - Written translation
 - Other interpretation/translation services (please specify)
3. The total number of interpretation/translation jobs or assignments commissioned in each year, if held.
4. The top five languages by expenditure (or by volume of assignments) in each year, together with the corresponding spend or number of assignments for each.

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

Following receipt of your request, I can confirm that searches were undertaken within Gloucestershire Constabulary in order to identify and locate the relevant information.

Unfortunately, there is no central register for this information and no way to retrieve the information by way of direct electronic searches. This is because the use of translation services can take place in a number of ways within operational policing such as during a live incident or via an arranged aspect as part of an investigation such as an interview. In order to obtain each occasion whereby translation services have been used would require the review of all incidents and crime investigations within the requested time period. Due to the fact that translation services can be dynamically deployed, all incidents would need to be reviewed for any relevant information. The same would have to be repeated for all criminal investigations. For context, for the last 3 financial years, 6th of April 2023 to the 5th of April 2026, the Constabulary has recorded in excess of 140,000 crimes. In order to ascertain if any relevant information is held, these crimes would require a manual review and would therefore clearly take far longer than the 18 hours prescribed by 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.

Section 16 – Advice and Assistance

Unfortunately, I'm unable to assist in suggesting ways of refining your request to come within the confines of Section 12 of the Act. Even reducing the timescale would not reduce the number of records enough that a manual review could be conducted within the timescale but still provide meaningful information.

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