Gloucestershire Constabulary
Police Headquarters
No.1 Waterwells, Waterwells Drive
Quedgeley, Gloucester. GL2 2AN
www.gloucestershire.police.uk

Your reference:	N/A
Our reference:	FOI_26_1072
E-mail:	FOI @gloucestershire.police.uk
Direct dial:	01452 754304
Postal Address:	As above
Date:	16/11/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_1072

On 10/11/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

Dear Gloucestershire Constabulary,

Please provide the following information.

1. The total amount spent by the force on translation and interpretation services for languages other than English in each of the financial years 2023/24, 2024/25 and 2025/26, including custody, investigation and court-related interpreting. Please include external contracts and suppliers (face-to-face, telephone and video interpreting, and written translation) and, if separately identifiable, the cost of in-house interpreters or translators. Please exclude British Sign Language, Welsh and Gaelic.

2. Only if readily held: the main supplier(s) used in 2025/26 and the five languages with the highest spend or number of requests in that year.

3. The number of posts (FTE), whether police officers or police staff, currently in place whose main responsibility is supporting, liaising with or engaging migrant, refugee or asylum seeker communities (for example community liaison or engagement officers for these communities, or officers assigned to asylum accommodation sites). For each post, please give the job title and team, the rank or staff grade of the post, whether it is permanent or fixed-term, and whether it is funded wholly or partly by central government grant.

4. The total combined cost of the posts in Q3 in 2025/26.

I am not requesting names or individual salaries.

We are committed to being an anti-discriminatory organisation. This means not only acting in a non-discriminatory way, but addressing systemic inequalities, disadvantage and discrimination.

If answering in full would exceed the cost limit, please prioritise Q1 and advise me under section 16 what can be provided.

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

Following receipt of your request we have sourced to the relevant departments within the Constabulary. After review to satisfy your request, it would mean that it would require downloading and analysing over 144 excel spreadsheets of data. To process your request, it would require a manual review of all identified reports to ascertain what relevant information is held. To conduct this manual review, it would 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.

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.

To assist you, If you were to submit a new request asking for the information without excluding the Welsh and Gaelic information this could be possible for us to release the information to you.

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