

Our Ref: 005872/20



Freedom of Information Section
Nottinghamshire Police HQ
Sherwood Lodge, Arnold
Nottingham NG5 8PP

Tel: 0115 967 0999
Ext 318 0888
Fax: 0115 967 2896

15 September 2020

Request under the Freedom of Information Act 2000 (FOIA)

I write in connection with your request for information, which was received by Nottinghamshire Police on 04/09/2020.

Following receipt of your request searches were conducted within Nottinghamshire Police to locate the information you require.

RESPONSE

Under S 1 (1) (a) of the Freedom of Information Act 2000 (FOIA), I can confirm that Nottinghamshire Police does hold the information you have requested.

1. Please can you complete the information below regarding your interpretation, translation and British sign language services being used at your organisation.

a. How many requests for interpreting you have had for 2019 and 2020 to date

b. How many requests for translations you have had for 2019 and 2020 to date

c. How much the annual cost for interpreting was for 2019

d. How much the annual cost for interpreting was for 2020 to date

e. How much the annual cost for translating was for 2019

- f. How much the annual cost for translations was for 2020 to date***
- 2. Can you please tell me who your current supplier(s) is and provide a breakdown of the cost of the services.***
- 3. Please list your top ten most popular languages for the last 2 years***
- 4. Can you please provide details of your current provider(s) (company name, date contract was awarded and date of renewal?)***
- 5. What language services have you provided during the COVID19 pandemic?***
- 6. How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?***
- 7. Are you providing video interpreting services? How is this being provided and what are the costs per minute?***
- 8. Can you please provide the name and contact details of the person responsible for the set up and implementation for Interpreting and Translation services.***

Name:

Position:

Email:

Contact Number:

Department:

This information is not recorded in an easily retrievable format. To locate, retrieve and extract the requested information requires a manual search of all records held. We do not record this information in any retrievable field that would allow us to search for all incidents in which a victim or suspect requires the use of an interpreter/translator. Nottinghamshire Police have separate providers for telephone and face-to-face interpretation. The telephone translation services are provided by thebigword, and face-to-face interpretation is provided by Cintra. For example calls to the control room where the person requires a translator would require the call handler to contact our interpreter/translator services and this would be recorded within the body of the incident report we'd therefore need to manually review all incident to locate and extract that piece of information. The work necessary to locate and extract this information would certainly exceed 18 working hours.

This letter constitutes a refusal notice under Section 17(5) of the Freedom of Information Act 2000 with Section 12(1) of the act being applied

12. – (1) Section 1(1) 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.

Should you wish for the Force to continue with your request, a more accurate figure will be provided within a fee's notice. The cost will need to be paid by you, prior to any further investigation. Please advise if you wish to proceed.

Alternatively you are invited to refine your request to bring it within the cost threshold – Due to how the data is stored and the large number of data recorded I am unable to suggest a refinement that would bring the request within the cost threshold.

In accordance with the Act, once one part of the request exceeds the cost threshold the entire request exceeds the cost threshold. However, in the spirit of the act but outside of it I am able to provide some information which may assist you.

Nottinghamshire Police have separate providers for telephone and face-to-face interpretation. The telephone translation services are provided by thebigword, and face-to-face interpretation is provided by Cintra.

Cost are published on our website under 'Payments over £500 – January 2015 onwards' this is broken down by month and the costs for both 'Cintra' and 'thebigword' are listed

<https://www.nottinghamshire.police.uk/access-information/spending>

This letter constitutes a refusal notice under Section 17 (5) of the Freedom of Information Act 2000.

Complaints Rights

Your attention is drawn to the enclosed review procedure, which details your right of complaint.

Copyright

Nottinghamshire Police in complying with their statutory duty under Sections 1 and 11 of the Freedom of Information Act 2000 (FOIA) to release the enclosed information will not breach the Copyright, Designs and Patents Act 1988. However, the rights of the copyright owner of the enclosed information will continue to be protected by law. Applications for the copyright owner's written permission to reproduce any part of the attached information should be addressed to the Force Solicitor, Nottinghamshire Police, Force Headquarters, Sherwood Lodge, Arnold, Nottinghamshire, NG5 8PP.

I would like to take this opportunity to thank you for your interest in Nottinghamshire Police.

Should you have any further enquiries concerning this matter, please write or contact the Freedom of Information Officer on telephone number 0115 9670999 Ext 318 0888 or e-mail freedomofinformation@Nottinghamshire.pnn.police.uk quoting the above reference number.

Yours sincerely

A handwritten signature in black ink, appearing to be 'J. B. R.', written in a cursive style.

Electronically signed on behalf of Information Request Team

Are you dissatisfied with your response?

Nottinghamshire Police has a duty to implement a complaints process in relation to Freedom of Information Act requests. If you are not content with our response, you may appeal, this process is known as an 'Internal Review'

Internal reviews are intended to be a fair and impartial means of reviewing the original request process.

You can appeal about your request if you:-

- Disagree with the Forces interpretation of your request;
- Believe the Force hold more information than has been disclosed to you;
- Disagree with the application of exemptions;

How do I appeal?

All appeals should be made in writing and sent to:-

Information Management
Nottinghamshire Police
Force Headquarters
Sherwood Lodge
Arnold
Notts
NG5 8PP

or alternatively freedomofinformation@nottinghamshire.pnn.police.uk

To deal with your appeal as quickly as possible please provide the unique identification number provided with your response and the reasons for your appeal.

Once we have received your request for appeal, your FOI response will be reviewed in full to identify any problems in the disclosure.

The review will be undertaken by someone different from, and preferably senior to, the original decision maker and this should be completed within 20 working days from receipt, in exceptional circumstances it may be extended by a further 20 working days.

Your request for review must be received within 28 calendar days of your response. If your request for review is not received within this time period a review will not be considered.

What if I'm still not satisfied?

You can appeal to the Information Commissioner. You can contact the Information Commissioner Office at the following:-

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

E-mail: casework@ico.org.uk

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