



5<sup>th</sup> April 2019

## Freedom of Information Request Reference N<sup>o</sup>: FOI 001074/19

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 18<sup>th</sup> March 2019 in which you sought access to the following information:

Regarding your usage of interpretation services, I would like to make the following requests under the Freedom of Information Act:

- 1 Request for Norfolk & Suffolk Police
  - A What level of KPI's does Norfolk & Suffolk Police forces place on their linguist service provider contract in relation to face to face bookings
  - B What level of service credits are applied to the contract and how much has been paid in the past two years
  - C What was the level of fulfilment for Face to face linguist bookings in the past 3 months

### Response to your Request

The response provided below is correct as of 27<sup>th</sup> March 2019.

Norfolk and Suffolk Constabularies have located the following information as relevant to your request.

Q1A 98% fulfilment rate within 2 hours of request for urgent Face to Face  
98% fulfilment rate between 2 and 24 hours  
98% fulfilment rate between 24 hours + of request

Q1B Service level credits are not applied to the contract.

Q1C 55.6% / 61.5% / 50% fulfilment rates within 2 hours of request for urgent Face to Face for December / January / February  
100% fulfilment rate between 2 and 24 hours of request for December / January / February  
100% fulfilment rate between 24 hours + of request for December / January / February

This response will be published on the Constabularies web-site under the Freedom of Information pages:-

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>

<https://www.suffolk.police.uk/services/freedom-information/disclosure-logs>

Should you have any further queries concerning this request, please contact Amanda Gibson, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;  
<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the  
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 40 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker  
Information Management Department  
Norfolk Constabulary  
Operations and Communications Centre  
Jubilee House  
Falconers Chase  
Wymondham  
Norfolk NR18 0WW  
OR  
Email: [freedomofinformation@norfolk.pnn.police.uk](mailto:freedomofinformation@norfolk.pnn.police.uk)*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at [www.ico.org.uk](http://www.ico.org.uk) or contact them at the address shown below:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 01625 545 700