



Freedom of Information Request Reference N^o: FOI 001167-18

I write in connection with your request for information received by Norfolk and Suffolk Constabularies on the 28 March 2018, in which you sought access to the following information:

1. *"The name of any private company that provides translation / interpreting services for your police force"*
2. *The number of occasions in each of the past five financial years in which scheduled meetings or appointments between police officers or civilian staff employed by the police and potential witnesses or suspects have been cancelled or delayed because a translator / interpreter provided by this company was not available*
3. *Any estimate of the cost of the cancellations and delays in 2, above"*

Response to your Request

The response provided below is correct as of 28 March 2018

Norfolk and Suffolk Constabularies have considered your request for information and our response is below.

1. Capita Translation and Interpreter Service.

Please see the below web-link for further details:

<https://www.blpd.gov.uk/foi/foicontractview.aspx?contractid=35478>

2. We are only able to provide data concerning our current contact with the private company Capita, which commenced on 1 October 2017. Information prior to this date is not held, and related to our past provider INTRAN which was a local authority partnership as opposed to a private company.

Since this 1 October 2017, 9 cancellations have been made by Capita.

3. Suffolk and Norfolk Constabulary do not hold estimations of the cost, and are not obliged to create new information under the FOI Act.

Should you have any further queries concerning this request, please contact Clair Pack, 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 20 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
Suffolk Constabulary
Police Headquarters
Martlesham Heath
Ipswich
Suffolk
IP5 3QS
OR
Email: information@suffolk.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 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