



16th November 2020

Freedom of Information Request Reference N^o: FOI 003641/20

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 30th October 2020 in which you sought access to the following information:

What is the expiry date/s of your current language services contracts including telephone interpreting, face to face interpreting and translation?

What was the spend by year for the last 2 financial years (2018 and 2019) in total and broken down by service

- Telephone Interpreting
- Face to Face Interpreting
- British Sign Language
- Translation

Who is the Contract Manager and Senior Responsible Owner for the force in regard to language services?

Response to your Request

The response provided below is correct as of 10th November 2020.

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

Details of the contracts for interpreting and translation can be found on the Bluelight Procurement Database website, via the link provided below:

<https://www.blpd.gov.uk/foi/foi.aspx#&&/wEXBgUNU29ydERpcmVjdGlvbgUJQXNjZW5kaW5nBQtkZGxBcmNoaXZIZAUBMAUOU29ydEV4cHJlc3Npb25lBQlQYWdISW5kZXgFATAFD2RkbE9yZ2Fu aXNhdGlvbgUCMjYFDWRkbENhdGVnb3JpZXMFajUySRCnu0eEUWbnxDuJcH4oLy8iido=>

Under Section 21(1) of the Freedom of Information Act (2000), public authorities are not required to provide information that is reasonably accessible to the public by other means; in this case via BLPD, therefore in accordance with Section 17 of the Freedom of Information Act (2000), this serves as a Refusal Notice for this part of your request.

The Constabularies do not hold the details of spend broken down by category.

The total spend on interpreting and translating for the financial year 2019/20 was £441,938. This is for both Norfolk and Suffolk. Of this figure, £437,902 was with the main contracts, CINTRA and CAPITA. The remainder was with ad-hoc suppliers.

For the financial year 2018/19 the cost of interpreting/translating for both Norfolk and Suffolk was £378,450. Of this figure £366,209 was with the main contract CAPITA. The remainder was with ad-hoc suppliers.

The contract is managed by the Supplier Relationship Management Team, 7 Forces Procurement. The email address is 7forceprocurement@ecis.police.uk

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*

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