

WILTSHIRE POLICE



Via Email



Police Headquarters

London Road
DEVIZES
Wiltshire
SN10 2DN

disclosure@wiltshire.police.uk

Date 21/12/2023

Our ref **FOI 2023/1080**

Reply contact name is:

Dear *****,

I write in connection with your request for information, dated 09/11/2023, concerning translation services and technologies.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Following receipt of your request, searches were conducted with the procurement unit, the force policy officer and strategic support team of Wiltshire Police.

Your request for information has now been considered and it is not possible to meet your requirements in full.

You wrote with **Response:**

1 What is the size of the resident population that your organisation serves?

Response: Please note this can be found using Census data. S21 exemption applied.
[Wiltshire population change, Census 2021 – ONS](#)

1.1 What percentage of the resident population in the area that your organisation serves are non-native English speakers?

Response: n/a

1.2 Does your organisation predict that the number of non-native English speakers living in the area that you serve will increase, reduce or stay the same in the next 5 years?

Response: n/a

2 Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English?

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Response: [Yes]

- 2.1 If your organisation hires professional translation or interpreting services, for what type of material do you use these services?

(E.g., do you hire professional translation services to translate website content, correspondence, legal documents? Do you hire interpreting services for meetings, interviews, anything else?)

Response: Translation and interpreting services are used across the organisation as and when necessary, this may be in the case of interpreting services for meetings, translation of documents, interpreting within interviews, translation of written statements, transcribing etc).

- 2.2 If your organisation hires professional translation or interpreting services, can you please provide figures for how much was spent by your organisation on these services and what percentage of your total expenditure this amounted to for the last 4 financial years?

Response:

Financial year	Translation & interpreting expenditure	% of total expenditure
2018/19:	£ £118,336	%
2019/20:	£ £107,774	%
2020/21:	£ £126,450	%
2021/22:	£ £99,423	%

- 2.3 Does your organisation predict that the percentage of spending on translation and interpreting services will increase, reduce or stay the same in the next 5 years?

Response: It is not possible to say – spend is dependent on the market conditions and demand for these services.

- 3 Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?**

Response: [No]

- 3.1 If machine translation is used in your organisation, under what circumstances is it used?

(Please specify by whom, in which context, using which tools, and the reason of use.)

Response: All interpreting and translation requirements are contracted out to our approved supplier: DA Languages

- 4 Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?**

Response: [Yes/No]

- 4.1 If your organisation follows a formal policy for the use of machine translation, can you attach a copy of such policy to your response and/or provide a link to where it can be accessed?

Response: n/a

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5	Has your organisation carried out a risk assessment of possible consequences, for your organisation and/or for the people the organisation serves, from the use of machine translation? Response: [No]
5.1	If your organisation has carried out a risk assessment of the use of machine translation, please can you specify the risks your organisation identified? Response: n/a
6	Do you have an established line of accountability in the event of negative outcomes that may arise from the use of machine translation? (E.g., an incident caused by misinformation in an important document, or by miscommunication between staff and member of the public using a phone app.) Response: [No]
6.1	If you have an established line of accountability, can you explain how this guides response procedures to a possible negative outcome from the use of machine translation? Response:
7	Is any training provided on the use of machine translation in your organisation? Response: [No]
7.1	If training is provided on the use of machine translation in your organisation, can you please provide an overview of the training offered? Response:
8	Does your organisation have any other procedures in place to adjust your communication strategy for people who may have difficulties understanding English? If so, please explain. Response: The Community Engagement Delivery Plan 2022-2024 – Need to Reach section – Includes the following commitments: ➤ We will ensure our digital services are accessible and meet the needs of our diverse communities – for example those with visual impairment or English as a second language. ➤ We will ensure that content published on our channels is readable and understandable so that it can be more easily adapted via translation and accessibility services utilised by members of the public. The delivery plan is a page on the Force Website. The  Community Engagement Strategy 2022-2025 also recognises that language (amongst other things) can be a barrier and that building and maintaining

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	relationships and trust with those communities as being important. However neither the plan or the strategy state how engagement is carried out
9	If we would like to follow up with your organisation for the purpose of further research relating to translation and/or interpreting in your organisation, could you please provide the most suitable email address to contact?
	Response: Translation and interpreting sits under the Supt. Crime Standards and Justice remit. The request would need to come through 101 or the enquiry office

Section 17 of the Freedom of Information Act 2000 requires Wiltshire Police, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies. In accordance with the Freedom of Information Act 2000 this letter acts as a Refusal Notice for those aspects of your request.

Exemption applied:

Section 21: Information accessible to applicant by other means.

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

(2) For the purposes of subsection (1)—

(a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and

(b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Force Disclosure Decision Maker



Wiltshire Police offers a re-examination of your case under its review procedure.



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Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office

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Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>