| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-2642  Responded to: 6th December 2023 |
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Your recent request for information is replicated below, together with our response.

## 1. Please confirm your overall spending on Translation and Interpreting Services, for each of the financial years:

## a. 2020-2021:

In the financial year 2020/2021, £762,644.52 was spent on translation and interpreting costs.

## b. 2022-2023:

In the financial year 2022/2023, £504,722.03 was spent on translation and interpreting costs.

## 2. Please provide a breakdown of languages for the last 12 months

In response to your request, I regret to inform you that I am unable to provide you with the information you have requested, as it would prove too costly to do so within the context of the fee regulations.

As such, and in terms of Section 16(4) of the Freedom of Information (Scotland) Act 2002 where Section 12(1) of the Act (Excessive Cost of Compliance) has been applied, this represents a refusal notice for the information requested.

By way of explanation, the data cannot be provided solely for 12 months as the data is held in financial years.

In order to extract data for the past 12 months a manual search of all invoices would be required to identify translation invoices and extract the relevant date information. With many thousands of invoices held, this is an exercise that would greatly exceed the cost threshold set out within the Act.

Police Scotland have assessed that the £600 cost limit within the Act equates to 40 hours of work and so this part of your request would breach the cost threshold.

To be of assistance the list below provides the language interpretation used for the financial year 2022/2023 and from April 2023 until 19 October 2023.

Akan Interpreters

Albanian Interpreters

Amharic Interpreters

Arabic Interpreters

Armenian Interpreters

Assyrian Interpreters

Azerbaijani Interpreters

Bangladeshi Interpreters

Behdini

Bengali Interpreters

Bosnian Interpreters

Bulgarian Interpreters

Burmese Interpreters

Cantonese Interpreters

Croatian Interpreters

Czech Interpreters

Danish Interpreters

Dari Interpreters

Dutch Interpreters

Edo Interpreters

Farsi Interpreters

Filipino Interpreters

Finnish Interpreters

French Interpreters

Fulani Interpreters

Gaelic Interpreters

Georgian Interpreters

German Interpreters

Ghanaian Interpreters

Greek Interpreters

Gujarati Interpreters

Haitian Creole Interpreters

Hausa Interpreters

Hindu Interpreters

Hungarian Interpreters

Igbo Interpreters

Indonesian Interpreters

Italian Interpreters

Japanese Interpreters

Korean Interpreters

Kurdish Interpreters

Laotian Interpreters

Latvian Interpreters

Lingala Interpreters

Lithuanian Interpreters

Malayalam Interpreters

Malaysian Interpreters

Mandarin Interpreters

Mandingo Interpreters

Mirpuri Interpreters

Moroccan Interpreters

Napalese Interpreters

Nepalese Interpreters

Nigerian Pidgin Interpreters

Oromo Interpreters

Pashto Interpreters

Pidgin English Interpreters

Polish Interpreters

Portuguese Interpreters

Punjabi Interpreters

Romanian Interpreters

Rundi Interpreters

Russian Interpreters

Serbian Interpreters

Sign Language Interpreters

Sinhalese Interpreters

Slovakian Interpreters

Somalian Interpreters

Soninke Interpreters

Sorani Interpreters

Spanish Interpreters

Sudanese Interpreters

Swahili Interpreters

Swedish Interpreters

Sylheti Interpreters

Tagalog Interpreters

Tamil Interpreters

Telugu Interpreters

Thai Interpreters

Tigrynian Interpreters

Turkish Interpreters

Ukranian Interpreters

Urdu Interpreters

Uzbek Interpreters

Vietnamese Interpreters

Yoruba Interpreters

Zulu Interpreters

## 3. What languages were your suppliers not able to supply in 2022?In terms of Section 17 of the Act, I can confirm that the information you have requested is not held by Police Scotland.

In terms of Section 17 of the Act, I can confirm that the information you have requested is not held by Police Scotland.

By way of explanation Police Scotland have no record of any language that could not be provided.

## 4. Which external supplier(s) do you currently use to deliver your interpreting and translation services ?

To supply translation services Police Scotland work with Global Connections (Scotland) Ltd; Global Language Services Ltd; D A Languages Ltd; Deaf Action and Sign Language Interactions Ltd.

## 5. Are you able to provide approximate fee / interpreting session for:

## a. In-person/face to face interpreting

## b. Telephone interpreting

## c. Video interpreting

In response to these questions, in terms of Section 16 of the Freedom of Information (Scotland) Act 2002, I am refusing to provide you with this information. Section 16 requires Police Scotland when refusing to provide such information because it is exempt, to provide you with a notice which:

(a) States that it holds the information,

(b) States that it is claiming an exemption,

(c) Specifies the exemption in question and

(d) States, if that would not be otherwise apparent, why the exemption applies.

I can confirm that Police Scotland holds the information requested. The exemption that I consider to be applicable is:

**Section 33(1)(b) - Commercial Interests**

The information you have requested is a specific part of the contract details with Police Scotland and the service provider. As you may be aware the tendering process is open to competition and if utilised, companies are invited to submit their tender bid with details of the costs and processes they would use for the successful completion of the contract. As a result, any company who submits a tender bid is required to give detailed information regarding the capabilities and financial ability of the company to complete a contract. Public disclosure of such information is likely to give competitive advantage to other similar companies and as a result would have a damaging impact on the company concerned.

Any relevant information supplied by a successful tender company is provided in the expectation that whilst remaining relevant, details within their tender bid, which is commercially sensitive, will be held by Police Scotland and not disclosed to another organisation which may gain a competitive advantage in receiving this information.

If the information was disclosed this may, in future, reduce the number of businesses tendering for the supply of goods and services, as companies and organisations would be aware that the Police Scotland will disclose commercially sensitive information. This is likely to negatively impact on the tendering process used by Police Scotland to ensure it purchases the most efficient and cost-effective services and prejudice the commercial interests of the organisation.

This is a non-absolute exemption which requires the application of the Public Interest Test.

**Public Interest Test**

There are a number of arguments in support of disclosure for example, disclosure of the requested information would allow greater scrutiny of the way public funds are spent, it would increase accountability and transparency in terms of this spending, and it is in the public interest for Police Scotland to procure services competitively, to ensure best value for money.

Additionally, there are several arguments in support of withholding the information, for example it would be commercially unfair to our current suppliers; disclosure could damage Police Scotland’s relationship with the suppliers; and that the purpose of the tender process is to ensure that all options are presented to Police Scotland and from there the best option in terms of service and cost is selected.

Police Scotland is a publicly funded organisation and therefore the organisation has an obligation to obtain best value for money with services. To do this, it is essential to maintain working relationships with these companies that tender their services.

As such, Police Scotland will not disclose any information that would impact on the ability to do both. The public interest would not be served if it were no longer possible to engage companies in a tender offer if they believed that conducting business with Police Scotland would result in their confidential financial information being released.

## 6. If you outsource the provision of interpreting services to an external provider, could you please confirm:

## a) Whether the provider was contracted via a national framework? If so, which one?

Police Scotland contract services via the Scottish Government framework agreement.

## b) When does the current contract expire?

The current contract expires on 31 March 2025, with an option to extend for a further 12 months.

## c) Is there is an exclusivity clause, which would prevent you from piloting new cost saving interpreting services during the duration of your contract with your existing provider?

There is no exclusivity clause.

## 7. From which budget within your organisation are interpreting services funded?

The cost for interpretation services is funded from the Police Scotland revenue budget.

## 8. Where do you advertise your tenders? If you do not do a full tender / which frameworks would you use?

Tenders are advertised on Public Contracts Scotland.

## 9. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?

The current contracts commenced on 1 April 2022 and expire on 31 March 2025 with an option to extend for a further 12 months.

## 10. Please provide the name and email of the contract manager for the service

## 11. If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?

In response to the two questions above I can advise that any contact with Police Scotland can be initiated via the contact us function which is linked below. You can advise on your contact that you wish for your information to be passed to the procurement team.

[Contact Police Scotland - Police Scotland](https://www.scotland.police.uk/contact-us/)

If you require any further assistance please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.