

6 August 2024

FOI Ref 16200

Request - You asked us the following:

- 1 What is the size of the resident population that your organisation serves?
 - 1.1 What percentage of the resident population in the area that your organisation serves are non-native English speakers?
 - 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?
- 2 Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English?
 - 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?)
 - 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:	£	%
2019/20:	£	%
2020/21:	£	%
2021/22:	£	%

- 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?
- 3 Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?
 - 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.)
- 4 Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?
 - 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?

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?

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?

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.)

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?

7 Is any training provided on the use of machine translation in your organisation?

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?

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.

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?

We received your request on 14/11/2023 and have processed this under the Freedom of Information Act (FOIA).

Please find below our response.

Staffordshire Police holds the following requested information.

- 1. What is the size of the resident population that your organisation serves? – **Withheld**
- 1.1 What percentage of the resident population in the area that your organisation serves are non-native English speakers? – **No information held.**
- 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? – **No information held.**
- 2. Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English? – **Information held.**

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

(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?)

- 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?

Financial year	Translation & interpreting expenditure	% of total expenditure
2018/19:	£	%
2019/20:	£	%
2020/21:	£	%
2021/22:	£	% - Information held.

- 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? – **No information held.**
- 3 Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation? – **Information held.**
 - 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.) – **Information held.**
- 4 Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation? – **No information held.**
 - 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? – **No information held.**
- 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? – **No information held.**
 - 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? – **No information held.**
- 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.) – **No information held.**



- 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? – **No information held.**
- 7 Is any training provided on the use of machine translation in your organisation? – **No information held.**
- 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? – **No information held.**
- 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. **Lotus Notes Forms database holds a series of pre-translated custody language templates.**
- 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? - **Information held.**

Staffordshire Police discloses/withholds the following information.

- 1. What is the size of the resident population that your organisation serves? – **Withheld.**
- 1.1 What percentage of the resident population in the area that your organisation serves are non-native English speakers? – **No information held.**
- 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? – **No information held.**
- 2. Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English? – **Disclosed – Yes.**
- 2.1 If your organisation hires professional translation or interpreting services, for what type of material do you use these services? – **Disclosed - In-person/face to face interpreting, Telephone interpreting and Video interpreting.**

(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?)
- 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? –



Financial year	Translation & interpreting expenditure	% of total expenditure
2018/19:	£	%
2019/20:	£	%
2020/21:	£	%
2021/22:	£	%

Financial Year	Amount (£)
2021-22	£ 206,696.95
2020-21	£ 128,431.82
2019-20	£ 145,851.62
2018-19	£ 169,875.56

The percentages are all less than 1%.

- 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? – **No information held.**
- 3 Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation? – **Disclosed - Yes**
- 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.) – **Disclosed - Applications such as Google can be used to gain a quick relevant understanding of a translation where interpretation services are not available or a delay in translation could hinder an investigation.**
- 4 Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation? – **No information held.**
- 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? – **No information held.**
- 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? – **No information held.**
- 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? – **No information held.**
- 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.) – **No information held.**

- 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? – **No information held.**
- 7 Is any training provided on the use of machine translation in your organisation? – **No information held.**
- 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? – **No information held.**
- 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. **Our forms database holds a series of pre-translated Custody 'Language templates'.**
- 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? - **Disclosed – Please contact the control room who will then disseminated to relevant department on 101.**

The above information has been withheld for the following reasons

In accordance with Section 17(1) of the Freedom of Information Act, this letter represents a refusal notice for this particular request.

The information can already be found within the public domain.

The following exemptions have been applied:

- **Section 21(1) - Information reasonably accessible by other means.**
Section 21 is an absolute, class-based exemption and as such there is no requirement to quantify the harm that may arise from the disclosure, nor is there a requirement to perform a Public Interest Test.

Please note that these figures have been provided to the best of our ability, subject to the limitation of current recording protocols and systems/software.

Every effort is made to ensure that the figures presented are accurate and complete. However, it is important to note that data is extracted from multiple sources, developed for specific policing purposes, for which data extraction methods have not been specifically designed to directly correlate with the terminology of this request. Therefore, the data presented is subject to the inaccuracies and idiosyncrasies inherent in any large-scale recording system.

As a consequence, care should be taken in the interpretation and presentation of this data, so as to not misrepresent the whole or any part of the data disclosed.



STAFFORDSHIRE
POLICE

Advice and assistance

In order to comply with our obligations under Section 16 of the Act, the obligation to provide advice and assistance, please find below links to the information requested for question 1.

- [Policing in Staffordshire | Staffordshire Police](#)

Next steps

You can ask us to review our response.

If you would like us to carry out a review of our response, please let us know within two months of the date of receipt of this email, review requests should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

Central Disclosure Unit
Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

Please remember to quote the reference number in any future communications.

Freedom of Information
Central Disclosure Unit