

7 April 2025

FOI Ref 17975

Request - You asked us the following:

I am submitting this request under the Freedom of Information Act 2000 to obtain details regarding the rates charged by Cintra for interpreting services provided to your police force.

Specifically, I would like to request the following information for the most recent contractual period:

1. The rates charged by Cintra for interpreting services, including:

Hourly rate

Half-day rate

Full-day rate

2. The rates for travel time and mileage reimbursements, if applicable.

3. The cancellation policy, including:

The cancellation cut-off period before charges apply

The fees charged for cancellations depending on the notice period

4. Any additional fees that may be applicable, such as:

Out-of-hours, weekends or Bank Holiday assignments

Urgent requests

Any other surcharges

Additionally, I am seeking clarification regarding the contract between your police force and Cintra for interpreting services.

Specifically, I would like to understand whether there is a restrictive clause in place that prohibits your police force from directly contacting interpreters on the National Register of Public Service Interpreters (NRPSI) when Cintra is unable or unwilling to provide an interpreter due to the lack of will to accept a slight dent in their profit margin.

It has come to my attention that, in such situations, police officers handling cases are not permitted to call upon qualified interpreters with the necessary clearances to assist, even when this leads to delays in serving justice and risks exceeding the custody time limits for detainees.

Could you confirm whether such a restriction exists within the contract?

If available, I would appreciate receiving this information in a structured format, such as a table or spreadsheet.

We received your request on 19/03/2025 and have processed this under the Freedom of Information Act (FOIA).

Staffordshire Police's response to your enquiry is as follows:

Staffordshire Police holds the requested information.

1. The rates charged by Cintra for interpreting services, including:
 - Hourly rate – **Withheld.**
 - Half-day rate – **Withheld.**
 - Full-day rate – **Withheld.**
 - 2. The rates for travel time and mileage reimbursements, if applicable. – **Withheld.**
3. The cancellation policy, including:
 - The cancellation cut-off period before charges apply – **Disclosed, 60 minutes prior to appointed start time.**
 - The fees charged for cancellations depending on the notice period – **Withheld.**
4. Any additional fees that may be applicable, such as:
 - Out-of-hours, weekends or Bank Holiday assignments – **Withheld.**
 - Urgent requests – **Withheld.**
 - Any other surcharges – **Withheld.**
 - Specifically, I would like to understand whether there is a restrictive clause in place that prohibits your police force from directly contacting interpreters on the National Register of Public Service Interpreters (NRPSI) when Cintra is unable or unwilling to provide an interpreter due to the lack of will to accept a slight dent in their profit margin.
It has come to my attention that, in such situations, police officers handling cases are not permitted to call upon qualified interpreters with the necessary clearances to assist, even when this leads to delays in serving justice and risks exceeding the custody time limits for detainees.
Could you confirm whether such a restriction exists within the contract? – **Disclosed, no such clause exists within the contract.**

The following exemption has been applied:

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

- Section 43(2) Commercial Interests

This is a prejudice based qualified exemption which means there is a requirement to provide evidence of harm and a public interest test needs to be considered.

Harm:

The information relating to the value of interpreting services, if released into the public domain, would harm Staffordshire Police's negotiating position with regards to future contracts for services. There are commercially confidential clauses within the Cintra Interpreting Services contracts which are not permitted to be shared to the wider public.

Public Interest Test

Factors favouring disclosure under Section 43(2)

Disclosure of the requested information would allow the public to be aware of how public funds are spent or allocated and thereby would provide transparency and accountability, showing that funds from the public purse are used appropriately and proportionally.

Factors favouring non-disclosure under Section 43(2)

Through disclosure of the requested information, Staffordshire Police would find that its negotiating position would be greatly impaired through the release of details that would not only likely be prejudicial to Staffordshire Police but also to the agencies/companies involved. Releasing this information would be expected to have a detrimental effect on their ability to be competitive in the future and would be exceedingly likely to deter further enterprises submitting offers for tender in the future. This then would impede Staffordshire Police obtaining the most competitive or appropriate services in the future and negatively impact upon the public purse.

Balance test

It is the responsibility of Staffordshire Police, when dealing with commercial businesses, to not only protect their commercial interest but also that of Staffordshire Police. Commercial interests must be protected so that the best possible value for money is obtained through open competition, both for businesses and Staffordshire Police. This would not be achieved if full details were to be made available to the market. Although the use of public funds must be open and transparent, Staffordshire Police is accountable for the money that it spends and utilises and if to release the information means the force is unable to negotiate future tendering and have the ability to secure value for money due to business relationships having been impaired, then this would not be in the public interest.

Having considered the public interest test factors, we are required to determine whether, on balance, the factors favouring disclosure outweigh those which are against disclosure. It is our view that the factors

favouring disclosure do not outweigh those which favour withholding the details. Therefore, Staffordshire Police declines to provide the information for the reasons stated above.

Please be advised that all Freedom of Information request responses are published on the Staffordshire Police website although personal details are not included.

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Staffordshire 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 within two months of the date of receipt of this email, and should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

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

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 Central Disclosure Unit within two months of the Force's response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing. The review will be conducted by another Decision Maker who is independent from the original Decision Maker. The Central 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 20 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



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Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

ICO Website for complaints link: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Freedom of Information
Central Disclosure Unit