



Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

## FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2009-01268

**Keyword:** Finance

**Subject:** TRANSLATION COSTS

### Request and Answer:

This is to inform you that the Police Service of Northern Ireland has now completed its search for the information you requested. The decision has been taken to disclose the located information to you in full.

#### Question 1

How much money was spent by your organisation on the provision of all translation into languages other than English - including translating and publishing documents, as well as interpreting services, in the financial years 2003/4, 2006/07 and 2008/09?

#### Answer

Please see table below. Figures for 'Translation' refer to translated documents, whilst the figures for Interpretation, comprise of money spent on Sign Language, Face to Face Interpretation and Telephone calls. Please note that the Police Service of Northern Ireland does not hold the figures for Translation, Sign Language or Telephone Calls for the financial year 2003/2004 as no service provider had been employed by the PSNI until the following year. Also note that figures for Face to Face Interpretation run from September 2004 to October 2008 as the company providing this service has not yet collated the figures to date.

#### Translation

2003/2004 - Not held

2006/2007 - £14,868.90

2008/2009 - £18,280.58

<u>Interpretation</u>	<u>2003/2004</u>	<u>2006/2007</u>	<u>2008/2009</u>
<u>Sign Language</u>	Not held	£9035.00	£9602.00
<u>Face to Face Interpretation</u> (from Sept '04 & until Oct '08)	£74,993.60	£552,476.10	£526,589.16
<u>Telephone Calls</u>	Not held	£67,979.25	£47,880.25

## Question 2

Did you engage with other authorities to share resources concerning the translation of documents in the financial year 2008/09?

### Answer

PSNI can confirm that they did engage with other authorities concerning document translation during this period.

## Question 3

For translated documents made available online during the financial year 2008/09, could you please provide a breakdown of how many times these were accessed?

### Answer

Please see the Web Report below, which shows Most Viewed Documentation from 1st January 2008 to 30th March 2008. A new PSNI Internet site was launched on 18th February 2009. Results for both the former and new websites are included. Please note that PSNI reporting software only returns the top 400 viewed documents.

### Former PSNI Internet Site Results – Most Viewed Documentation

<u>Ranked Document Name</u>	<u>Individual Views</u>
13 Annual Report Summary Polish	7220
197 Annual Report Summary Portuguese	974
208 Annual Report Summary Russian	932
294 Annual Report Summary Irish	744
Unranked Annual Report Summary Lithuanian	No Returns
Unranked Irish Summary of 2004 Chief Constable Report	No Returns

### New PSNI Internet Site Results – Launched 18<sup>th</sup> February 2009 – Most Viewed

<u>Ranked Document Name</u>	<u>Individual Views</u>
17 Annual Report 2008 Polish	392
55 Annual Report 2008 Irish	213
100 Annual Report 2008 Mandarin	144
126 Annual Report 2008 Portuguese	116

### Ranked General PSNI Contact Information

<u>Ranked General PSNI Contact Information</u>	<u>Individual Views</u>
45 Ulster Scots	229
47 Polish	226
61 Irish	194
107 Russian	135
140 Mandarin	107
146 Portuguese	105
168 Czech	98
185 Lithuanian	91

## Question 4

What languages in 2008/2009 were translated? Can you please submit this list in descending order from the most translated language down to the least?

### Answer

The following is a list of the languages translated in 2008/2009. They are listed in descending order as requested.

1. Polish
2. Lithuanian
3. Irish
4. Spanish
5. Mandarin
6. Slovak
7. Portuguese

8. Cantonese
9. Russian
10. Romanian
11. Latvian
12. German
13. Ulster Scot
14. Tetum
15. Czech

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Freedom of Information Team, please quote the reference number listed at the beginning of this email.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Head of Freedom of Information, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing [FOI@psni.pnn.police.uk](mailto:FOI@psni.pnn.police.uk)

If following an internal review, carried out by an independent decision maker, you were to remain dissatisfied in any way with the handling of the request you may make a complaint, under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out, however the Commissioner has the option to investigate the matter at his discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ <http://www.psni.police.uk/>

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.