



Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

FREEDOM OF INFORMATION REQUEST



Request Number: F-2010-00380

Keyword: Finance

Subject: Interpreting/Translation

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.

FACE TO FACE INTERPRETING

Question 1

Please provide your annual spend on face to face interpreting services (broken down by month) for the past 5 years.

Question 2

Please provide details on how this spend breaks down in terms of attendance, travel, cancellation and expenses per annum for the last 5 years?

Answer

Searches were conducted regarding information previous to 2006/07. These failed to locate any records or documents relevant to your request and based on the information you have provided. Accordingly, I have determined that the Police service of Northern Ireland (PSNI) does not hold all the information to which you seek access. I have been advised by the PSNI's Community Safety Unit that figures in relation to interpretation and translation were not collated before financial year 2006/2007. The contracted service providers which are listed below may be best placed to assist you with this question and related questions below.

However, total figures are held for the last three financial years. These are outlined below;

Non-English Speakers

| | |
|---------|-------------|
| 2006/07 | £552,476.10 |
| 2007/08 | £613,613.53 |
| 2008/09 | £716,289.30 |

Deaf/Hard of Hearing

| | |
|---------|------------|
| 2006/07 | £9,035.00 |
| 2007/08 | £10,730.00 |
| 2008/09 | £9,602.00 |

Question 3

Please provide details on how this spend breaks down in terms of language and how has this changed over the last 5 years?

Answer

The spend breakdown in terms of language for the years held by PSNI is outlined below.

2008/09

| Language | Total cost |
|------------|-------------|
| Albanian | £1,090.37 |
| Arabic | £7,217.07 |
| Bengali | £3,123.56 |
| Bulgarian | £7,123.80 |
| Cantonese | £11,000.79 |
| Czech | £5,699.22 |
| Dutch | £361.12 |
| Estonian | £480.03 |
| Farsi | £307.74 |
| French | £4,049.41 |
| Georgian | £913.04 |
| German | £746.50 |
| Hindi | £753.51 |
| Hungarian | £11,014.97 |
| Italian | £674.20 |
| Korean | £398.33 |
| Latvian | £20,779.91 |
| Lithuanian | £149,741.90 |
| Malayalam | £734.88 |
| Mandarin | £88,832.83 |
| Moldovan | £171.78 |
| Nepali | £227.64 |
| Polish | £233,322.43 |
| Portuguese | £45,861.63 |
| Punjabi | £117.60 |
| Romanian | £35,299.54 |
| Russian | £36,770.57 |
| Shona | £127.83 |
| Slovak | £26,119.22 |
| Spanish | £5,245.75 |
| Tagalog | £1,599.21 |
| Tetum | £6,182.87 |
| Thai | £5,205.58 |
| Tiwi | £141.36 |
| Turkish | £2,421.07 |
| Ukrainian | £845.57 |
| Urdu | £1,130.47 |
| Vietnamese | £136.50 |
| Yoruba | £319.50 |

Question 4

What are the rates you currently pay to Interpreters including after hours, weekend/Bank Holidays, travel, expenses etc. and how have these rates changed over the last 5 years?

Answer

PSNI do not directly employ the interpreters therefore cannot comment on how much interpreters are paid. However, we can assist by advising that face to face interpreters are provided by the Northern Ireland Council for Ethnic Minorities (NICEM) and the Royal National Institute for the Deaf (RNID).

Question 5

Please provide monthly volumes of requests for face to face interpreting services for the past 5 years, broken down by language.

Answer

The numbers of requests, broken down by language, for the years which are held by PSNI are outlined below.

Non-English Speakers

2008/09

| Language | Number of Requests |
|------------|--------------------|
| Albanian | 5 |
| Arabic | 35 |
| Bengali | 12 |
| Bulgarian | 37 |
| Cantonese | 49 |
| Czech | 25 |
| Dutch | 1 |
| Estonian | 2 |
| Farsi | 1 |
| French | 14 |
| Georgian | 3 |
| German | 4 |
| Hindi | 4 |
| Hungarian | 59 |
| Italian | 3 |
| Korean | 2 |
| Latvian | 97 |
| Lithuanian | 721 |
| Malayalam | 5 |
| Mandarin | 292 |
| Moldovan | 1 |
| Nepali | 1 |
| Polish | 1100 |
| Portuguese | 228 |
| Punjabi | 1 |
| Romanian | 152 |
| Russian | 161 |
| Shona | 1 |
| Slovak | 128 |
| Spanish | 23 |
| Tagalog | 5 |

| | |
|--------------|-------------|
| Tetum | 28 |
| Thai | 13 |
| Tiwi | 1 |
| Turkish | 8 |
| Ukrainian | 4 |
| Urdu | 4 |
| Vietnamese | 1 |
| Yoruba | 2 |
| TOTAL | 3233 |

2007/08

| Languages | Number of requests |
|--------------|--------------------|
| Polish | 879 |
| Lithuanian | 748 |
| Russian | 201 |
| Portuguese | 183 |
| Romanian | 148 |
| Slovak | 133 |
| Latvian | 103 |
| Mandarin | 69 |
| Hungarian | 61 |
| Cantonese | 47 |
| Czech | 40 |
| Arabic | 23 |
| Bulgarian | 21 |
| French | 19 |
| Tetum | 19 |
| Bengali | 14 |
| Spanish | 10 |
| Italian | 8 |
| Urdu | 8 |
| German | 6 |
| Farsi | 5 |
| Estonian | 4 |
| Geirgian | 4 |
| Hindi | 4 |
| Thai | 4 |
| Turkish | 4 |
| Albanian | 3 |
| Tagalog | 2 |
| Dutch | 1 |
| Malayalam | 1 |
| Punjabi | 1 |
| Serbian | 1 |
| Ukrainian | 1 |
| Total | 2775 |

Deaf/Hard of Hearing

2008/09 53 requests
2007/08 49 requests

Question 6

What is the average length of an interview that has an interpreter present?

Question 7

How does demand vary over 24 hours/7 days per week? Are there peak demand times at weekends/evenings etc?

Answer

Searches were conducted which failed to locate any records or documents relevant to your request and based on the information you have provided. Accordingly, I have determined that the Police service of Northern Ireland does not hold the information to which you seek access. This information is not requested by PSNI from the provider.

Question 8

How does demand vary across different police stations?

Answer

Searches were conducted which failed to locate any records or documents to the level of detail outlined in your request and based on the information you have provided. Accordingly, I have determined that the Police service of Northern Ireland does not hold all the information to which you seek access. However, the numbers of sessions in each District Command Unit (DCU), broken down by language, for the years which are held by PSNI are outlined below.

2008/09

| DCU | Number of sessions |
|----------------|--------------------|
| Antrim | 132 |
| Armagh | 223 |
| Ballymena | 116 |
| Ballymoney | 5 |
| Banbridge | 10 |
| Carrickfergus | 12 |
| Castlereagh | 20 |
| Coleraine | 69 |
| Cookstown | 136 |
| Craigavon | 473 |
| Crime Ops | 28 |
| Down | 52 |
| Dungannon | 382 |
| East Belfast | 91 |
| Fermanagh | 86 |
| Foyle | 68 |
| Headquarters | 49 |
| Larne | 6 |
| Limavady | 23 |
| Lisburn | 95 |
| Magherafelt | 65 |
| Newry & Mourne | 276 |
| Newtownabbey | 24 |
| Newtownards | 44 |
| North Belfast | 114 |

| | |
|---------------|-------------|
| North Down | 45 |
| Omagh | 155 |
| South Belfast | 349 |
| Strabane | 19 |
| West Belfast | 66 |
| TOTAL | 3233 |

2007/08

| DCU | Number of sessions |
|---------------|--------------------|
| Dungannon | 398 |
| Craigavon | 304 |
| Newry | 231 |
| South Belfast | 230 |
| Armagh | 192 |
| Cookstown | 137 |
| Antrim | 124 |
| Omagh | 118 |
| Ballymena | 117 |
| East Belfast | 114 |
| Fermanagh | 105 |
| Newtownards | 95 |
| Lisburn | 91 |
| Magherafelt | 72 |
| Coleraine | 70 |
| Foyle | 59 |
| Headquarters | 41 |
| North Belfast | 37 |
| Strabane | 31 |
| Banbridge | 30 |
| West Belfast | 27 |
| North Down | 25 |
| Crime Ops | 24 |
| Down | 22 |
| Ballymoney | 16 |
| Larne | 15 |
| Limavady | 14 |
| Newtownabbey | 14 |
| Castlereagh | 13 |
| Carrickfergus | 6 |
| Moyle | 1 |
| Total | 2773 |

Question 9

Please provide monthly volumes of requests for face to face interpreting that are:

- Cancelled
- Immediate requirements
- Pre-booked requirements

Answer

Searches were conducted which failed to locate any records or documents relevant to your request

and based on the information you have provided. Accordingly, I have determined that the Police service of Northern Ireland does not hold the information to which you seek access. PSNI do not request this information from the provider.

Question 10

Who currently manages/supplies your interpreters/interpreting contracts?

Answer

Face-to-face interpreters are provided by Connect - Northern Ireland Council for Ethnic Minorities (NICEM). Deaf/Hard of Hearing interpreters are provided by the Royal National Institute for the Deaf (RNID).

Question 11

How many interpreting requests have not been fulfilled in the last year?

Answer

Non-English speaker requests - 11
Deaf/Hard of hearing requests – (Feb 09 – Jan 2010) 13

Question 12

What percentage of requests are fulfilled by an NRPSI qualified or equivalent interpreter?

Answer

Non-English speaker requests – 100%
Deaf/Hard of hearing requests – 100%

Question 13

Have you received any complaints over the last 3 years in relation to your service provider?

Answer

Searches were conducted which failed to locate any records or documents to the level of detail outlined in your request and based on the information you have provided. Accordingly, I have determined that the Police service of Northern Ireland does not hold all the information to which you seek access. However, the total numbers of complaints for the years which are held by PSNI are outlined below.

Non-English speaker requests – 2008/09 = 7
Deaf/Hard of hearing requests – 2008/09 = NIL

TRANSLATION

Question 1

How much do you spend each year on translation services and how has that changed over the last 5 years?

Question 2

How does that spend break down in terms of translation of witness statements, translation of information material etc. and how has that changed over the last 5 years?

Answer

The total spend on translation services for the years which are held by PSNI are outlined below;

2008/2009 - £18,280.58

2007/2008 – £17,866.30
 2006/2007 - £14,686.90

Question 3

How does this spend break down in terms of language and how has this changed over the last 5 years?

Answer

The total spend, broken down in terms of language, for the years which are held by PSNI are outlined below.

2008/09

| Language | Cost |
|-------------|-----------|
| Polish | £3,267.03 |
| Lithuanian | £686.87 |
| Irish | £4,866.12 |
| Spanish | £1,435.19 |
| Mandarin | £610.86 |
| Slovak | £618.56 |
| Portuguese | £2,199.16 |
| Cantonese | £3,182.74 |
| Russian | £140.00 |
| Romanian | £411.86 |
| Latvian | £446.87 |
| German | £175.32 |
| Ulster Scot | £70.00 |
| Tetum | £110.00 |
| Czech | £60.00 |

2007/08

| Language | Cost |
|--------------|-----------|
| Polish | £2,578.66 |
| Lithuanian | £2,363.13 |
| Portuguese | £1,699.27 |
| Russian | £1,519.04 |
| Latvian | £640.80 |
| Slovak | £524.73 |
| Mandarin | £1,065.08 |
| Spanish | £396.28 |
| Arabic | £442.83 |
| Tetum | £435.34 |
| Hindu | £268.10 |
| Irish | £311.72 |
| Urdu | £258.10 |
| Irish Gaelic | £4,622.88 |
| Czech | £150.00 |
| Cantonese | £480.34 |
| French | £70.00 |
| Romanian | £40.00 |

2006/07

| Language | Cost |
|-------------|-----------|
| Polish | £2,192.88 |
| Lithuanian | £1,395.62 |
| Portuguese | £1,102.92 |
| Russian | £1,520.90 |
| Mandarin | £3,279.01 |
| Slovak | £1,387.16 |
| Cantonese | £386.78 |
| Latvian | £987.97 |
| Tetum | £363.27 |
| Irish | £174.25 |
| Italian | £170.00 |
| German | £210.00 |
| Swedish | £450.00 |
| Urdu | £61.25 |
| Hindi | £61.25 |
| Spanish | £959.64 |
| Ulster Scot | £166.00 |
| Arabic | £0.00 |

Question 4

What are the rates you currently pay to translators and do these rates vary according to language, turnaround required or type of document to be translated?

Answer

PSNI do not directly employ the translators therefore cannot comment on how much interpreters are paid. However, we can assist by advising that translation services are provided by Language Line Services.

Question 5

How many translation requests do you have per annum and how have volumes changed over the last 5 years?

Answer

The numbers of translation requests for the years which are held by PSNI are outlined below.

| | |
|---------|----|
| 2006/07 | 23 |
| 2007/08 | 90 |
| 2008/09 | 51 |

Question 6

What languages do you have a demand for and how has demand for different languages varied over the last 5 years?

Answer

The languages in order of highest - lowest demand for the past three years are outlined below.

2008/2009

Polish, Lithuanian, Irish, Spanish, Mandarin, Slovak, Portuguese, Cantonese, Russian, Latvian,

German, Ulster Scot, Tetum, Czech

2007/08

Polish, Lithuanian, Portuguese, Russian, Latvian, Slovak, Mandarin, Spanish, Arabic, Tetum, Hindu, Irish, Urdu, Irish Gaelic, Czech, Cantonese, French, Romanian

2006/2007

Polish, Lithuanian, Portuguese, Russian, Mandarin, Slovack, Cantonese, Latvian, Tetum, Irish, Italian, German, Swedish, Urdu, Hindi, Spanish, Ulster Scot, Arabic

Question 7

What is the average spend on a translation request?

Answer

Searches were conducted which failed to locate any records or documents relevant to your request and based on the information you have provided. Accordingly, I have determined that the Police service of Northern Ireland does not hold the information to which you seek access. PSNI do not request this information from their service provider.

Question 8

How does demand vary in relation to expedited turnaround, 3-day, 5-day, longer?

Answer

Each request is dependent on many factors such as urgency and content and is prioritised accordingly.

Question 9

How many requests are cancelled per annum?

Question 10

How does demand vary across different police stations?

Answer

Searches were conducted which failed to locate any records or documents relevant to your request and based on the information you have provided. Accordingly, I have determined that the Police service of Northern Ireland does not hold the information to which you seek access

Question 11

Who currently manages/supplies your translation requirements?

Answer

The Police Service of Northern Ireland's translation services are provided by Language Line Services

Question 12

How many translation requests have not been fulfilled in the last year?

Answer

There have been no translations requests unfulfilled in the last year

Question 13

What percentage of translation requests are fulfilled by a qualified translator?

Answer

100% of translation requests are fulfilled by a qualified translator.

Question 14

Have you received any complaints over the last 3 years in relation to your service provider?

Answer

The Police Service of Northern Ireland have not received any complaints over the last three years in relation to our service provider.

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 letter.

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.

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 @ www.psni.police.uk

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