



Geneen Bill  
Information Rights  
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Our Ref: Beds FOI2018/01700, Cambs FOI2018/01705, Herts FOI2018/01703

**REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/01700**

I write in connection with your request for information received on 28th March. I note you seek access to the following information:

1. **The name of any private company that provides translation / interpreting services for your police force**
2. **The number of occasions in each of the past five financial years in which scheduled meetings or appointments between police officers or civilian staff employed by the police and potential witnesses or suspects have been cancelled or delayed because a translator / interpreter provided by this company was not available**
3. **Any estimate of the cost of the cancellations and delays in 2, above**

I am required by the Freedom of Information Act 2000 (The Act) to handle all requests in a manner that is blind to the identity of the requestor. Any information released in response to a request is regarded as being published and therefore, in the public domain without caveat.

Following enquiries within the Force please see our response below.

**Response** – This response is on behalf of Bedfordshire Police, Cambridgeshire Constabulary and Hertfordshire Constabulary. Please see the following information retrieved:

1. The Big Word is currently the sole provider of language services
2. We do not capture this information
3. We do not capture this level of expenditure

Should you have any further enquiries concerning this matter please do not hesitate to contact me quoting the above reference number.

Yours sincerely

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Bedfordshire Police provides you the right to request an independent review of this response under its review procedure. If you require such a review you must notify us within two months from the date of this letter. After lodging a complaint with Bedfordshire Police if you are still dissatisfied with the decision you may make an application to the Information Commissioner. For information on how to make a complaint please visit their website at <https://ico.org.uk/concerns/> or contact them on 0303 123 1113.