

What is the size of the resident population that your organisation serves? – **Under section 21 of the Act, we are not required to provide information in response to a request if it is already reasonably accessible to you. The information you requested is available on the following website: [Our Force | West Midlands Police \(west-midlands.police.uk\)](https://www.west-midlands.police.uk)**

What percentage of the resident population in the area that your organisation serves are non-native English speakers? – **This is not a valid question under the FOI Act as it does not relate to recorded information**

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? – **This is not a valid question under the FOI Act as it does not relate to recorded information**

Does your organisation hire any professional written translation or spoken interpreting services to aid communication with people who may have difficulties understanding English?
Yes

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?)

In-person/face to face interpreting

Telephone interpreting

Video interpreting

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?

2021 Oct – Dec Spend

West Midlands F2F	£174,321.00
West Midlands TI	£94,635.21
West Midlands Trans	£11,501.11
	£280,457.32

2022 Jan – Dec Spend

West Midlands F2F	£839,816.08
West Midlands TI	£191,607.48
West Midlands Trans	£121,479.33
	£1,152,902.88

2023 Jan – April

West Midlands F2F	£324,440.40
West Midlands TI	£68,316.92
West Midlands Trans	£70,465.26
	£463,222.58

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? - **This is not a valid question under the FOI Act as it does not relate to recorded information**

Is machine translation (e.g. a translation app such as Google Translate) used in any way in your organisation?

Machine translation should not be used. West Midlands Police have phone translation services readily available provided by a language service

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.)

See above

Does your organisation follow a formal policy approving, prohibiting or regulating the use of machine translation tools in your organisation?

We have no such policy that covers this.

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?

See above

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 recorded information held**

Do you have an established line of accountability in the event of negative outcomes that may arise from the use of machine translation? – **N/A – Please see above in relation to 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.)

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? – **N/A – Please see above in relation to machine translation**

Is any training provided on the use of machine translation in your organisation? – **N/A – Please see above in relation to machine translation**

If training is provided on the use of machine translation in your organisation, can you please provide an overview of the training offered?

As above

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. – **We use a language service for this purpose**

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? - [Contact Us | West Midlands Police \(west-midlands.police.uk\)](#)