Information Management & Data Directorate (IMDD)
Information Access Unit

Date: 20th October 2026
Our ref: FOI/26/017636/Z

FREEDOM OF INFORMATION REQUEST REFERENCE NO: FOI/26/017636/Z

I write in connection with your request for information dated 11/09/2026, received by Greater Manchester Police (GMP) for the following information:

Please provide the following information under the Freedom of Information Act 2000 in relation to the provision of language, interpretation and translation services.

For the last 3 years(or the period for which the data is available)

1. The Suppliers monthly or quarterly fulfilment rates for interpreting, translation and transcription services including any reports submitted against contractual KPIs.
2. The Suppliers performance against assigment confirmation/booking allocation time scales.
3. The number of upheld complaints relating to interpreter or linguist misconduct.
4. The number of confirmed invoicing or timesheet errors identified.
5. Performance data relating to telephony and video interpretation call conection times.
6. Translation and Transcription quality metrics including any reported revisions, corrections or rework needed due to Supplier error.
7. Details of any service credits, deductions or contractual remedies applied for KPI failures.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information. I can confirm the information requested is held by GMP. However, I am not obliged to provide the information requested as an exemption applies.

Section 17 of the Freedom of Information Act 2000 requires Greater Manchester Police, when refusing to provide such information (because this information is exempt) to provide you, the applicant, with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The information requested is exempt from disclosure by virtue of the following exemption:

Section 43(2) – Commercial Interest

Section 43 is a prejudice based and qualified exemption, as such is subject to a harm and public interest test.

Harm

Disclosure of contractual and performance information that is not otherwise publicly available would be likely to prejudice the commercial interests of the businesses concerned. The release of such information could reveal commercially sensitive details regarding performance, pricing, or contractual arrangements, potentially damaging the organisations' competitive position.

Disclosure may also adversely affect the reputation of the businesses involved if the information is taken out of context or used by competitors to gain a commercial advantage. This could result in financial detriment through a loss of business opportunities, reduced customer confidence, or a weakened ability to compete for future contracts.

Additionally, although considered less likely, disclosure could increase the risk of disputes or legal challenges from affected parties who believe that the release of information has caused damage to their commercial interests.

Factors Favouring Disclosure

Disclosure would promote openness and transparency in relation to the expenditure of public funds and the procurement process. It would enable the public to better understand how contracts are awarded and managed, thereby supporting informed public debate and increasing accountability for decisions made by the public authority.

Factors Favouring Non-Disclosure

There is a strong public interest in protecting commercially sensitive information where its disclosure would be likely to prejudice the commercial interests of third parties. Releasing information relating to contractual arrangements and business performance could place the businesses concerned at a competitive disadvantage and potentially result in financial harm.

Non-disclosure helps to preserve fair competition and protects the ability of organisations to participate in public procurement processes without concern that commercially sensitive information may subsequently be disclosed. This supports the public interest in ensuring that public authorities can continue to obtain best value through fair and effective procurement arrangements.

Balance Test

When balancing the public interest Greater Manchester Police must consider whether the information should be released into the public domain. Whilst there is a recognised public interest in transparency and accountability regarding public procurement this is outweighed by the public interest in protecting the legitimate commercial interest of the third party(s) concerned. Disclosure of the withheld information would be likely to prejudice those interested and could negatively impact fair competition.

In this instance, the case for disclosure is not made out.