



Reference: FOI2887

**Request:**

1. Please can you complete the information below regarding your interpretation, translation and British sign language services being used at your organisation.

a. How many requests for interpreting you have had for 2019 and 2020 to date

2019 = 447 2020 (to 31 August) = 132, plus 7 SignVideo interpreted conversations

b. How many requests for translations you have had for 2019 and 2020 to date

2019 = 45 2020 (to 31 August) = 11

c. How much the annual cost for interpreting was for 2019

£25,301.54 (excludes SignVideo as we have pre-purchased 600 minutes for 2020/21)

d. How much the annual cost for interpreting was for 2020 to date

To 31 August 2020 = £5,676.03

e. How much the annual cost for translating was for 2019

£9,011.52

f. How much the annual cost for translations was for 2020 to date

To 31 August 2020 = £4,127.04

2. Can you please tell me who your current supplier(s) is and provide a breakdown of the cost of the services.

- Suppliers on our current framework are
- AA Global Language Services Limited
- Bridge Interpreting, Translating and Training Services CIC
- D A Languages Ltd
- Everyday Language Solutions
- ITL North East
- Language Empire Ltd
- Oncall Interpreters
- Supreme linguistic services T/A premium linguistic services
- Wolfestone Translation Ltd

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We also have a separate contract with SignVideo.

Regarding cost breakdown - this level of detail is considered commercially sensitive and is therefore exempt under section 43 (FOIA).

3. Please list your top ten most popular languages for the last 2 years

- Kurdish
- Vietnamese
- Romanian
- Arabic
- Lithuanian
- Bengali
- Farsi
- BSL
- Polish
- French

4. Can you please provide details of your current provider(s) (company name, date contract was awarded and date of renewal?)

Current providers are as set out at Q2. Framework contracts were awarded on the 10th May 2017 and expire on the 31st March 2021 these services have been retendered already.

The contract with SignVideo runs from July 2020-June 2021.

5. What language services have you provided during the COVID19 pandemic?

- Face to face interpreting in community languages and BSL
- Telephone interpreting services in community languages
- Video interpreting services in BSL
- Written or document translation services

6. How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?

All requests have been fulfilled.

7. Are you providing video interpreting services? How is this being provided and what are the costs per minute?

Yes. Via real time video relay service and video remote interpreting.

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Regarding costs per minute, this level of detail is considered commercially sensitive and is therefore exempt under section 43 (FOIA).

8. Can you please provide the name and contact details of the person responsible for the set up and implementation for Interpreting and Translation services.

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