

FOI_0724_2022-23 – FOI Request Concerning – Interpreting and Translation Services

1. Please can you provide financial information relating to the:

a) Total cost in the last 2 years and the number of requests made?

2019-2020: £345,692

2020-2021: £220,569

b) Face to face interpreting

c) Telephone interpreting

d) Video interpreting

e) Translation services

Please be advised that a breakdown of the above is not available.

2. I would also be grateful if you could provide us with information that includes:

a) Hourly cost of face to face interpreting services

b) Cost per minute of telephone interpreting services

c) Cost per minute of spoken video interpreting services

d) Cost per minute of non-spoken (BSL) video interpreting services

This information is exempt under Section 43(2) of the Freedom of Information Act 2000. This exemption exempts information whose disclosure would, or would be likely to, prejudice the commercial interests of any person (an individual, a company, the public authority itself, or any other legal entity) and therefore is being withheld.

3. Please can you list the languages that your suppliers were unable to supply in the last 6 months?

None.

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

Prestige, Language Line, Bigword and Sonus

5. When are your current language service contract(s) with your incumbent(s) due to end?

We use a PO to the providers as required.

6. Please can you provide the name, job title, email address and contact number of the person(s) responsible for awarding any contracts relating to these services for managing the day to day running of the services

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