



[REDACTED]

25 March 2024

Dear [REDACTED]

Freedom of Information request: FOI2024/00139

Thank you for your Freedom of Information request received on the 23 February in which you requested the following:

Your request:

Please can you provide the following information regarding language services.

1. *Please confirm your overall spend on interpreting, translation and transcription services for the following financial years:*
 - a. 2021-22
 - b. 2022-23
2. *Who is your incumbent supplier(s) for language services? If you have more than one supplier, which services does each one provide to you?*
3. *If you have a separate British Sign Language/non-spoken supplier, who is this?*
4. *If you have a separate transcription supplier, who is this?*
5. *Do you have any in-house interpreters/translators?*
6. *When is your current language services contract(s) due to expire, a) without extensions and b) with all possible extensions?*
7. *Could you please provide the name, phone number and email address of the contract manager responsible for language services?*
8. *Could you please provide the name, phone number and email address of the person responsible for your language services budget?*
9. *Could you please provide the following data for 2023:*
 - a. *Total number of face-to-face interpreting assignments (spoken language) and hours completed*
 - b. *Total number of face-to-face interpreting assignments (non-spoken language) and hours completed*
 - c. *Total number of telephone interpreting calls and minutes completed*
 - d. *Total number of video interpreting calls (spoken language) and minutes completed*
 - e. *Total number of video interpreting calls (non-spoken language) and minutes completed*
 - f. *Total number of document translations and words translated*
 - g. *Total number of audio transcriptions and total audio duration*
10. *What were your top 20 highest-volume languages for interpreting/translation requests in 2023? Can you please provide the fill rate % you received for the following services in 2023:*
 - a. *Face-to-face interpreting*
 - b. *Telephone interpreting*
 - c. *Video interpreting*
 - d. *Document translation*
 - e. *Audio transcription*
11. *What languages has your provider been unable to source in the last 12 months?*

12. Have service credits been applied on your language services contract in the last 12 months? If so, what performance failure was this linked to?
13. What social value has been delivered as part of this contract in the last 12 months?
14. If your contract was awarded through a tender process, can you please provide a copy of the winning bidder's tender?
15. What are your contracted rates for each of the following services?
 - a. Spoken face-to-face interpreting: hourly rate
 - b. Non-spoken face-to-face interpreting: hourly rate
 - c. Telephone interpreting: per minute rate
 - d. Spoken video interpreting: per minute rate
 - e. Non-spoken video interpreting:
 - f. Document translation: per word rate
 - g. Audio transcription: per audio minute rate
16. Has your provider of language services increased their charge rate to you in the last 12 months?
17. What is the Authority's typical route to market?
18. Does the Authority currently have any interpreter on wheel devices as part of their current contract? If yes please advise how many and if these are provided free of charge or paid for by the Authority.
19. Could you please provide the name, phone number and email address of the person responsible for the language services budget?
20. Could you please provide the name, phone number and email address of the person in charge of procurement for the Authority?

Our response

I can confirm that UK Research and Innovation (UKRI) holds some information relevant to your request. Please see the information below.

1. Please confirm your overall spend on interpreting, translation and transcription services for the following financial years:
 - a. 2021-22
 - b. 2022-23

Aggregated Spend	2020/21	Function	2021/22	Function	2022/23	Function
Interpretation	£390.00 (credit due to a prior year accounts reversal)	Conference	Nil	Nil	£3,852.4	workshops
Translation	£756.11	Unidentified	£319.04	workshops	£1,958.6	Written document/webinars
Language	Nil	Nil	Nil	Nil	Nil	Nil
Total	£366.11		£319.04		£5,811.00	

We have been unable to source any information on Transcription services.

2. Who is your incumbent supplier(s) for language services? If you have more than one supplier, which services does each one provide to you?
3. If you have a separate British Sign Language/non-spoken supplier, who is this?
4. If you have a separate transcription supplier, who is this?
5. Do you have any in-house interpreters/translators?

The information for questions 2 to 5 is not held. Language services are procured on an ad-hoc basis, therefore there are no incumbent or in-house suppliers.

6. *When is your current language services contract(s) due to expire, a) without extensions and b) with all possible extensions?*

There are no live contracts at time of writing for any language services. As previously noted, these are procured on an ad-hoc basis as required and are typically below the £10k threshold requiring a contract.

7. *Could you please provide the name, phone number and email address of the contract manager responsible for language services?*

This information is not held – there is no central contract manager response for language services.

8. *Could you please provide the name, phone number and email address of the person responsible for your language services budget?*

This information is not held – there is no central contract manager response for a language services budget.

9. *Could you please provide the following data for 2023:*

- a. *Total number of face-to-face interpreting assignments (spoken language) and hours completed*
- b. *Total number of face-to-face interpreting assignments (non-spoken language) and hours completed*
- c. *Total number of telephone interpreting calls and minutes completed*
- d. *Total number of video interpreting calls (spoken language) and minutes completed*
- e. *Total number of video interpreting calls (non-spoken language) and minutes completed*
- f. *Total number of document translations and words translated*
- g. *Total number of audio transcriptions and total audio duration*

This information is not held; details of specific totals as requested in the format above are not recorded.

10. *What were your top 20 highest-volume languages for interpreting/translation requests in 2023?*

This information is not held.

11. *Can you please provide the fill rate % you received for the following services in 2023:*

- a. *Face-to-face interpreting*
- b. *Telephone interpreting*
- c. *Video interpreting*
- d. *Document translation*
- e. *Audio transcription*

This information is not held.

12. *What languages has your provider been unable to source in the last 12 months?*

This information is not held.

13. *Have service credits been applied on your language services contract in the last 12 months? If so, what performance failure was this linked to?*

This information is not held as no contracts have been identified within scope of your request.

14. *What social value has been delivered as part of this contract in the last 12 months?*

This question is seeking commentary or opinion and is therefore outside the scope of the FOI Act.

15. *If your contract was awarded through a tender process, can you please provide a copy of the winning bidder's tender?*

This information is not held; as previously stated, language services are procured on an ad-hoc basis and not through a tendering exercise.

16. *What are your contracted rates for each of the following services?*

- a. *Spoken face-to-face interpreting: hourly rate*
- b. *Non-spoken face-to-face interpreting: hourly rate*
- c. *Telephone interpreting: per minute rate*
- d. *Spoken video interpreting: per minute rate*
- e. *Non-spoken video interpreting:*
- f. *Document translation: per word rate*
- g. *Audio transcription: per audio minute rate*

This information is not held.

17. *Has your provider of language services increased their charge rate to you in the last 12 months?*

This information is not held.

18. *What is the Authority's typical route to market?*

As noted, contracts were not required for services rendered. As these were below £10k in the individual instances, the costs were covered from the respective councils' own cost code budget.

19. *Does the Authority currently have any interpreter on wheel devices as part of their current contract? If yes please advise how many and if these are provided free of charge or paid for by the Authority.*

There are no ongoing active contracts for this service.

20. *Could you please provide the name, phone number and email address of the person responsible for the language services budget?*

As responded to in questions 7 and 8, there is no person responsible for a languages service budget.

21. *Could you please provide the name, phone number and email address of the person in charge of procurement for the Authority?*

Section 40(2) exempts personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that information would, amongst other things, contravene one of the data protection principles in Article 5(1) of the UK General Data Protection Regulation (UK GDPR) and Section 34(1) of the Data Protection Act 2018. In this case, we believe disclosure would contravene the first data protection principle, which provides that processing of personal data is lawful and fair.

Section 40(2) is an absolute exemption and UKRI is not obliged to consider whether the public interest favours disclosing the information.

If you have any queries regarding our response or you are unhappy with the outcome of your request and wish to seek an internal review of the decision, please contact within the next 40 working days:

Head of Information Governance


Email: foi@ukri.org

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the internal review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at: www.ico.org.uk.

If you wish to raise a complaint regarding the service you have received or the conduct of any UKRI staff in relation to your request, please see UKRI's complaints policy: <https://www.ukri.org/about-us/policies-and-standards/complaints-policy/>

Yours sincerely,


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