

FOI 284/2016

REQUEST

1. Who is the person responsible for interpreting and translation services within your organisation? Please provide contact details and job title.
2. How many different providers of interpreting and translation services did you use in 2015-16?
3. If relevant, how many contracts do you have for interpreting and translation services? Which service providers do you use and for what services? What is the duration of those contracts? When are they due for renewal? Please provide a response for any of the following services:
 - I. For telephone interpreting
 - II. For face to face interpreting English/Foreign Languages
 - III. For British Sign Language Interpreting
 - IV. For translation services
 - V. Other types of communication support services. Please explain which ones they are.
4. How many bookings did you have for each of the translation and interpreting services during 1 April 15 – 31 March 16
 - I. For telephone interpreting
 - II. For face to face interpreting English/Foreign Languages
 - III. For British Sign Language Interpreting
 - IV. For translation services
5. How many hours of interpreting did you have during 1 April 15 – 31 March 16:
 - i. For telephone interpreting
 - ii. For face to face interpreting English/Foreign Languages
 - iii. For British Sign Language Interpreting
6. What was your total spend (excl. VAT) broken down by county during 1 April 15 – 31 March 16:
 - i. For telephone interpreting
 - ii. For face to face interpreting English/Foreign Languages
 - iii. For British Sign Language Interpreting
 - iv. For translation services
 - v. Other types of communication support services. Please explain which ones they are.
7. Can you please provide details of the qualifications that you accept for face-to-face foreign/English interpreting and for British Sign Language Interpreting? If there are variations in qualifications provided across the region, please explain what differences there are per county.
8. What quality assurance mechanisms do you have in place to ensure that your suppliers provide you with a quality service?
9. Do you have a language policy for interpreting and translation services? If so, please send a copy.

RESPONSE

Thank you for your FOI request received on 27 May. I can confirm that there is no one person who is responsible for translation services in the Council. If a department needs the services of a translator then they commission this on an individual basis. We do have a preferred supplier of translation services who are Pearl Linguistics but we do not have a contract with this company, they are contacted on an as and when required basis. I can confirm that they were only used 4 times during 2015/16 and this was mainly to convert documents to braille.