

### **(CCC) Cost of Translation and Interpretation Services**

Under the Freedom of Information Act legislation, could you please provide me with financial information relating to the following services:

- costs of face to face interpreting services
- costs of telephone interpreting services
- costs of written translation services

I would appreciate it if you could provide us with the above information for the last 2 financial years, the current year and budget for next year?

I would also appreciate if you could please provide me with the following information:

1. The annual cost for each of the services
2. Whether interpreting hourly fee is inclusive of travel or plus costs?
3. How much is the cost per hour?
4. Breakdown of the top 30 most popular languages used over these periods
5. Details of your current provider(s) (company name, date contract was awarded)
6. Spend per language service provider (LSP)
7. When are your current language service contracts with your LSPs due to end?
8. Where do you advertise your face to face interpreting and translation contracts?
9. Name, addresses and contact point(s) for your Procurement Department responsible for awarding Interpreting and Translation contracts.

Thank you for your request for information above, which we have dealt with under the terms of the Freedom of Information Act 2000.

Some information you have requested is held that we can share:

#### **1. The annual cost for each of the services**

Please note that face to face British Sign Language services are procured separately from the contract the council has with the provider of our other interpretation/ translation services (provided by AA Global). Also, in May 2020 we procured a service providing British Sign Language services for people needing to call into the customer service contact centre from SignLive.

2018/19

- British Sign Language face to face interpretation (not part of same contract as other interpretation work): £620

## AA Global:

- Translations: £2,897.55
- Face to Face interpretation: £3,090.96
- Telephone interpretation: £1,368.24
- Total spend: 7356.75

2019/20

- British Sign Language face to face interpretation (not part of same contract as other interpretation work): £2,118.60

## AA Global:

- Translations: £2,033.64
- Face to Face interpretation: £3,400.08
- Telephone interpretation: £941.94
- Total spend: £6,375.66

April 2020 to August 2021

- British Sign Language face to face interpretation (not part of same contract as other interpretation work): £0
- SignLive: £33

## AA Global:

- Translations: £5,504.62
- Face to Face interpretation: £351.98
- Telephone interpretation: £1,877.88
- Total spend: £7,734.48

Note that we do not budget for costs of each of these services separately each year but our total corporate budget for all interpretation and translation work for 2020/21 is £12,000.

**2. Whether interpreting hourly fee is inclusive of travel or plus costs?**

The hourly fee is not inclusive of travel costs.

#### **4. Breakdown of the top 30 most popular languages used over these periods**

Since 2018/19 to August 2020 the languages we requested are as follows – note that we have requested fewer than 30 languages over this period):

- Polish
- Arabic
- Romanian
- Portuguese
- Bengali
- Turkish
- Lithuanian
- Italian
- Bengali (Sylheti)
- Kurdish (Sorani)
- Bulgarian
- Czech
- Slovak
- Spanish
- Tigrinya
- Arabic (Classical)
- French (Algerian)
- Indonesian
- Kurdish
- Pashto
- Russian
- Shona

#### **5. Details of your current provider(s) (company name, date contract was awarded)**

AA Global – contract was awarded on 25<sup>th</sup> January 2018

SignLive – for British Sign Language services for people needing to call into the customer service contact centre. This was awarded on 18<sup>th</sup> May 2020.

#### **6. Spend per language service provider (LSP)**

Not applicable – no LSP

#### **7. When are your current language service contracts with your LSPs due to end?**

We do not have an LSP.

The contract for interpretation and translation services is due to end in January 2022. The contract the council holds with

**8. Where do you advertise your face to face interpreting and translation contracts?**

For information on how we advertise contract opportunities, see:

<https://www.cambridge.gov.uk/how-we-advertise-contract-opportunities>

You can find our contract register on the [LGSS procurement portal](#). You will need to use the system's filters to see local results.

**9. Name, addresses and contact point(s) for your Procurement Department responsible for awarding Interpreting and Translation contracts.**

The contract manager for the interpretation/translation contract who is responsible to awarding these contracts too with guidance from the Procurement Department is Helen Crowther, Equality and Anti-Poverty Officer (email: [helen.crowther@cambridge.gov.uk](mailto:helen.crowther@cambridge.gov.uk); phone: 01223 457046)

Our procurement Department can be contacted via [procurement@cambridge.gov.uk](mailto:procurement@cambridge.gov.uk)

Helen Crowther and the Procurement Department have the same contact address:  
Cambridge City Council, The Guildhall, Market Square, Cambridge, CB2 3QJ

However, in relation to your third question, Cambridge City Council is unable to share cost per hour charges from:

- Our interpretation and translation provider
- The provider of British Sign Language interpretation for people contacting our Customer Service Contact Centre

as these costs are not shared in the public domain and are commercially sensitive I(n line with the exemption **Section 43: commercial detriment of third parties 43(1) Class based & Qualified.43 (2) Prejudice based Qfd**).

Section 43(2) of the Freedom of Information Act 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). If this information was made public, once the council goes out to tender again for these services for January 2022 then other providers could use the information to undercut our current providers' pricing (and may undercut our current providers' pricing when bidding for other contracts too). The public interest related to sharing this information does not

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Response sent

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outweigh the commercial sensitivity, especially as we have already shared our overall spend and budget for the coming year.

The council does not hold one contract for British Sign Language face to face interpretation so there is no standardised cost per hour to share for this.

Further queries on this matter should be directed to [foi@cambridge.gov.uk](mailto:foi@cambridge.gov.uk)