

East Lothian Council

FOI Ref: 2018/531856

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?

The specific break down of the service cost are held as follows.

2016

Translator - £9,276.01

Interpreter - £23,209.97

2017

Translator - £11,392.72

Interpreter - £33,389.33

2018

Translator - £2,995.46

Interpreter - £3,959.90

The budget for 2019 is not yet held by Translation Services.

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

1. The annual cost for each of the services

The annual cost that are recorded are listed on the first page.

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

Yes.

3. How much is the cost per hour?

Approximately £42.00

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

All languages used are as follows.

Arabic, Bengali, Bulgarian, Czech, German, Italian, Lithuanian, Polish, Portuguese, Romanian, Russian, Sign Language, Sorani Kurdish, Spanish, Turkish, Urdu and Vietnamese.

Some languages are not frequently used but the five most common are Arabic, Bulgarian, Czech, Polish and Romanian.

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

East Lothian Council use Global Languages, LanguageLine, for translation services, however there is no official contract, however suppliers are on an Approved Suppliers List.

6. Spend per language service provider (LSP)

Global Languages – figures provided above.

LanguageLine Solutions – Approx £80 per annum.

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

East Lothian Council has no contract in place for LSP.

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

We provide information of the service provided by ELC through the following:

- Back of Feedback Forms
- Customer Service Centres have leaflet or info card on their desk

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

East Lothian Council has no contracts.