



Reference: FOI 1436

Request:

Please can you provide financial information relating to the:

- * total cost of interpreting services in the last 2 years and the number of requests made
- * total cost of translation services in the last 2 years and the number of requests made
- * total cost of BSL interpreting in the last 2 years and the number of requests made

The annual spend of combined translation, interpretation and BSL Interpreting costs in the last 2 years were:

2017/18: £12,028

2018/19: £24,551

We do not hold information relating to the number of requests made.

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

- * Hourly cost of face to face interpreting services

This information is withheld under Section 43 of the FOIA, Commercial interests -

- (1) Information is exempt information if it constitutes a trade secret.
- (2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

- * Cost per minute of telephone interpreting services

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- * Breakdown of the top 10 most popular languages

The ten most popular languages are

Kurdish, Vietnamese, Romanian, Bengali, Lithuanian, Arabic, French, Farsi, BSL and Polish.

How many video interpreting sessions were made last year for all languages, including British Sign Language?

None

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

When are your current language service contracts with your incumbent(s) due to end?

We utilise the Nepo framework which was awarded on the 30th March 2017

ITL North East Limited provide:

- * Face to face interpreting in foreign languages
- * Telephone interpreting services in foreign languages
- * Written or document translation services (including foreign languages, Braille and the conversion of written documents into alternative formats such as audio, visual or pictorial English and EasyRead)

And

On Call provide:

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North Tyneside Council

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- * British Sign Language (BSL)
- * Support to service users who require:
 - o Finger spelling
 - o Sign Supported English
 - o Note taking
 - o Speech-to-text operator
 - o Lipspeaking
 - o Deafblind communication

The contract is due to expire on the 31st March 2020.

Please can you provide the name, job title, email address and contact number for the person(s) responsible

- For awarding any contracts relating to these services

The contact for the current contract is Judith Robson Category Manager email Judith.robson@northtyneside.gov.uk Tel 0191 6435660

The new framework will be set by Nepo on behalf of a number of local authorities and the contact will be Laura Kyle Procurement Officer email laura.kyle@nepo.org Tel 0191 6380040

- For managing the day to day running of the services

The contact is Anne Foreman Policy and Performance Manager email anne.foreman@northtyneside.gov.uk Tel 0191 6432225

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