



Reference: FOI0139

Request:

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

2016/17 = £24,871,

2017/18 = £21,466,

2018/19 TO 7/8/18 = £6,805

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 information as requested is not held as annual costs are not broken down as described by the requester e.g. face to face, telephone and written translation.

There is no central budget for translation and interpretation (bookings and payments are managed by each service area on demand). Therefore we cannot provide a budget for next year.

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

The annual cost for each of the services

As supplied above.

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

No

How much is the cost per hour?

There is no specific cost per hour as this varies depending on time, volume and complexity.

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

These are all of the languages requested: Albanian Arabic, Bengali, BSL, Cantonese, Czech, Dari, Farsi, French, Hungarian, Italian, Kurdish, Latvian,

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Lithuanian, Mandarin, Oromo, Polish, Portuguese, Punjabi, Romanian, Russian, Slovak, Spanish, Thai, Ukrainian, Urdu, Vietnamese.

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

Primary providers are: ITL North East Limited – contract awarded April 2017 Oncall Interpreters Limited - contract awarded April 2017

Spend per language service provider (LSP)

Please see response to first question above

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

31 March 2020 (with the option of a 1 year extension)

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

Via the NEPO Portal, European Journal and Contracts Finder

Name, addresses and contact point(s) for your Procurement

Denise Pearson
Procurement Manager
North Tyneside Council
Quadrant East
The Silverlink North
Wallsend
NE27 0BY
07817574538
denise.pearson@northtyneside.gov.uk

Department responsible for awarding Interpreting and Translation contracts.

As above

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