

Freedom of Information (FOI) request

Received: 26 February 2024
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Your request:

Freedom of Information Request - 26th February 2024

Dear Sir/Madam,

Under Freedom of Information Act 2000, please can you provide the following information regarding language services.

1. Please confirm your overall spend on interpreting, translation and transcription services for the following financial years:
2021-22
2022-23
2. Who is your incumbent supplier(s) for language services? If you have more than one supplier, which services does each one provide to you?
3. If you have a separate British Sign Language/non-spoken supplier, who is this?
4. If you have a separate transcription supplier, who is this?
5. Do you have any in-house interpreters/translators?
6. When is your current language services contract(s) due to expire, a) without extensions and b) with all possible extensions?
7. Could you please provide the name, phone number and email address of the contract manager responsible for language services?
8. Could you please provide the name, phone number and email address of the person responsible for your language services budget?

9. Could you please provide the following data for 2023:

Total number of face-to-face interpreting assignments (spoken language) and hours completed

Total number of face-to-face interpreting assignments (non-spoken language) and hours completed

Total number of telephone interpreting calls and minutes completed

Total number of video interpreting calls (spoken language) and minutes completed

Total number of video interpreting calls (non-spoken language) and minutes completed

Total number of document translations and words translated

Total number of audio transcriptions and total audio duration

10. What were your top 20 highest-volume languages for interpreting/translation requests in 2023?

11. Can you please provide the fill rate % you received for the following services in 2023:

Face-to-face interpreting

Telephone interpreting

Video interpreting

Document translation

Audio transcription

12. What languages has your provider been unable to source in the last 12 months?

13. Have service credits been applied on your language services contract in the last 12 months? If so, what performance failure was this linked to?

14. What social value has been delivered as part of this contract in the last 12 months?

15. If your contract was awarded through a tender process, can you please provide a copy of the winning bidder's tender?

16. What are your contracted rates for each of the following services?

Spoken face-to-face interpreting: hourly rate

Non-spoken face-to-face interpreting: hourly rate

Telephone interpreting: per minute rate

Spoken video interpreting: per minute rate

Non-spoken video interpreting:

Document translation: per word rate

Audio transcription: per audio minute rate

17. Has your provider of language services increased their charge rate to you in the last 12 months?

18. What is the Authority's typical route to market?

19. Does the Authority currently have any interpreter on wheel devices as part of their current contract? If yes please advise how many and if these are provided free of charge or paid for by the Authority.
20. Could you please provide the name, phone number and email address of the person responsible for the language services budget?
21. Could you please provide the name, phone number and email address of the person in charge of procurement for the Authority?

Thank you for your time and I look forward to hearing from you.

Kind Regards,

[name redacted]

Our response:

Thank you for your request. We have handled your request under the Freedom of Information Act 2000 (FOIA).

1. **Please confirm your overall spend on interpreting, translation and transcription services for the following financial years:**

2021-22 - £nil

2022-23 - £nil

2. **Who is your incumbent supplier(s) for language services? If you have more than one supplier, which services does each one provide to you?**

The CCC has no current contract with any language supplier.

3. **If you have a separate British Sign Language/non-spoken supplier, who is this?**

The CCC has no current contract with any language supplier.

4. **If you have a separate transcription supplier, who is this?**

The CCC has no current contract with any transcription supplier.

5. **Do you have any in-house interpreters/translators?**

No.

6. **When is your current language services contract(s) due to expire, a) without extensions and b) with all possible extensions?**

No current contract.

- 7. Could you please provide the name, phone number and email address of the contract manager responsible for language services?**

No current contract.

- 8. Could you please provide the name, phone number and email address of the person responsible for your language services budget?**

No budget for language services.

- 9. Could you please provide the following data for 2023:**

Total number of face-to-face interpreting assignments (spoken language) and hours completed – None.

Total number of face-to-face interpreting assignments (non-spoken language) and hours completed - None.

Total number of telephone interpreting calls and minutes completed - None.

Total number of video interpreting calls (spoken language) and minutes completed - None.

Total number of video interpreting calls (non-spoken language) and minutes completed - None.

Total number of document translations and words translated - None.

Total number of audio transcriptions and total audio duration - None.

- 10. What were your top 20 highest-volume languages for interpreting/translation requests in 2023?**

N/A

- 11. Can you please provide the fill rate % you received for the following services in 2023:**

Face-to-face interpreting – N/A.

Telephone interpreting – N/A.

Video interpreting – N/A.

Document translation – N/A.

Audio transcription – N/A.

- 12. What languages has your provider been unable to source in the last 12 months?**

No language provider.

- 13. Have service credits been applied on your language services contract in the last 12 months? If so, what performance failure was this linked to?**

No current contract.

- 14. What social value has been delivered as part of this contract in the last 12 months?**

No current contract.

15. If your contract was awarded through a tender process, can you please provide a copy of the winning bidder's tender?

No current contract.

What are your contracted rates for each of the following services? No current contract.

Spoken face-to-face interpreting: hourly rate
Non-spoken face-to-face interpreting: hourly rate
Telephone interpreting: per minute rate
Spoken video interpreting: per minute rate
Non-spoken video interpreting:
Document translation: per word rate
Audio transcription: per audio minute rate

16. Has your provider of language services increased their charge rate to you in the last 12 months?

No current contract.

17. What is the Authority's typical route to market?

No current contract.

18. Does the Authority currently have any interpreter on wheel devices as part of their current contract? If yes please advise how many and if these are provided free of charge or paid for by the Authority.

No current contract.

19. Could you please provide the name, phone number and email address of the person responsible for the language services budget?

No current contract.

20. Could you please provide the name, phone number and email address of the person in charge of procurement for the Authority?

No budget for language services.

Information disclosed in response to this FOIA request is releasable to the public. In keeping with the spirit and effect of the FOIA and the government's Transparency Agenda, this letter and the information disclosed to you may be placed on the CCC website, together with any related information that will provide a key to its wider context. No information identifying you will be placed on the CCC website.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. If you are not content with the outcome of the review, you may apply directly to the Information Commissioner for a decision. In keeping with our transparency policy, the information released to you will be published on www.theccc.org.uk. Please note that this publication will not include your personal data.

Kind regards,

Climate Change Committee