

Request for Information: Ref NCC-032738-18
Language Interpretation Services

Thank you for your request for information relating to language Interpretation Services. I can now let you have the following information in response to the questions you raised.

1. The annual cost for each of the services

17/18 - £162,441.15

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

Inclusive of travel in vast majority of cases unless an emergency situation

3. How much is the cost per hour?

£39 p/h Face to-face

56p p/m by telephone

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

Romanian

Lithuanian

Kurdish Sorani

Russian

Pashtu

Tigrigna

Arabic

Latvian

Mandarin

Urdu

Bengali/Sylheti

British Sign Language

Spanish

Punjabi

Turkish

Hungarian

Slovak

Vietnamese

Farsi

Amharic

French

Dari
Italian
Portuguese
Tamil
Albanian
Czech
Bulgarian
Cantonese
Chinese (Mandarin)

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

The Language Shop, August 2017

6. Spend per language service provider (LSP).

As above – provider is the Language Shop.

We hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly using the contact details below. In addition and for future reference Nottinghamshire County Council regularly publish previous Freedom of Information Requests and answers on our website, under Disclosure logs, available at the following link:

<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or email complaints@nottscc.gov.uk.

Yours sincerely

Name Jilly Walden
Position Complaints information and Mediation Officer
Nottinghamshire County Council