

1. 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**

No recorded information held for the requested breakdown. However, to assist we can advise that the overall spend on Language Services over the last 2 financial years was approximately £1,911,837.

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

- **Hourly cost of face to face interpreting services**
- **Cost per minute of telephone interpreting services**

This information is exempt by virtue of Section 43(2) – Commercial interests. Please see attached document (11633_PIT) for further details on the application of this exemption.

- **Breakdown of the top 10 most popular languages**

No recorded information held

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

No recorded information held

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

Capita TI
Contract awarded October 2017

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

October 2019. However, there is provision within the terms of the agreement for the contract to be extended for a further 2 periods of 12 months each.

6. 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**
- **For managing the day to day running of the services**

No recorded information held