

FOI number: **HBC_FOI_20200502**
Date FOI Received: **1/09/2020**
Department: **Customer Services**
Title: **Language provisions**
Description: **Language services and interpretation and translation requests**

Request: (As Redacted sent by requestor)

I am contacting you under the Freedom of Information Act 2000 to request information regarding how your interpreting and translation service is currently being provided.

1. Please can you complete the information below regarding your interpretation, translation and British sign language services being used at your organisation.
 - a. How many requests for interpreting you have had for 2019 and 2020 to date
 - b. How many requests for translations you have had for 2019 and 2020 to date
 - c. How much the annual cost for interpreting was for 2019
 - d. How much the annual cost for interpreting was for 2020 to date
 - e. How much the annual cost for translating was for 2019
 - f. How much the annual cost for translations was for 2020 to date
2. Can you please tell me who your current supplier(s) is and provide a breakdown of the cost of the services.
3. Please list your top ten most popular languages for the last 2 years
4. Can you please provide details of your current provider(s) (company name, date contract was awarded and date of renewal?)
5. What language services have you provided during the COVID19 pandemic?
6. How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?
7. Are you providing video interpreting services? How is this being provided and what are the costs per minute?
8. Can you please provide the name and contact details of the person responsible for the set up and implementation for Interpreting and Translation services.

Name:

Position:

Email:

Contact Number:

Department:

Response: (Response as Redacted sent by service)

1. Please can you complete the information below regarding your interpretation, translation and British sign language services being used at your organisation.
 - a. How many requests for interpreting you have had for 2019 and 2020 to date

- 2019 = 12
 - 2020 = 23
- b. How many requests for translations you have had for 2019 and 2020 to date
- 2019 = 1
 - 2020 = 0
- c. How much the annual cost for interpreting was for 2019
- We hold information relevant to your request but decline to communicate that information. I am required to inform you of the applicable exemption which is section 43 (2) – commercial interest under the Freedom of Information Act. The Council considers disclosure would prejudice commercial interest of the supplier. This is subject to a public interest test. The Council decision is that the public interest in protecting the commercial interests of the supplier outweighs the public interest in the disclosure of the information.
- d. How much the annual cost for interpreting was for 2020 to date
- We hold information relevant to your request but decline to communicate that information. I am required to inform you of the applicable exemption which is section 43 (2) – commercial interest under the Freedom of Information Act. The Council considers disclosure would prejudice commercial interest of the supplier. This is subject to a public interest test. The Council decision is that the public interest in protecting the commercial interests of the supplier outweighs the public interest in the disclosure of the information.
- e. How much the annual cost for translating was for 2019
- We hold information relevant to your request but decline to communicate that information. I am required to inform you of the applicable exemption which is section 43 (2) – commercial interest under the Freedom of Information Act. The Council considers disclosure would prejudice commercial interest of the supplier. This is subject to a public interest test. The Council decision is that the public interest in protecting the commercial interests of the supplier outweighs the public interest in the disclosure of the information.
- f. How much the annual cost for translations was for 2020 to date
- We hold information relevant to your request but decline to communicate that information. I am required to inform you of the applicable exemption which is section 43 (2) – commercial interest under the Freedom of Information Act. The Council considers disclosure would prejudice commercial interest of the supplier. This is subject to a public interest test. The Council decision is that the public interest in protecting the commercial interests of the supplier outweighs the public interest in the disclosure of the information.
2. Can you please tell me who your current supplier(s) is and provide a breakdown of the cost of the services.

- [Language Line Solutions Ltd](#)
 - We hold information relevant to your request but decline to communicate that information. I am required to inform you of the applicable exemption which is section 43 (2) – commercial interest under the Freedom of Information Act. The Council considers disclosure would prejudice commercial interest of the supplier. This is subject to a public interest test. The Council decision is that the public interest in protecting the commercial interests of the supplier outweighs the public interest in the disclosure of the information.
3. Please list your top ten most popular languages for the last 2 years
- [Arabic](#)
 - [Farsi](#)
 - [French](#)
 - [Gujarati](#)
 - [Pashto](#)
 - [Polish](#)
 - [Portuguese](#)
 - [Romanian](#)
4. Can you please provide details of your current provider(s) (company name, date contract was awarded and date of renewal?)
- [Language Line Solutions LTD](#)
 - [24 October 2002](#)
 - [24 October 2021](#)
5. What language services have you provided during the COVID19 pandemic?
- [Farsi](#)
 - [Romanian](#)
6. How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?
- [None](#)
7. Are you providing video interpreting services? How is this being provided and what are the costs per minute?
- [Yes](#)
 - We hold information relevant to your request but decline to communicate that information. I am required to inform you of the applicable exemption which is section 43 (2) – commercial interest under the Freedom of Information Act. The Council considers disclosure would prejudice commercial interest of the supplier. This is subject to a public interest test. The Council decision is that the public interest in protecting the commercial interests of the supplier outweighs the public interest in the disclosure of the information.
8. Can you please provide the name and contact details of the person responsible for the set up and implementation for Interpreting and Translation services.

Name: [Lee Gallagher](#)

Position: [Customer Services & Digital Transformation Manager](#)

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Contact Number: [020 8207 2277](tel:02082072277)

Department: [Customer Services](#)

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at: <https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625 545700
Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services