

FOI number: **HBC\_FOI\_20200551**  
Date FOI Received: **22/09/2020**  
Department: **Customer Services**  
Title: **Translation and Interpretation Services**  
Description: **Translation and interpreting services**

**Request: (As Redacted sent by requestor)**

- costs of face to face interpreting services
- costs of telephone interpreting services
- costs of written translation services

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?

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

1. The annual cost for each of the services
2. Whether interpreting hourly fee is inclusive of travel or plus costs?
3. How much is the cost per hour?
4. Breakdown of the top 30 most popular languages used over these periods
5. Details of your current provider(s) (company name, date contract was awarded)
6. Spend per language service provider (LSP)
7. When are your current language service contracts with your LSPs due to end?
8. Where do you advertise your face to face interpreting and translation contracts?
9. Name, addresses and contact point(s) for your Procurement Department responsible for awarding Interpreting and Translation contracts.

**Response: (Response as Redacted sent by service)**

- costs of face to face interpreting services
- costs of telephone interpreting services
- costs of written translation services

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?

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.

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

1. The annual cost for each of the services

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

Not applicable

3. How much is the cost per hour?

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.

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

- Arabic
- Farsi
- French
- Gujarati
- Pashto
- Polish
- Portuguese
- Romanian

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

- Language Line Solutions LTD
- 24 October 2002

6. Spend per language service provider (LSP)

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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.

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

- 24 October 2021

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

- [www.hertsmere.gov.uk](http://www.hertsmere.gov.uk)

9. Name, addresses and contact point(s) for your Procurement Department responsible for awarding Interpreting and Translation contracts.

Contact details can be found here

<https://www.hertsmere.gov.uk/Business/Tenders--Contracts/Procurement.aspx>

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](http://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