



Our Ref: 004052/23
Address Correspondence to: Information Management
Date: 07 November 2023

Freedom of Information Act 2000

I write further to your request for information received 12/10/2023. I note you seek access to the following information:

1. *Please confirm your overall spending on Translation and Interpreting Services, for each of the financial years:*
 - a. *2020-2021:*
 - b. *2022-2023:*
 2. *Please provide a breakdown of languages for the last 12 months*
 3. *What languages were your suppliers not able to supply in 2022?*
 4. *Which external supplier(s) do you currently use to deliver your interpreting and translation services ?*
 5. *Are you able to provide approximate fee / interpreting session for:*
 - a. *In-person/face to face interpreting*
 - b. *Telephone interpreting*
 - c. *Video interpreting*
 6. *If you outsource the provision of interpreting services to an external provider, could you please confirm:*
 - a) *Whether the provider was contracted via a national framework? If so, which one?*
 - b) *When does the current contract expire?*
 - c) *Is there is an exclusivity clause, which would prevent you from piloting new cost saving interpreting services during the duration of your contract with your existing provider?*
 7. *From which budget within your organisation are interpreting services funded?*
 8. *Where do you advertise your tenders? If you do not do a full tender / which frameworks would you use?*
 9. *What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?*
 10. *Please provide the name and email of the contract manager for the service*
 11. *If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?*
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Your request for information has now been considered and the information asked for is as follows: -

1. Please confirm your overall spending on Translation and Interpreting Services, for each of the financial years:
2020-2021: **£390,000**
2022-2023: **£400,000**
2. Please provide a breakdown of languages for the last 12 months **this question cannot be answered as it does not provide details of which requirements are being sought Face to Face or Telephone**
3. What languages were your suppliers not able to supply in 2022? **All Languages were provided**
4. Which external supplier(s) do you currently use to deliver your interpreting and transl. Are you able to provide approximate fee / interpreting session for:ation services ? **Cintra**
- 5
In-person/face to face interpreting **£38 per hour**
Telephone interpreting **£0.49 per minute**
Video interpreting **£38 per hour**
6. If you outsource the provision of interpreting services to an external provider, could you please confirm:
 - a) Whether the provider was contracted via a national framework? If so, which one? **All English Forces use the Police DPS for Language Services including Leicestershire**
 - b) When does the current contract expire? **October 2025**
 - c) Is there is an exclusivity clause, which would prevent you from piloting new cost saving interpreting services during the duration of your contract with your existing provider? **We cannot use any supplier that is not on the current Police DPS. This is the same for all English Forces**
7. From which budget within your organisation are interpreting services funded? **Custody**
8. Where do you advertise your tenders? If you do not do a full tender / which frameworks would you use? **As above we did a further competition for all 9 Midlands Forces on the Police DPS**
9. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)? **answered above repeat question it started on 1st October 2021**
10. Please provide the name and email of the contract manager for the service Ian Fraser **ian.fraser@leics.police.uk**
11. If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach? **As 10 however we are contracted for services until October 2025**

Leicestershire Police provides you the right to ask for a re-examination of your request under its review procedure. Letters should be addressed to Information Manager, Corporate Services Department at the above address. If you decide to request such a review and having followed the Force's full process you are still dissatisfied, then you have the right to direct your comments to the Information Commissioner who will give it consideration.

Yours sincerely,

Freedom of Information Officer
Leicestershire Police

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