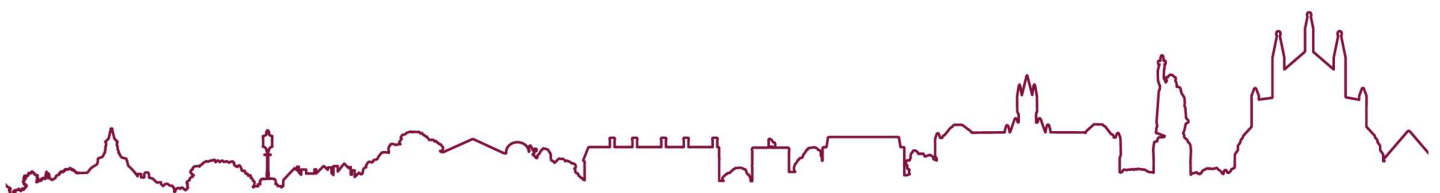


FOI REF:	14397
RESPONSE SENT:	27/06/2024

Request:

1. When is your current language services contract(s) due to expire, a) without extensions and b) with all possible extensions?
2. Could you please provide the following data for 2023:
 - a. Total number of face-to-face interpreting assignments (spoken language) and hours completed.
 - b. Total number of telephone interpreting calls and minutes completed.
 - c. Total number of video interpreting calls (spoken language) and minutes completed.
 - d. Total number of video interpreting calls (non-spoken language) and minutes completed.
 - e. Total number of document translations and words translated.
 - f. Total number of audio transcriptions and total audio duration.
3. Can you please provide the fill rate % you received for the following services in 2023:
 - a. Face-to-face interpreting
 - Telephone interpreting
 - Video interpreting
 - Document translation
 - Audio transcription
4. What is the Authority's typical route to market? E.g. do you usually procure through tender or direct award?



Response:

1. Winchester City Council do not have a contract with a language services provider. Our Ukrainian team have used casual worker when out in the community. They have also used Big Word for translations. The housing team have also used Big Word as mentioned in previous communications from the council.
2.
 - a. Our casual worker-translator did 30.5 hours of work for us in 2023, most of this were to support our group meetings. For our housing Ukraine team this casual worker did 16.5 hours of work in 2023 which was mainly face to face translation of individual meetings, this was done over 12 meetings.
 - b. N/A
 - c. N/A
 - d. N/A
 - e. Big Word for translation for 90 minutes.
 - f. N/A
3. Information not held.
4. N/A

