



Reference Number: FOI-101004555167

Response provided under: Freedom of Information Act 2000

Request and Response:

1. Total cost of interpreting services in the last 2 years and the number of requests made

The total cost of interpretation services in the last 2 years was £21,366.11 and the number of requests made was 513 (1 April 2017 – 31 March 2019)

2. Total cost of translation services in the last 2 years and the number of requests made

The total cost of translation services in the last 2 years was £88,625.06 and the number of requests made was 94 (1 April 2017 – 31 March 2019).

3. Total cost of BSL interpreting in the last 2 years and the number of requests made

The total cost of BSL interpreting in the last 2 years was £19,340.35 and the number of requests made was 122 (1 April 2017 – 31 March 2019).

4. Hourly cost of face to face interpreting services

The hourly cost of face-to-face interpreting services is £37.85.

5. Cost per minute of telephone interpreting services

Language Line costs £1 per minute.

6. Breakdown of the top 10 most popular languages



Comensura:

For the period April 2018 – March 2019 the breakdown of the top 10 most popular languages is: BSL

- Polish
- Mandarin
- Arabic
- Lithuanian
- Portuguese
- Romanian
- Turkish
- Italian
- Bulgarian

Language Line:

For the period April 2018 – March 2019 the breakdown of the top 10 most popular languages is:

- Sudanese Arabic
- Romanian
- Tagalog
- Arabic
- Polish
- Portuguese
- Lithuanian
- Mandarin
- Slovak
- Bulgarian

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

None

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



Our current provider is Comensura. We have a managed service contract for temporary agency resources in place and obtain interpreting services via this contract as and when required.

Language Line is currently on a rolling contract due to the very low usage figures for this service.

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

Comensura – The current managed service contract runs until April 2020 with the option to extend for a further 2 years.

Language Line is currently on a rolling contract due to the very low usage figures for this service.

10. Please can you provide the name, job title, email address and contact number for the person(s) responsible:

a) for awarding any contracts relating to these services

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b) for managing the day to day running of the services

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