



## FOI: 47282277 Translation and Interpreting Services

Freedom of Information Act

### Details

1. Please confirm your overall spending on Translation and Interpreting Services, for each of the financial years:

- a. 2020-2021:
- b. 2022-2023:

We can share data from September 2022 until October 2023  
Total spent was roughly £277,541

2. Please provide a breakdown of languages for the last 12 months

Bengali / Bangla (Sylheti)
Bengali / Bangla
Somali
Spanish (Spain)
Arabic (Modern Standard) North African
Pashto
Arabic (Modern Standard) Middle Eastern
Vietnamese
French (African)
Turkish
Polish
Kurdish (Sorani)
Romanian
Urdu
Lithuanian
Tigrinya
Portuguese (European)
Albanian
British Sign Language
Dari (Afghan Persian)
Cantonese
Spanish (Latin America)
Italian
Kurdish (Kurmanji)
Punjabi (India)
Hindi
Amharic

Thai
Mandarin
Gujarati
Swahili
Russian
Greek
French (European)
Tamil
Burmese
Sudanese
Portuguese (Brazil)
Farsi (Afghan)
Ukrainian
Hungarian
Wolof
Punjabi (Pakistan)
Farsi (Persian)
Sinhala / Sinhalese
Georgian
BSL   Deafblind Communication
BSL   Lip-speaking
Edo
Berber / Tamazight
German
Bulgarian
Oromo
Korean
Cypriot-Greek
Nepali
Afar

3. What languages were your suppliers not able to supply in 2022?

N/A

4. Which external supplier(s) do you currently use to deliver your interpreting and translation services?

The Big Word Group Limited

5. Are you able to provide approximate fee / interpreting session for:

a. In-person/face to face interpreting No

b. Telephone interpreting No

c. Video interpreting No

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?

Yes, CCS (Crown Commercial Service) RM6141 Language Services

b) When does the current contract expire?

30/09/2025

c) Is there is an exclusivity clause, which would prevent the trust from piloting new cost saving interpreting services during the duration of your contract with your existing provider?

Unclear what this question is asking

7. From which budget within your organisation are interpreting services funded?

Multiple – it is a corporate contract

8. Where do you advertise your tenders? If you do not do a full tender / which frameworks would you use?

Proactis (Due North)  
TBC Procurement Portal

9. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?

See question 6B – same answer

10. Please provide the name and email of the contract manager for the service

Karlijn Tummers, Senior Commissioning Manager,  
Karlijn.Tummers@towerhamlets.gov.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?

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