



I am writing in hopes of acquiring information to as part of research into LAs spending trends in different sectors. Spending on interpretation and translation services is one of those sectors.

In the past 12 months, please confirm

1. The number of written translation requests and how many were met (e.g. January 2023 – 2 requests / 2 met)
2. The number of pre-booked telephone interpretation requests and how many were met?
3. The number of on-demand telephone interpretation requests and how many were met?
4. The number of face-to-face interpretation requests and how many were met?
5. A breakdown of the number of Face-to-Face Interpreter requests by language (e.g. January 2023: Polish 80 / Romanian 62 / Bulgarian 50 / Urdu 22 etc for each language each moth)
6. What % of Face-to-Face Interpreter requests were met?
7. How many Interpreters Did Not Attend their appointments?
8. How many end-users did not attend their appointment?
9. How many patients who did not attend appointments needed an interpreter?
10. How many bookings were cancelled by patients last minute?

Questions 1-10

We do not hold the information that you have requested in an easily retrievable format. Section 12 of the Freedom of Information Act 2000 (FoIA) relieves a public authority from the obligation to comply with a request for information where the estimated time required to locate, review and extract the information exceeds a certain threshold set out in Regulations.

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (SI 2004/3244) set out the rules in relation to the cost limit (otherwise called the “appropriate limit”). These Regulations are published by the Office of Public Sector Information (OPSI) and are viewable on their web site from this link: http://www.opsi.gov.uk/si/si2004/uksi_20043244_en.pdf

The Regulations set out the cost limit for Government departments and for other public authorities. For local government, Regulation 3 states that the cost limit is £450 and Regulation 4(4) states that the prescribed hourly rate is £25. Regulation 4(4) further provides that where the local authority estimates the time taken to gather the information would exceed this limit (which based on the prescribed hourly rate, equates to 18 officer hours), it may refuse the request under section 12 of FoIA.

I am satisfied the cost limit applies to your request and will explain why this is the case.

We do not easily capture this information in the format required and multiple service areas across the authority receive monthly invoices.

It takes approx. 20-30 mins to download one invoice, review the content and record the required breakdown for each one.

The total time required to provide an accurate breakdown for at least 48 invoices based on 30 mins each, would be in excess of 18 hours

11. What was the total spending for the year across all interpretation and translation services? [December 2023 to November 2024](#)
[Total spend £127,384](#)
12. Who is the incumbent provider for the Council? [Bolton Deaf Society](#)
[Language Line Solutions Ltd](#)
13. When did the current contract come into effect? [Bolton Deaf Society - 2nd Dec 2024](#)
[Language Line Solutions Limited – Start date unknown due to staff turnover and is renewed on an annual basis](#)