

Annex 1

Question	Welsh Language: translation and interpretation services	Other languages: translation and interpretation services	British Sign Language (BSL)
The name of the designated person responsible for the managing of interpreting and translation services?	Meinir Pritchard heads up the Welsh Government Translation Service which provides services between the Welsh and English languages.	Tina Wilson-Price managed the ethnic language translation contract on behalf of Welsh Government prior to November 2016. Jenna Dillon will manage in future.	At the time of the request, the Welsh Government has a pool of 5 BSL Interpreter Suppliers listed on its intranet as potential providers of BSL services.
Who are your current providers of Translation and Interpreting services?	The Welsh Government Translation Service has its own in-house team of translators and interpreters who provide translation services between the Welsh and English languages. It supplements its in-house capacity by outsourcing work to external contractors. In addition, certain divisions of the Welsh Government hold dedicated budgets for outsourcing translation and conference interpretation between the Welsh and English languages. Translation is frequently commissioned by the Welsh Government as an integral requirement of specific projects, with whole projects sometimes being outsourced to third-party suppliers. This category of translation, being integral to the delivery of bilingual services in accordance with the Welsh Language Standards, is not quantifiable and is not included in this disclosure.	At the time of this response (18 November 2016) Welsh Government do not currently have providers of translation and interpreting services into other languages. Corporate Procurement Services within Welsh Government are in the process of implementing the Crown Commercial Services (CCS) Languages Services Framework Agreement RM1092. Previous to this, Welsh Government made use of the CCS Pan-Government Translation Services Framework 11/GEN/25 which ended 30 June 2016 – there were two providers: ▪ K-International ▪ The Big Word	The Welsh Government does not hold a central list of information with regard to the provision of services. Staff have the option to contact the suppliers directly to book their services (which would be agreed and paid for locally, within the division). As such, to determine information in respect of BSL would require a trawl across the organisation. I have determined that to provide the information requested would cost more than the appropriate limit established in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 to consider your request and because of this the regulations allow me to refuse to deal with it. The appropriate limit specified for central government in £600.
Is the service contracted?	The Translation Service outsources services to external suppliers, dependent on the requirement to supplement the capacity of the in-house team. Certain divisions also outsource services.	Yes, as detailed above.	When calculating whether or not your request exceeds the appropriate limit, I am allowed to consider the time it is likely to take to establish if we hold the information, locate the information, retrieve the information and extract it. If these tasks are estimated to take more than 24 hours of working time, the limit will have been exceeded.
If the service is contracted, when did the contract commence and when is it due to expire?	Translation and simultaneous interpretation services between the Welsh and English languages are outsourced under a collaborative Welsh public sector translation and simultaneous interpretation framework agreement. This became operational on 1 June 2014 and is due to expire on 31 May 2018. The current collaborative framework replaced the previous Welsh Government Translation and Interpretation Framework.	Written translations for languages, other than Welsh is as detailed above. The contract commenced 01 January 2012 and expired 30 June 2015 – the contract did not have provision for interpreting services.	The only way we could access the information you have requested is to go out to each division and ask them to retrieve it. We estimate that it would take each division at least 30 minutes (if not more) to locate, retrieve and extract any information. As there are 143 divisions within the Welsh Government, the exercise would exceed the limit allowed (30*143/60 = 71.5 hours).
Was the contract awarded after using an OJEU tendering process or was the service accessed through a framework, if so which one?	Formal notification of the procurement exercise for the Welsh public sector translation and simultaneous interpretation framework agreement was published on https://www.sell2wales.gov.wales. The framework agreement was established in accordance with Public Sector Procurement Regulations for the use of Welsh Government and a number of other interested Welsh Public Sector Bodies.	The contract was let by Crown Commercial Service (CCS), following an OJEU tendering process.	However, please note. The Welsh Government has recently contacted the current BSL Interpreters to advise them to register on the Sell2Wales website (https://www.sell2wales.gov.wales), which is where Welsh Government staff looking for these services will be directed.

How many face-to-face interpreting (not BSL) bookings have you had during 2014/2015 financial year?	The translation and interpretation framework established for services between the Welsh and English languages provides only for conference/simultaneous interpretation. It does not make provision for face-to-face interpreting.	The contract for ethnic languages did not have provision for face-to-face interpreting. However, during 2014-15, CAFCASS Cymru commissioned 107 face-to-face interpretation bookings at a cost of £12,219.	See previous page
How much did this cost during this time period for face-to-face interpreting services?	Nil	See above	
How many telephone interpreting bookings were made during 2015?	None	None	
How much did this cost during this time period for telephone interpreting services?	Nil	Nil	
How many BSL (British Sign Language) bookings were made during 2015?	N/A	N/A	
How much did this cost during this time period for BSL (British Sign Language) interpreting services?	N/A	N/A	
How many written Translation bookings were made during 2015	In 2014-15, the total number of written translation requests received and commissioned by the Translation Service and other divisions holding a dedicated budget for translation was 16,838, of which 4,322 were outsourced.	In the financial year 2014-15, the total number of requests for written translation into languages other than Welsh was 65. All were outsourced.	
How much did this cost during this time period for Translation services?	In 2014-15, the total cost of outsourcing translation requests received and commissioned by the Translation Service and other divisions holding a dedicated budget for translation was £671,118.07	During the financial year 2014-15, the total cost for non-Welsh written translations was £93,649.82	