



# EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,  
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Further to your information request FOI/EIR 22/23-239 please find your question and our response below.

## Request:

### Interpreting and Translation

1. Who is the point of contact that deals with interpreting and translation contracts within your organisation?
2. What are their contact details?
3. Do you access interpreting and translation suppliers directly or through a framework?
4. If through a framework, which one do you use?
5. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?
6. Which suppliers do you use for the following services:

Service	Supplier
Telephone interpreting	
Face to face interpreting	
British Sign Language	
Video interpreting	
Written translation	
Other interpreting/translation related service	

7. How many bookings did you have in the following financial years

Service	19/20	20/21	21/22	
Telephone interpreting				
Face to face interpreting				
British Sign Language				
Video interpreting				
Written translation				
Total				

8. What was the spend on services in the following financial years:

Service	19/20	20/21	21/22
Telephone interpreting			
Face to face interpreting			
British Sign Language			
Video interpreting			

Written translation			
Total			

**Response:**

In accordance with Section 16(1) of the FOI Act, the Council has a duty to provide advice and assistance to you, as far as it is reasonable to do so. We can advise that the Council does not respond to unsolicited requests regarding sales, procurement and commissioning.

Departments must follow a strict procedure as the council has a responsibility to spend public money to achieve the best possible value and outcomes for its citizens whilst maximising the wider social, economic and environmental benefits.

We can direct you to the Council's website pages for procurement opportunities, events and how to sell to the Council: <https://www.eastcambs.gov.uk/east-cambs-district-council/doing-business-council>

This concludes your request FOI/EIR 22/23-239

If information has been refused please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach [foi@eastcambs.gov.uk](mailto:foi@eastcambs.gov.uk) and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.