

# GREATER LONDON AUTHORITY

[REDACTED]  
(By email)

Our Ref: MGLA260718-8844

23 August 2018

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 26 July 2018. Your request has been dealt with under the Freedom of Information Act 2000.

Please find below the information we hold within the scope of your request:

*Under the Freedom of Information Act legislation, could you please provide me with financial information relating to the following services:*

- *costs of face to face interpreting services*
- *costs of telephone interpreting services*
- *costs of written translation services*

*I would appreciate it if you could provide us with the above information for the last 2 financial years, the current year and budget for next year?*

The GLA is London's strategic government and does not operate in the same way as local councils. We do not routinely provide any of the services for Londoners as Boroughs may do (e.g. in residents' one stop shops), so we do not have contracts for providing such services.

We buy in these types of services as and when needed - for a meeting or event for instance. Our spend on such services for the years you are interested in is below. The figures below are taken from a cost code ('Translation Sign Language') so please note that this would include any spend on sign language, which is routinely provided at our larger events such as People's Question Time, and the State of London Debate.

Any spend logged under a different cost code e.g. miscellaneous will not have been captured.

2016/17 - £4,867.65

2017/18 - £1,205.00

2018/19 - £2,865.00

2019/20 - N/A the GLA does not budget for this - they are ad hoc costs (if any).

*I would also appreciate if you could please provide me with the following information:*

1. *The annual cost for each of the services*

See spend above

2. *Whether interpreting hourly fee is inclusive of travel or plus costs?*

N/A

3. *How much is the cost per hour?*

N/A

4. *Breakdown of the top 30 most popular languages used over these periods*

N/A

5. *Details of your current provider(s) (company name, date contract was awarded)*

N/A

6. *Spend per language service provider (LSP)*

N/A

7. *When are your current language service contracts with your LSPs due to end?*

N/A

8. *Where do you advertise your face to face interpreting and translation contracts?*

N/A

9. *Name, addresses and contact point(s) for your Procurement Department responsible for awarding Interpreting and Translation contracts.*

N/A as above re Interpreting and Translation contracts. More generally, Transport for London is responsible for the GLA's procurement under a shared services agreement. You can read more at <https://www.london.gov.uk/about-us/governance-and-spending/spending-money-wisely/contracts-and-grants>

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA260718-8844.

Yours sincerely

**Ruth Phillips**  
**Information Governance Officer**

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:  
<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>