



Enquiries to: Information Team

Our Ref: 7575583

Name: Sofia Kis

Email: request-754658-a67374d0@whatdotheyknow.com

Date: 11 June 2021

Dear Ms Kis

Freedom of Information Request

Thank you for your recent request received 12 May 2021. Your request was actioned under the Freedom of Information Act 2000.

Liverpool City Council confirms that it holds some of the information relevant to the terms of your request as detailed below.

You asked: -

In regards to Interpreting and Translations services used by your organisation,

- 1) Can you please provide details of your current provider(s) (company name, date contract was awarded and date of expiry/renewal)
- 2) Please list your top ten most popular languages for the last 2 years.
- 3) What types of language services have you provided during the COVID-19 pandemic?
- 4) How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?

Our response: -

- 1) DA Languages Awarded 5th January 2018. Expires 4th January 2022

- 2) Arabic

Slovak

Tamil

Polish

Kurdish / Kurdish Sorani

Farsi (Persian)

Liverpool City Council Information Team

Cunard Building, Water Street, Liverpool, L3 1AH

E: informationrequests@liverpool.gov.uk

Vietnamese
Romanian
Czech
Tigrinya
Swahili
Lithuanian
Urdu
Kurdish

3) Translation, Video Interpreting, Telephone Interpreting mainly

4) Please see attached table for unfulfilled requests from March 2020 onwards.

This concludes our response.

The City Council will consider appeals, referrals or complaints in respect of your Freedom of Information Act 2000 and you must submit these in writing to Informationrequests@liverpool.gov.uk within 28 days of receiving your response.

The matter will be dealt with by an officer who was not previously involved with the response and we will look to provide a response within 40 days.

If you remain dissatisfied you may also apply to the Information Commissioner for a decision about whether the request for information has been dealt with in accordance with the Freedom of Information Act 2000.

The Information Commissioner's website is www.ico.gov.uk and the postal address and telephone numbers are:-

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK95AF. Telephone 0303 123 1113, email mail@ico.gsi.gov.uk (they advise that their email is not secure)

I trust this information satisfies your enquiry.

Yours sincerely

Information Team

Liverpool City Council