



- Document translation
- Transcription
- Any other language related services

## 2. Service Activity Volumes

### Interpreting – Spoken Language

- Total number of face-to-face assignments
- Total hours completed
- Total number of telephone interpreting calls
- Total minutes of telephone interpreting
- Total number of spoken video interpreting calls
- Total minutes of spoken video interpreting

### Interpreting – Non spoken (e.g., BSL)

- Total number of face-to-face assignments
- Total hours completed
- Total number of non-spoken video interpreting calls
- Total minutes of non-spoken video interpreting

### Translation & Transcription

- Total number of document translations
- Total words translated
- Total number of audio transcriptions
- Total audio duration (minutes or hours)

## 3. Contracted Providers

- Name(s) of all contracted providers
- Which services each provider delivers
- Whether you use:
  - o a separate BSL/non spoken supplier
  - o a separate transcription supplier
- Framework or procurement route used (e.g., CCS framework, regional framework, local contract)

## 4. In House Resources

- Do you employ any in house interpreters and/or translators?
- If yes, please list all relevant roles.

## 5. Contract Information

- Contract end date (without extensions)
- Contract end date (with all extension options included)

## 6. Contact Details

Please provide the name, telephone number and email address for:

- The contract manager responsible for language services
- The budget holder for language services

If you are deaf or have a hearing difficulty you can contact the Department via the Next Generation Text Relay Service by dialling 18001 + telephone number.

- The person responsible for procurement  
(If personal details cannot be released, please provide departmental or generic contact information.)

#### 7. Language Demand

- The top 20 most requested languages across interpreting and translation.

#### 8. Fill Rates

Please provide service fill rate percentages for:

- Face to face interpreting
- Telephone interpreting
- Video interpreting
- Document translation
- Audio transcription

#### 9. Unfulfilled Requests

- Which languages your provider(s) were unable to supply in the past 12 months.

#### 10. Service Credits

- Have service credits been applied in the past 12 months?
- If yes, please specify the performance issues that triggered them.

#### 11. Social Value

- What social value activity has been delivered as part of the contract in the latest 12-month period?

#### 12. Tender Documents

If the contract was awarded competitively, please provide a copy of the winning bidder's tender submission (with appropriate redactions where required).

#### 13. Contracted Rates

Please provide current pricing for:

- Spoken face to face interpreting (hourly rate)
- Non spoken face to face interpreting (hourly rate)
- Telephone interpreting (per minute rate)
- Spoken video interpreting (per minute rate)
- Non spoken video interpreting (per minute rate)
- Document translation (per word rate)
- Audio transcription (per audio minute rate)

Please also confirm whether any minimum booking durations apply for any service type.

#### 14. Pricing Changes

If you are deaf or have a hearing difficulty you can contact the Department via the Next Generation Text Relay Service by dialling 18001 + telephone number.

- Have any contracted providers increased their rates in the past 12 months?
- If yes, please provide details.

#### 15. Route to Market

- What is your typical procurement route for language services (e.g., framework, direct award, competitive tender)?

#### 16. Interpreter on Wheels / VRI Devices

- Do you have any interpreter on wheels devices or other video remote interpreting (VRI/VSI) equipment as part of your contract?
  - o If yes:
    - How many?
    - Are they provided free of charge or charged?

#### 17. Off Contract Spend

Has any language service work been commissioned outside your contracted provider(s)?

If yes, please provide:

- Total value
- Names of the off-contract suppliers

#### 18. Complaints

Please provide:

- The number of complaints received in the latest 12 month period relating to language services
- A breakdown by type (e.g., quality issues, delays, interpreter conduct, availability, unfulfilled requests, translation accuracy, etc.)
- Whether any complaints were escalated, upheld, or resulted in corrective action

If any part of this request requires clarification, please let me know.”

As stated in the acknowledgment letter issued to you on 3rd March 2026, the Department for Communities (DfC), who has responsibility for the Central Translation Hub for NICS, will respond to you separately on the bulk of your request.

DAERA considered questions 4, 6, 16 & 17, and following further consideration also questions 12,13 & 14, and I am writing to advise you that following a search of our records I have established that the information you requested is not held by the Department.

If you require any clarification, believe that any part of your request has been overlooked, misunderstood or misinterpreted, please contact me in the first instance to see if it is a matter that can be resolved.

If you are deaf or have a hearing difficulty you can contact the Department via the Next Generation Text Relay Service by dialling 18001 + telephone number.

If you are unhappy with the manner in which your request for information has been handled or the decision to release/withhold information, you have the right to request a formal review by the Department. If you wish to do so, please contact The Review Section either by e-mailing [daera.informationmanager@daera-ni.gov.uk](mailto:daera.informationmanager@daera-ni.gov.uk) or by post at The Department of Agriculture, Environment and Rural Affairs, Data Protection & Information Management Branch, Floor 2, Jubilee House, 111 Ballykelly Road, Ballykelly, Limavady BT49 9HP, within two months from the date of this letter.

If after such an internal review you are still unhappy with the response, you have the right to appeal to the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF, who will undertake an independent review of the Department's decision.

Yours sincerely,

[Redacted signature]

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