

## EDIR 60480 Language Services Provision

### Total Spend on Language Services

Please provide total spend, broken down into:

Spoken language interpreting

2024/25 - £948,238

Non-spoken interpreting (e.g., BSL)

2024/25 - £20,794

Document translation

2024/25 - £133,950

Transcription

2024/25 - £3,733 (Braille & Alternative Formats Transcription Services)

Any other language-related services

2024/25 – N/A

### Service Activity Volumes

Interpreting – Spoken Language

Total number of face-to-face assignments

2024/25 – 12322

Total hours completed

2024/25 – 24,336 Hrs

Total number of telephone interpreting calls

2024/25 – 7,223

Total minutes of telephone interpreting

2024/25 – 111,184 Mins

Total number of spoken video interpreting calls

2024/25 – 187

Total minutes of spoken video interpreting

2024/25 – 11,220 Mins

Interpreting – Non-spoken (e.g., BSL)

Total number of face-to-face assignments

2024/25 – 149

Total hours completed

2024/25 – 340 Hrs

Total number of non-spoken video interpreting calls

2024/25 – 5

Total minutes of non-spoken video interpreting

2024/25 – 300 Mins

Translation & Transcription

Total number of document translations

2024/25 – 1,069

Total words translated

2024/25 – 702,800 Words

Total number of audio transcriptions

2024/25 – 0

Total audio duration (minutes or hours)

2024/25 – 0

Contracted Providers

Name(s) of all contracted providers

Global Connections Scotland Ltd – Spoken Interpreting, Written Translations.

Global Language Services Ltd – Spoken Interpreting, Written Translations.

DA Languages Limited – Spoken Interpreting, Written Translations.

Deaf Action – BSL Interpreting.

Scottish Braille Press – Braille & Alternative Formats Transcription Services.

Which services each provider delivers

See above

Whether you use:

A separate BSL/non-spoken supplier?

Yes – Deaf Action BSL Agency – Local Contract.

A separate transcription supplier?

Yes - Scottish Braille Press – Local Contract.

Framework or procurement route used (e.g., CCS framework, regional framework, local contract)

## Scottish Government Framework - SP-21-001 Provision of Interpreting, Translation and Transcript Services

### In-House Resources

Do you employ any in-house interpreters and/or translators?

Yes

If yes, please list all relevant roles.

Interpreters

Translators /Proofreaders

### Contract Information

Contract end date (without extensions)

Scottish Government Framework - SP-21-001

11/11/2025

BSL Interpreting Contract – Deaf Action

31/10/24

Contract end date (with all extension options included)

Scottish Government Framework - SP-21-001

31/05/2026

BSL Interpreting Contract – Deaf Action

31/10/26

### Contact Details

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

- The contract manager responsible for language services

Roddy Bremner – Team Manager – Customer Services

[Roddy.Bremner@edinburgh.gov.uk](mailto:Roddy.Bremner@edinburgh.gov.uk)

- The budget holder for language services

Neil Jamieson – Head of Customer Services

[Neil.Jamieson@edinburgh.gov.uk](mailto:Neil.Jamieson@edinburgh.gov.uk)

- The person responsible for procurement

(If personal details cannot be released, please provide departmental or generic contact information.)

Nicola Harvey – Service Director - Customer and Digital Services

[Nicola.Harvey@edinburgh.gov.uk](mailto:Nicola.Harvey@edinburgh.gov.uk)

### Language Demand

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

Languages 2024/25
Ukrainian
Arabic
Polish
Romanian
Dari
Chinese
Kurdish
Turkish
Urdu
Vietnamese
Russian
Spanish
Somali
Bengali
Portuguese
Farsi/Persian
Hungarian
Albanian
Bulgarian
Italian

### Fill Rates

Please provide service fill rate percentages for:

Face-to-face interpreting – 95%

Telephone interpreting – 100%

Video interpreting – 100%

Document translation – 100%

Audio transcription – N/A

### Unfulfilled Requests

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

Bilen, Tigrinya, Tigre, Yoruba, Igbo, Luganda, Oromo, Sinhalese, Malay, Mandinka, Wolof, Kirundi, Cwi Bwamu.

### Service Credits

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

No.

### Social Value

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

Council has a contractual arrangement with the respective suppliers under the auspices of the Scottish Government's Interpretation and Translation framework and as such this activity is monitored by the Scottish Government.

### Tender Documents

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

Information not held as the contractual arrangement is through the Scottish Government's Interpretation and Translation framework.

### 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)

This information is considered to be commercially sensitive and as such cannot be disclosed.

### Pricing Changes

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

This information is considered to be commercially sensitive and as such cannot be disclosed.

#### Route to Market

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

Scottish Government Framework and/or competitive tender as and when required.

#### Interpreter-on-Wheels / VRI Devices

Do you have any interpreter-on-wheels devices or other video-remote interpreting (VRI/VSU) equipment as part of your contract?

If yes:

How many?

Are they provided free of charge or charged?

No

#### Off-Contract Spend

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

If yes, please provide:

Yes

Total value

2024/25 – £23,290

Names of the off-contract suppliers

Premium Linguistic Services
Elite Linguistics
Fife Community Interpreting Services

#### 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

No formal complaints received in this context.