Freedom of Information Request – Response – 28157

Thank you for your response to FOI 27982 and your offer to provide information on Suffolk County Council's expenditure on translation and interpreting across Suffolk.
I accept that proposed narrowing. My original request included a county-wide fallback, but to remove any ambiguity, I am no longer seeking a Lowestoft-specific breakdown, geographic allocation, booking or assignment counts, or expenditure by language in this refined request.
Please provide the following recorded information under the Freedom of Information Act 2000.
1. Annual expenditure
For 2023/24, 2024/25, 2025/26 and 2026/27 from 1 April 2026 to the latest available accounting date at receipt of this refined request, please provide Suffolk County Council's actual expenditure on:
a. Written translation between English and other languages.
The figures below exclude British Sign Language, Speech-to-Text, and Lipspeaker. The figures are based on the dates that the service was used, not the date the invoice was paid, and include usage across the whole of Suffolk.

Year of Usage	Written	Spoken	Grand Total
2023-2024	£ 119,003.11	£ 134,811.47	£ 253,814.58
2024-2025	£ 115,541.72	£ 94,908.22	£ 210,449.94
2025-2026	£ 145,033.22	£ 96,144.81	£ 241,178.03
2026-2027 (to 30 Sep 2026)	£ 38,044.94	£ 51,653.72	£ 89,698.66
Total	**£ 417,622.99**	**£ 377,518.22**	**£ 795,141.21**

b. Spoken-language interpreting, including face-to-face, telephone and video interpreting. Please identify the accounting cut-off date for 2026/27.
See table above

If written translation and spoken-language interpreting cannot be separated through existing finance codes or reports, a combined total is acceptable, clearly labelled.

2. Suppliers
Please provide supplier names and annual amounts paid for these services, using existing finance records or supplier expenditure reports.
I am not requesting invoice copies, individual service-user records or manual examination of case files.
The figures below exclude British Sign Language, Speech-to-Text, and Lipspeaker. The figures are based on the dates that the service was used, not the date the invoice was paid, and include usage across the whole of Suffolk. All amounts are excluding VAT, and any non-value amounts are zero expenditure.

Provider	Service	2023-2024	2024-2025	2025-2026	2026-2027 (to 30 Sep 2026)	Grand Total
AA Global	Spoken	£ 1,461.15	£ 1,467.35	£ 784.51	£ 107.85	£ 3,820.86
HITS	Spoken	£ 76,708.02	£ 34,968.43	£ 41,939.16	£ 29,128.02	£ 182,743.63
Involve	Spoken	£ 409.50	£ -	£ 39.50	£ -	£ 449.00
Language Line	Spoken	£ 56,232.80	£ 58,472.44	£ 53,381.64	£ 22,417.85	£ 190,504.73
Translate Plus	Written	£ 119,003.11	£ 115,541.72	£ 145,033.22	£ 38,044.94	£ 417,622.99
Grand Total		**£ 253,814.58**	**£ 210,449.94**	**£ 241,178.03**	**£ 89,698.66**	**£ 795,141.21**

3. Scope and accounting basis
Please exclude British Sign Language, other sign languages and disability communication support where existing records allow this.
Where those costs are inseparably combined with foreign-language services, please report the combined amount separately and identify what it includes. Please do not label an inseparable combined figure as exclusively foreign-language expenditure.
Please state:
• Whether amounts include or exclude VAT.
• Whether the figures are based on invoice, payment or service-delivery dates.
• Whether the totals include any separately recorded in-house provision.
• Any known service areas or expenditure categories omitted from the figures.
Please avoid double-counting supplier payments and internal recharges. Distinguish zero expenditure from information not held.
Existing spreadsheets, ledger extracts or management reports are acceptable; no bespoke report is required.
All amounts are exclude VAT

The figures are based on the service delivery dates

The figures do not include any separately recorded in-house provision

The figures exclude British Sign Language, Speech-to-Text, and Lipspeaker, and include usage across the whole of Suffolk.

Any non-value amounts are zero expenditure.

The purpose is to establish the council's expenditure and suppliers on a consistent basis across financial years.