



Response Date: 15/09/2026

2026/943 - Language, interpretation and translation services

In response to your recent request for information regarding;

Please provide the following information under the Freedom of Information Act 2000 in relation to the provision of language, interpretation and translation services.

For the last 3 years (or the period for which the data is available)

1. The Suppliers monthly or quarterly fulfilment rates for interpreting, translation and transcription services including any reports submitted against contractual KPIs.

Fulfilment Rate above 96% with emergency fulfillment above 98% over a full year. 2025-2026

2. The Suppliers performance against assignment confirmation/booking allocation time scales.

Fulfilment above 98% for jobs allocated over a full year 2025-2026.

3. The number of upheld complaints relating to interpreter or linguist misconduct.

5 over a full year 2025-2026.

4. The number of confirmed invoicing or timesheet errors identified.

None over a full year 2025-2026

5. Performance data relating to telephony and video interpretation call connection times.

Above 99% of call connected over full year 2025-2026

6. Translation and Transcription quality metrics including any reported revisions, corrections or rework needed due to Supplier error.

No errors were reported in 2025-2026, above 99% fulfillment.

7. Details of any service credits, deductions or contractual remedies applied for KPI failures.

No KPI failures requiring remedies over full year 2025-2026.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 14/09/2026

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