

Translation and Interpreting Information (FAQs)

Supplier Information

Who is your supplier(s) for language services? If you have more than one supplier, which services does each one provide to you?

Language Line

Do you have any in-house interpreters/translators?

No

Contract Details

When is your current language services contract(s) due to expire, a) without extensions and b) with all possible extensions?

The contract is reviewed and renews on an annual basis unless terminated.

Key Contacts

Could you please provide the name, phone number and email address of the contract manager responsible for language services?

Emma Perring, Team Leader – Community Planning

Email: emma.perring@shetland.gov.uk

Could you please provide the name, phone number and email address of the person responsible for your language services budget?

N/A

Could you please provide the name, phone number and email address of the person in charge of procurement for the Authority?

Shetland Islands Council Procurement Service can be contacted through our reception on 01595 693535 or through the general enquiries office at info@shetland.gov.uk

Service Performance & Delivery

Unfulfilled Requests

What languages has your provider been unable to source in the last 12 months?

None

Service Credits

Have service credits been applied on your language services contract in the last 12 months? If so, what performance failure was this linked to?

No

Pricing Changes

Has your provider of language services increased their charge rate to you in the last 12 months?

No

Document Translation

Please provide total spend for document translation

£204 – 2023/24

Procurement & Tendering, Framework

What is the Authority's typical route to market?

The Council's routes to market are determined in accordance with the relevant procurement legislation and the Council's internal processes and procedures.

What procurement route was used (e.g. direct award, tender, framework)?

- The most recent contract was awarded via a direct award

Has your organisation used the CCS RM6141 framework at any point for these services?

- No

If available, could you share who (e.g. department or job title) is responsible for managing these services?

- Community Planning & Development

Equipment / Technology

Does the Authority currently have any interpreter on wheel devices as part of their current contract? If yes, please advise how many and if these are provided free of charge or paid for by the Authority.

No

Social Value

What social value has been delivered as part of this contract in the last 12 months?

N/A