



Home Office

# Identity & Passport Service

Xxxxx XXXXXX

Reference: FOICR 18503/11

Date: 26 May 2011

Dear XXXXX

## FREEDOM OF INFORMATION REQUEST

Thank you for e-mail of 25 April, in which you ask for information on the cost of interpreter services used by the Identity and Passport Service (IPS). Your request has been handled as a request for information under the Freedom of Information Act 2000.

I am able to disclose the following information.

You asked: -

**For the following tax years, can you please tell me the cost of providing *interpreting services* both face to face and over telephone for non-English speakers. I.e. for those who have come to Britain through immigration both legal and illegally, who have required translation, for any purpose.**

**2005- 2006**

**2006-2007**

**2007- 2008**

**2009- 2010**

**2010-2011**

**Please can you give the cost separately for each year.**

The IPS response is:-

The offer of interpreter services was introduced in IPS when interviews for first time adults became compulsory in 2007-08.

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Identity and Passport Service  
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IPS only uses face to face interpreting services, it does not use over the phone services.

<b>Identity and Passport Service - Interpreter Services</b>	
<b>Financial Year</b>	<b>Total Expenditure</b>
2005/06	£0
2006/07	£0
2007/08	£249,489
2008/09	£1,174,539
2009/10	£1,105,715
2010/11	£563,718

In keeping with the Freedom of Information Act, we assume that all information can be released to the public unless it is exempt. In line with normal practice we are therefore releasing the information which you requested via the Home Office website.

I hope that this information meets your requirements. I would like to assure you that we have provided you with all relevant information that IPS holds.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference FOICR 18503/11. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Access Team  
Home Office  
Ground Floor, Seacole Building  
2 Marsham Street  
London SW1P 4DF  
E-mail: [FOIRequests@homeoffice.gsi.gov.uk](mailto:FOIRequests@homeoffice.gsi.gov.uk)

As part of any internal review the Department's handling of your information request will be reassessed by members of staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

**X Xxxxx**

**Parliamentary & Correspondence Management Team**