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Parliamentary & Correspondence  
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Xxxxxx Xxxxxxx

Reference: FOICR 17166/10

Date: 14 January 2011

Dear Xxxxxx,

## **FREEDOM OF INFORMATION TEAM**

Thank you for your e-mail of 17 December in which you ask for information on the work outsourced by the Identity and Passport Service (IPS) to the translation company, Prysq. Please see your questions and the IPS responses to each below:-

**1. I would like to know about the translation work outsourced by IPS to the translation company, Prys. [www.prysq.co.uk](http://www.prysq.co.uk) In particular, I would like to know the volume of work sent to them for the financial years ending 2009 and 2010, and thus far in this financial year.**

Our records indicate that for the financial years 2008/09 & 2009/10 IPS sent a total of 90 pieces of work for translation. For the current financial year IPS sent 17 pieces of work for translation.

**2. Also I would like to know the cost to IPS for each of the above periods.**

Payments

2008/09 - £6,976.15

2009/10 - £4,317.65

April - December 2010 - £1,004.63

**3. I suspect the work is purely document translation (i.e written) but could IPS also confirm if there is any verbal or spoken translation, and if so, supply separate figures if possible.**

IPS Finance Department hold a separate costing account for the use of interpreters. Unfortunately the allocated cost coding carries no specific information on the languages being interpreted on each occasion.

**4. I would also be grateful to know if IPS use any other companies for Welsh/English and English/Welsh translation work, with similar figures produced if indeed other companies are also used.**

IPS are obliged to translate publications (including leaflets) into the Welsh language. We do not hold a contract with Prysgr but have issued a few low value purchase orders for translation into Welsh. We have no record of using another company for this service.

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 IPS 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 17166/10. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response number given above.

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 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 Xxxxxx**  
**Parliamentary & Correspondence Management Team**