



Medicines & Healthcare products
Regulatory Agency

10 South Colonnade
Canary Wharf
London
E14 4PU
United Kingdom
gov.uk/mhra

By email: [REDACTED]

23 March 2024

FOI 24/190

Dear [REDACTED]

Thank you for your Freedom of information request, dated **26 February 2024**.

Please find our responses to your questions below; we have indicated where we do not hold the information you have asked for.

Under Freedom of Information Act 2000, please can you provide the following information regarding language services.

1. Please confirm your overall spend on interpreting, translation and transcription services for the following financial years:

- ***2021-22***
- ***2022-23***

MHRA does not collate expenditure information under a categories or categories relating to 'interpreting, translation and transcription services.' The agency spend on translation of documents and a sign language interpreter for internal events in 2021/22 and 2022/23 is as follows:

Description	2021/22	2022/23
Translation of documents	£9,725.01	£796.24
Sign Language at internal events	£648.00	£1,050.00



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

We can confirm MHRA does not have an incumbent supplier of language services.

3. ***If you have a separate British Sign Language/non-spoken supplier, who is this?***

The British Sign Language supplier is Sign Solutions Ltd.

4. ***If you have a separate transcription supplier, who is this?***

Appen Ltd.

5. ***Do you have any in-house interpreters/translators?***

MHRA do not hold this information as there are no in-house interpreters/translators.

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

MHRA do not have any contracts a) without extensions and b) with all possible extensions.

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

MHRA do not hold this information as there is no contract manager responsible for language services.

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

MHRA does not hold this information as there is no individual responsible for the language services budget.

9. ***Could you please provide the following data for 2023:***

- ***Total number of face-to-face interpreting assignments (spoken language) and hours completed***
- ***Total number of face-to-face interpreting assignments (non-spoken language) and hours completed***
- ***Total number of telephone interpreting calls and minutes completed***
- ***Total number of video interpreting calls (spoken language) and minutes completed***



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The MHRA does not hold any information for the four points above.

- ***Total number of video interpreting calls (non-spoken language) and minutes completed***

The number of calls is 12 (BSL). The MHRA does not hold information in respect of the minutes completed.

- ***Total number of document translations and words translated***

MHRA does not hold any information on this.

- ***Total number of audio transcriptions and total audio duration***

There were 7 service requests/transactions. The MHRA does not hold information in respect of the duration.

10. *What were your top 20 highest-volume languages for interpreting/translation requests in 2023?*

We can confirm that MHRA does not hold this information.

11. *Can you please provide the fill rate % you received for the following services in 2023:*

- ***Face-to-face interpreting***
- ***Telephone interpreting***
- ***Video interpreting***
- ***Document translation***
- ***Audio transcription***

We can confirm that MHRA does not hold this information.

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

We can confirm that MHRA does not hold this information.

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

We can confirm that MHRA does not hold this information.

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

We can confirm that MHRA does not hold this information.

14. *If your contract was awarded through a tender process, can you please provide a copy of the winning bidder's tender?*

We can confirm that MHRA does not hold this information as no tender process was conducted.



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15. What are your contracted rates for each of the following services?

- ***Spoken face-to-face interpreting: hourly rate***
- ***Non-spoken face-to-face interpreting: hourly rate***
- ***Telephone interpreting: per minute rate***
- ***Spoken video interpreting: per minute rate***
- ***Non-spoken video interpreting:***
- ***Document translation: per word rate***
- ***Audio transcription: per audio minute rate***

We can confirm that MHRA does not hold this information.

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

We can confirm that MHRA does not hold this information.

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

We can confirm that MHRA does not hold this information.

18. *What is the Authority's typical route to market?*

We can confirm that MHRA's typical route to market is Government and/or academic Framework Agreements.

19. *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.*

We can confirm that MHRA does not hold this information.

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

MHRA does not hold this information as there is no individual responsible for the language services budget.

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

We confirm that MHRA holds this information; the email address responsible for procurement for the Agency is purchasing@mhra.gov.uk.



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If you have a query about the information provided, please reply to this email.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date you receive this response and addressed to: info@mhra.gov.uk

Please remember to quote the reference number above in any future communications.

If you were to remain dissatisfied with the outcome of the internal review, you would have the right to apply directly to the Information Commissioner for a decision. Please bear in mind that the Information Commissioner will not normally review our handling of your request unless you have first contacted us to conduct an internal review. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

FOI Team
MHRA Customer Service

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