

Reference: 01742249

Information Requests
information.requests@ofcom.org.uk

23 January 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning Communications Consumer Panel ('CCP') translation, interpretation and language services costs. This request was received by the CCP on 27 December 2023 and passed to Ofcom's Information Requests Team, which handles Freedom of Information (FOI) requests for the CCP. We have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request

Dear Communications Consumer Panel,

Please provide me with the following information for the financial years 2020/21, 2021/22, 2022/23.

All expenditure made by your organisation, in every facet of its operations and purview, on translation, interpretation, and language services.

Please provide the aggregated total spent by your organisation and then, if possible, please provide this broken down by particular function for which the service was carried out.

Our response

Please see the following table showing the total expenditure on translation, interpretation and language services by the CCP over the last three financial years.

Financial year	Total spend on translation, interpretation and language services (£)
2020-2021	£6033.44
2021-2022	£4666.89
2022-2023	£4531.22

We do not hold full data on the breakdown of spend for the requested services. Consequently, we are unable to identify the total amount spent per function.

The total spend on translation, interpretation and language services consists of translation to Welsh, Speech to Text Services and British Sign Language Services.

Translation to Welsh, a statutory requirement, requires the CCP to translate Research Reports, Strategic Plans and Annual Reports into the Welsh language for use on their [website](#).

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

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