

Freedom of Information Team  
Oxford City Council  
Email: [freedomofinformation@oxford.gov.uk](mailto:freedomofinformation@oxford.gov.uk)

www.oxford.gov.uk



5 May 2026

Freedom of Information Request, Oxford City Council – Reference: **FOI2026/00401**

Further to our acknowledgement, we can confirm that Oxford City Council can advise as follows in response to your Freedom of Information Request received on 17 April:

Request

I am writing to make a request under the Freedom of Information Act 2000.

I would be grateful if you could provide the following information in relation to your organisation's language access, interpreting, translation, and accessibility services:

#### 1. Current Provision

- \* The name(s) of your current supplier(s) for:
  - \* Spoken language interpreting (including telephone and video remote interpreting)
  - \* Written translation
  - \* British Sign Language (BSL) interpreting
  - \* Other accessible communication formats (e.g. Easy Read, large print, braille)

#### Word 360 Ltd .

- \* The contract start date and end date (including any extension options).

**1/8/23 initial period 3 years with option to extend of a further 2 years.**

- \* The total contract value (annual and full-term, if available).

**5-year contract, £65,000.**

#### 2. Spend and Usage

- \* Total annual spend on language services for the last three financial years.
- \* A breakdown of spend by service type (e.g. face-to-face interpreting, telephone interpreting, translation, BSL).
- \* The top 10 most requested languages by volume over the last 12 months.
- \* Total volume of bookings/assignments in the last 12 months (by service type if available).

|                     | Face to Face | Telephone | Video | Totals  |
|---------------------|--------------|-----------|-------|---------|
| 01/01/23 - 31/12/23 | £575         | £13,285   | £635  | £14,495 |
| 01/01/24 - 31/12/24 | £0           | £15,750   | £210  | £15,960 |

|                      |      |         |      |         |
|----------------------|------|---------|------|---------|
| 01/01/25 - 31/12//25 | £121 | £15,320 | £400 | £15,841 |
|----------------------|------|---------|------|---------|

### 3. Procurement and Frameworks

\* The procurement route used (e.g. open tender, framework, direct award). **Direct Award (Invitation to Quote)**

\* If procured via a framework, the name of the framework and the framework provider. **N/A.**

\* The anticipated timeline for re-procurement or renewal (if applicable). **Extension to be implemented August 2026**

\* The name and contact details of the person or team responsible for managing this contract.

#### **Customer Services Manager.**

[Speak to customer services | Oxford City Council](#)

### 4. Performance and Governance

\* The key performance indicators (KPIs) used to measure supplier performance. **Quality of service/complaints.**

\* Any service credits, penalties, or performance concerns raised in the last 12 months. **No.**

\* A copy of the service specification (if publicly shareable).

The Council holds information within scope of this request; however, the service specification is not publicly shareable as it forms part of a commercially sensitive contract. Disclosure would be likely to prejudice the commercial interests of the Council and its contractor, as the information could be used to undermine fair competition in future procurement. The information is therefore exempt from disclosure under section 43(2) of the Freedom of Information Act 2000. The Council has considered the public interest and concludes that, while transparency is important, this is outweighed by the need to protect commercial interests, and the information is withheld.

### 5. Strategy and Accessibility

\* Whether you have a formal Language Access or Accessibility Policy in place. **No policy in place.**

\* Any published equality impact assessments relating to language or communication access. **None.**

If you disagree with any part of the response to your request, you are entitled to ask the Council for an internal review of the decision(s) made. You may do this by writing to the Monitoring Officer, by either email [monitoringofficer@oxford.gov.uk](mailto:monitoringofficer@oxford.gov.uk) – or by post to Monitoring Officer, Oxford City Council, Town Hall, St Aldate's, Oxford, OX1 1BX. After the result of the internal review, if you remain dissatisfied, you may ask the Information Commissioner to intervene on your behalf. You may do this by writing to the Information Commissioner's Office, Wycliffe Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,

Freedom of Information Officer

| Freedom of Information Team | Law & Governance | Oxford City Council | Town Hall | St Aldate's  
| Oxford | OX1 1BX |