

Reference: 02172470

Information Requests
information.requests@ofcom.org.uk

8 April 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Language Services and Accessibility Provision.

We received this request on 10 March 2026 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

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)*
- * *The contract start date and end date (including any extension options).*
- * *The total contract value (annual and full-term, if available).*

- Ofcom's current supplier for the provision of a translation and transcription service of audio and video content and related material, in other languages into English is with Link UP Mitaka Ltd.
- The contract commenced on 1 September 2024 and will expire on 30 August 2028.
- The contract spend is estimated as it operates on a call off basis, however we expect to spend approximately £160,000 over the full term of the contract.
- Additionally, Ofcom has a contract for the provision of Welsh language translation services with Cymen Cyfyngedig.
- The contract commenced on 4 April 2025 and will expire on 30 November 2029.
- The contract spend is estimated as it operates on a call off basis, however we expect to spend approximately £324,000 over the full term of the contract.

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).

Type	2022/23	2023/24	2024/25
Translation	£125,687	£136,129	£174,439
Face-to-face	£1,480	£1,620	£770
BSL	£1,630	£1,358	£425
Total	£128,796	£139,107	£175,634

Top 10 languages by volume:

1. Welsh (187)
2. Punjabi (6)
3. Hindi (2)
4. Arabic (2)
5. Greek (2)
6. Bangla (1)
7. Estonian (1)

3. Procurement and Frameworks

* The procurement route used (e.g. open tender, framework, direct award).

* If procured via a framework, the name of the framework and the framework provider.

* The anticipated timeline for re-procurement or renewal (if applicable).

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

Link UP Mitaka Ltd:

- Crown Commercial Service (CCS) Framework – Language Services Framework RM6141, Lot 1 – National Managed Service.
- The re-procurement timeline will depend on future business requirements and the route to market selected.
- This Contract is managed by the Broadcasting & Online Content Team - OfcomStandardsTeam@ofcom.org.uk

Cymen Cyfyngedig:

- Open tender under the Public Contract Regulations 2015.
- The re-procurement timeline will depend on future business requirements and the route to market selected.
- This Contract is managed by the Welsh Language Unit - WelshLanguageUnit@ofcom.org.uk

4. Performance and Governance

- * *The key performance indicators (KPIs) used to measure supplier performance.*
- * *Any service credits, penalties, or performance concerns raised in the last 12 months.*
- * *A copy of the service specification (if publicly shareable).*

Link UP Mitaka Ltd: There are no KPIs for this contract (please see attached the service specification).

Cymen Cyfyngedig: There are no KPIs for this contract (please see attached the service specification).

5. Strategy and Accessibility

- * *Whether you have a formal Language Access or Accessibility Policy in place.*
- * *Any published equality impact assessments relating to language or communication access.*

In response to the first part of your question we do not have formal Language Access or Accessibility Policy in place. Ofcom complies with its statutory duties under the Welsh Language (Wales) Measure 2011 as set out in its [Welsh Language Standards - Action Plan](#). Inter alia, these Standards set out the services Ofcom must provide, how it communicates and what information it publishes to the public in Welsh. In addition, we always aim for industry best practice and always try to accommodate any reasonable requests, adjust and support as necessary.

Regarding the second part of your question, we do not hold this information.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).