

Freedom of Information request 014800

5/6/19

Please can you provide financial information relating to the:

- total cost of interpreting services in the last 2 years and the number of requests made
- total cost of translation services in the last 2 years and the number of requests made
- total cost of BSL interpreting in the last 2 years and the number of requests made

See table below

	April 17 – March 18	April 18 – March 19
Total Cost of	£126,162	£133,814
Interpreting		
Total Number of	1214	1720
Interpreting		
Requests Made		
Total Cost of	£10,753	£8512
Translation		
Total Number of	36	41
Translation		
Requests Made		
Total Cost of BSL	Don't have this data	Don't have this data
Interpreting		
Total Number of	156	220
BSL Interpreting		
Requests Made		
Breakdown of top	Punjabi, Urdu, Polish,	Punjabi
10 most popular	BSL, Romanian,	Urdu
languages	Arabic,	Polish
	Mandarin, Cantonese, Kurdish and Farsi	British Sign
	Kuruisii allu Farsi	Language
		Romanian
		Mandarin
		Arabic
		Cantonese
		Kurdish
		Farsi

I would also be grateful if you could provide us with information that includes:

- Hourly cost of face to face interpreting services commercially sensitive
- Cost per minute of telephone interpreting services commercially sensitive
- Breakdown of the top 10 most popular languages see table above

How many video interpreting sessions were made last year for all languages, including British Sign Language? - N/A

Can you please provide details of your current provider(s) (company name, date contract was awarded). - Word 365 – 01/04/2019

When are your current language service contracts with your incumbent(s) due to end? - 31/03/2022 – with the option to extend for a further 2 years

Please can you provide the name, job title, email address and contact number for the person(s) responsible for awarding any contracts relating to these services:-Claire Parsons – Contracts Manager – <u>claire/parsons14@nhs.net</u> - 01384244328

For managing the day to day running of the services - Marcia Lewis – Administration Manager – <u>marcia.lewis2@nhs.net</u> – ext. 1399