

Date: 15/01/2015

**FREEDOM OF INFORMATION ACT 2000 - Ref: FOI/012067**

With reference to your FOI request in connection with 'Interpreting services' please see response below.

- costs of face to face interpreting services
- costs of telephone interpreting services
- costs of written translation services

I would appreciate it if you could provide us with the above information for the last 2 financial years, the current year and budget for next year?

I would also appreciate if you could please provide me with the following information:

1. The annual cost for each of the services

**Please see spreadsheet below. Budget for 2015/16 is £19,227.**

2. Whether interpreting hourly fee is inclusive of travel or plus costs?

**Many services have a minimum rate of 2 hours. Mileage and car park charges are not included in the hourly rate.**

3. How much is the cost per hour?

**This is variable for face to face depending on the company used and whether it is for a language interpreter or BSL. From £25/hour.**

**Telephone interpreting is charged by the second and based on a rate of 63p/minute**

4. Breakdown of the top 30 most popular languages used over these periods

**The Trust does not keep a breakdown of languages used.**

5. Details of your current provider(s) (company name, date contract was awarded)

**For telephone interpreting the Trust use Language Line, 25th Floor 40 Bank Street, Canary Wharf, London.**

**For face to face language interpreting or BSL the Trust use a number of companies and individuals identified in recent posters on display around organisation and screensaver**

6. Spend per language service provider (LSP)

**Please see spreadsheet below.**

7. When are your current language service contracts with your LSPs due to end?

**As we do not have a single provider there is no formal contract period.**

8. Where do you advertise your face to face interpreting and translation contracts?

**The Trust utilises a framework agreement awarded by Health Trust Europe, where appropriate. It does not have its own face to face interpreting and translation contract.**

9. Name, addresses and contact point(s) for your Procurement Department responsible for awarding Interpreting and Translation contracts.

The person who is responsible for liaising with Health Trust Europe regarding the interpreting and translation framework agreement is Jane Ashmore-Hall, Deputy Head of Procurement.

E-mail address - [jane.ashmore@dgh.nhs.uk](mailto:jane.ashmore@dgh.nhs.uk)

## NONPAY EXPENDITURE

Sum of Total			Full year	Full year	Apl-Dec
Expense	Exp Descr	Supplier	Year		
			1213	1314	1415
2401	Travelling Exps - Staff	ABSOLUTE INTERPRETING	1,389	830	1,307
		AMY WOODS		4	13
		BID SERVICES WITH DEAF PEOPLE	215		40
		CHRIS CHARLES	27	39	20
		EXPRESS INTERPRETING & TRANSLATION LTD	41	84	389
		FIVE STAR (B.I.T)	175	112	271
		HAYLEY & PAUL GRIFFITHS		2	
		NAHEEDA PARVEEN	243	229	124
		PETTY CASH		11	
		RNID PRODUCTS	81	24	26
		ROBERT SMITH	346	655	275
		SANDWELL DEAF COMMUNITY ASSOCIATION		32	
		TEMPORARY SUPPLIERS		14	
		WARD-WELCH LIMITED	10	37	10
		(blank)	62	-62	
<b>2401 Total</b>			<b>2,589</b>	<b>2,010</b>	<b>2,475</b>
3177	Interpreting Services	ABSOLUTE INTERPRETING	6,486	4,773	5,832
		AMY WOODS		189	180
		APPLIED LANGUAGE SOLUTIONS LTD	877	139	
		BID SERVICES WITH DEAF PEOPLE	2,070	108	327
		CHRIS CHARLES	669	1,388	792
		COMMUNICATION PLUS	255	595	515
		DUDLEY MBC	358	447	325
		EXPRESS INTERPRETING & TRANSLATION LTD	210	594	4,906
		FIVE STAR (B.I.T)	737	265	655
		GLOBAL LANGUAGE SERVICES			653
		GLOBAL TRANSLATION SERVICES		50	
		HAYLEY & PAUL GRIFFITHS		140	
		LANGUAGE DIRECT	644	408	325
		LANGUAGE LINE SERVICES	986	1,421	1,573
		LANGUAGE TO LANGUAGE			
		LYNDA MAUS			255
		MOLNLYCKE HEALTHCARE LTD			-14
		NAHEEDA PARVEEN	3,015	2,590	1,576
		ONE STOP LANGUAGE SERVICES LTD	253		
		PEARL LINGUISTICS LTD			117
		RNID PRODUCTS	700	142	142
		ROBERT SMITH	1,015	1,856	812
		ROYAL NATIONAL INSTITUTE FOR THE BLIND		204	35
		SANDWELL DEAF COMMUNITY ASSOCIATION		916	
		SIGNED INTERPRETING SERVICES			210
		WARD-WELCH LIMITED	150	532	180
<b>3177 Total</b>			<b>18,424</b>	<b>16,754</b>	<b>19,395</b>
<b>Grand Total</b>			<b>21,013</b>	<b>18,764</b>	<b>21,870</b>