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 Interpreting	**£126,162**	£133,814
Total Number of Interpreting Requests Made	1214	1720
Total Cost of Translation	**£10,753**	£8512
Total Number of Translation Requests Made	36	41
Total Cost of BSL Interpreting	Don't have this data	Don't have this data
Total Number of BSL Interpreting Requests Made	156	220
Breakdown of top 10 most popular languages	**Punjabi, Urdu, Polish, BSL, Romanian, Arabic, Mandarin, Cantonese, Kurdish and Farsi**	Punjabi Urdu Polish British Sign 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 – claire/parsons14@nhs.net - 01384244328

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