

Ref no: 163020419
From: Public
Date: 02/04/19
Subject: Interpretation Services

REQUEST & RESPONSE

I work for Involve Visual Collaboration Ltd and we are a leading provider of secure video communication services to both the public and private sectors within the UK. We have been working closely with the NHS for the past 10 years delivering a range of Telemedicine services and over the past 3 years we have been working to develop a new service that allows language and BSL interpreting to be delivered virtually using our safe and secure video conferencing platform.

Involve Interpreter will give organisations access to a broad range of home working, UK based language and BSL interpreters. The service removes associated travel and expense costs and provides additional benefits like improved infection control for GP surgeries and Hospital clinics.

The following questions refer to any interpretation from another language into English, or from English to another language as well as BSL interpretation.

For the last financial year **2018/19**, please could you provide the following:

1. What suppliers have the Trust been using for Interpretation Services?

Prestige Network for foreign languages and translations Deafness resource centre for BSL

2. Could you provide the total annual spend for interpreter services for the last financial year **2018/19**, as well as broken down by language / BSL

For BSL interpreters, spend for the financial year 2018/19 was £23,792.50 for a total of 217 bookings.

We do not currently hold this information broken down by language. This information is created externally and sent to the Trust. When the Trust receives this information later in the year it will be disclosable under FOI. Please be advised that the Act gives a general right of access to all types of

recorded information held by public authorities. We are not required to create new information to respond to a request.

3. Which languages did the interpreters support the Trust with?
 - a. Please list each language in order of highest to lowest in terms of use/bookings
 - b. Please list how many times/bookings the interpreters worked for you in each language

As above, we do not currently hold this information broken down by language. This information is created externally and sent to the Trust. When the Trust receives this information later in the year it will be disclosable under FOI. Please be advised that the Act gives a general right of access to all types of recorded information held by public authorities. We are not required to create new information to respond to a request.

Please note: In compliance with our duty to provide advice and assistance we would recommend making this request later in the year (July onwards) as the management information becomes available.