

Ref no: 018240119
From: Commercial
Date: 24/01/19
Subject: Interpretation Services

REQUEST & RESPONSE

I am writing to make a request in line with the Freedom of Information Act for information regarding language and BSL interpretation services within your Trust.

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 3 financial years, please could you provide the following:

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

[Prestige network \(foreign language\)](#)

[St Helens Deafness Resource Centre \(BSL\)](#)

2. Could you provide the total annual spend for interpreter services in each of the past 3 financial years to date as well as broken down by language / BSL?

Year	Verbal and written	British Sign Language (BSL)	Secondary foreign language provider	Total spend - £'s
2016	111,397	27,000	600.00	£ 138,997
2017	160,324	26,887	nil	£ 187,211
Spend to	150,994	20,998	nil	£ 171,992

date 2018 (Jan-Oct)				
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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. Total number of languages requested via Prestige Network**

Language	01/11/17- 31/10/18
Polish	515
Arabic	312
Chinese (Cantonese)	239
Bengali	126
Kurdish (Sorani)	100
Chinese (Mandarin)	88
Tamil	87
Romanian	75
Bulgarian	67
Portuguese	63
Slovak	61
Albanian	37
Farsi	37
Punjabi	37
Russian	36
Turkish	36
Hungarian	35
Lithuanian	27
Latvian	26
Urdu	25
Vietnamese	25
Czech	21
Spanish	21
Italian	16
Sinhalese	9
Somali	7
Tigrinya	5
Hindi	4
Thai	4
Dari	3
Greek	3
Serbian	3
French	2
Kurdish (Bahdini)	2
Amharic	1
BSL	1

Gujarati	1
Japanese	1
Malayalam	1
Pashto	1
Sudanese Arabic	1
Sylhetti	1
Welsh	1
Berber	0
TOTAL	2,162

- c. Please list how many times/bookings the interpreters worked for you in each language

See table above