

**Reference Number:** FOI/2019/035  
**From:** Commercial  
**Date:** 23 January 2019  
**Subject:** Language and BSL interpretation last 3 financial years

For the last 3 financial years, please could you provide the following:

Q1 What suppliers have the Trust been using for Interpretation Services?

A1 [Action On Hearing Loss](#)  
[Beacon Languages Ltd](#)  
[Bradbury Fields](#)  
[Deafness Resource Centre Ltd](#)  
[Languageline Solutions](#)  
[Merseyside Society For Deaf People](#)

Q2 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?

A2 Spend as per Trust accounts:

- 2015/16 £23,104.66
- 2016/17 £26,236.90
- 2017/18 £39,703.49

[Breakdown information not held collated or held as part of the Trust's management or performance data.](#)

Q3 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

A3

<u>2015-2016 financial year</u>		<u>2016-2017 financial year</u>		<u>2017-2018 financial year</u>	
Language	No requests booked	Language	No requests booked	Language	No requests booked
Polish	129	Polish	80	Polish	111
Cantonese	63	Cantonese	47	Cantonese	60
Arabic	33	Arabic	38	Czech	52
Czech	32	Czech	27	Arabic	34
Turkish	18	Portuguese	17	Farsi	27
Russian	11	Punjabi	17	Russian	23
Slovak	11	Hungarian	15	Slovak	21
Somali	11	Mandarin	14	Mandarin	14
Urdu	10	Somali	13	Romanian	14
Chinese	9	Urdu	13	Portuguese	13
Farsi	9	Farsi	12	Punjabi	10
Mandarin	9	Russian	11	Italian	9
Romanian	6	Spanish	11	Bengali	8
Bengali	5	Kurdish	8	Hungarian	8
Hungarian	5	Romanian	8	Kurdish	8
Kurdish	5	Bengali	7	Spanish	8
Tamil	5	Hindi	6	Tamil	8
Hakka	4	Slovak	6	Turkish	8
Lithuanian	4	Chinese	5	Urdu	7
Punjabi	4	Italian	5	Somali	5
French	3	Turkish	4	Lithuanian	4
Albanian	2	French	3	Chinese	3
Italian	2	Lithuanian	2	French	3
Latvian	2	Albanian	1	Sinhalese	2
Portuguese	2	Latvian	1	Dari	1
Sylheti	1	Sylheti	1	German	1
Tigrinya	1	Thai	1	Latvian	1
				Malay	1
				Thai	1
				Tigrinya	1