

Reference Number: FOI/2019/139
From: Commercial
Date: 02 April 2019
Subject: Language and BSL interpretation services in 2018/19

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

A1 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

Please refer to our response to your request reference FOI/2019/035 or this information is available on our website, it can be found in our 2019 Disclosure Log, please see FOI Request Ref: 035:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

Q2 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?

A2 £36,500

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?

- Please list each language in order of highest to lowest in terms of use/bookings
- Please list how many times/bookings the interpreters worked for you in each language

A3

List of Languages – 31.03.18 – 01.04.19		Number of jobs (bookings per language)	
Language	Number of times booked	Language	Count
Polish	93	Amharic	3
Cantonese	79	Arabic	48
Arabic	50	Bengali	15
Romanian	47	Bulgarian	5
Czech	37	Cantonese	68
Urdu	34	Chinese	7
Russian	27	Czech	34
Farsi	22	Farsi	21
Lithuanian	22	French	10

Portuguese	21	German	1
Tamil	19	Hindi	3
Punjabi	18	Hungarian	12
Bengali	17	Italian	2
Kurdish	15	Kurdish	14
Turkish	15	Language	1
French	14	Lingala	1
Hungarian	13	Lithuanian	19
Somali	11	Mandarin	6
Chinese	8	Polish	87
Mandarin	6	Portuguese	19
Slovak	6	Punjabi	14
Bulgarian	5	Romanian	41
Italian	5	Russian	24
Amharic	4	Slovak	5
Spanish	4	Somali	11
Hindi	3	Spanish	4
Latvian	2	Swahili	1
Tigrinya	2	Tamil	18
Albanian	1	Tigrinya	2
German	1	Turkish	12
Greek	1	Urdu	32
Lingala	1		
Swahili	1		