

Reference Number: FOI2021/168
From: Commercial
Date: 13 May 2021
Subject: Interpreting and Translations services used

In regards to Interpreting and Translations services used by your organisation:

Q1 Can you please provide details of your current provider(s) (company name, date contract was awarded and date of expiry/renewal)

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

This information is available on our website, it can be found in our 2020 Disclosure Log, please see FOI Request Ref: 239:

<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 Please list your top ten most popular languages for the last 2 years.

A2

2019

- Polish
- Cantonese
- Arabic
- Czech
- Romanian
- Farsi
- Turkish
- Urdu
- Somali
- Bulgarian

2020

- Polish
- Arabic
- Cantonese
- Hungarian
- Romanian
- Farsi
- Czech
- Slovak
- Russian
- Portuguese

Urdu

Q3 What types of language services have you provided during the COVID-19 pandemic?

A3 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

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Q4 How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?

A4 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.