

**Reference Number:** FOI/2020/227  
**From:** Commercial  
**Date:** 12 August 2020  
**Subject:** Translation services

For the financial years 2015-16, 2016-17, 2017-18, 2018-19, and 2019-20, please provide the following information:

**Q1** How much your trust has spent on translation/interpreter services (on both telephone and face-to-face and including British Sign Language)?

**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 Disclosure Logs, please see the following FOI Requests:](#)

[Disclosure Log 2016 FOI Request Ref: 064 for 2015/16](#)

[Disclosure Log 2020 FOI Request Ref: 075 for 2016/17](#)

[Disclosure Log 2019 FOI Request Ref: 230 for 2017/18 and 2018/19](#)

<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.

2019/20

BEACON LANGUAGES LTD £35,597.63

ACTION ON HEARING LOSS £12,447.30

MERSEYSIDE SOCIETY FOR DEAF PEOPLE £8,230.00

LANGUAGELINE SOLUTIONS £12.39

Total £ 56,287.32

**Q2** How much your trust has spent on the translation of written information for patients or carers?

**A2** [Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.](#)

**Q3** How much your trust has spent on the employment of translators/interpreters, and which languages these employees covered?

**A3** [Information not held – the Trust does not directly employ translators/interpreters](#)

**Q4** How much your trust has spent on employing advocates for non-English speakers?

- A4 Information not held – the Trust does not directly employ advocates
- Q5 What was the average waiting time for a consultation with an interpreter after initial request for interpreter services (for both telephone and face-to-face appointments)?
- A5 Information not held – the Trust does not routinely collate this information
- Q6 Which company does the trust use for interpretation services?
- A6 As per Q1 above