

Reference Number: FOI/2019/230
From: Private Individual
Date: 06 June 2019
Subject: Interpreting; translation and BSL costs

Q1 Please can you provide financial information relating to the:

- total cost of interpreting services in the last 2 years and the number of requests made
- total cost of translation services in the last 2 years and the number of requests made
- total cost of BSL interpreting in the last 2 years and the number of requests made

A1

- Interpreting – 2017/18 £25,945.06 excluding VAT; 2018/19 £26,889.00 excluding VAT
- Translation – 2017/18 £129.24; 2018/19 £1414.65
- BSL – for the period 1st April 2017 to 31st March 2019 £2,810

Q2 I would also be grateful if you could provide us with information that includes:

- Hourly cost of face to face interpreting services
- Cost per minute of telephone interpreting services
- Breakdown of the top 10 most popular languages

A2 2017/18

- Average hourly rate £25.30
- Information held however release has been exempted under Section 43: commercial interests. Disclosure would or would be likely to prejudice commercial interest.
- Top 10 from most to least, Polish, Cantonese, Czech, Arabic, Farsi, Russian, Slovak, Portuguese, Turkish, Mandarin & Romanian

2018/19

- Average hourly rate £23.11
- Information held however release has been exempted under Section 43: commercial interests. Disclosure would or would be likely to prejudice commercial interest.
- Top 10 from most to least, Polish, Cantonese, Arabic, Romanian, Czech, Urdu, Russian, Farsi & Lithuanian, Portuguese and Tamil.

Q3 How many video interpreting sessions were made last year for all languages, including British Sign Language?

A3 None

Q4 Can you please provide details of your current provider(s) (company name, date contract was awarded)?

A4 Beacon Languages – 1st April 2019
Language Line - 5th March 2019

Q5 When are your current language service contracts with your incumbent(s) due to end?

A5 Beacon Languages – 31st March 2020
Language Line - 5th March 2020

Q6 Please can you provide the name, job title, email address and contact number for the person(s) responsible

- for awarding any contracts relating to these services
- For managing the day to day running of the services

A6 Steven Doran, Head of Procurement
0151 600 1638
steven.doran@lhch.nhs.uk