

**Reference Number:** FOI/2020/239  
**From:** Private Individual  
**Date:** 01 September 2020  
**Subject:** Interpretation and Translation Services

Q1 Can you please tell me who your current supplier(s) of interpretation, translation and British sign language services is and provide a breakdown of the cost of the services

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: 227:

<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 Jan – Dec 2019

Polish	114
Cantonese	62
Arabic	55
Romanian	46
Czech	41
Farsi	35
Urdu	18
Turkish	17
Kurdish	16
Somali	16

Jan – Jul 2020

Polish	56
Arabic	37
Cantonese	34
Hungarian	29
Romanian	23
Farsi	17
Czech	14
Slovak	13
Russian	9
Bulgarian	8

Q3 Can you please provide details of your current provider(s) (company name, date contract was awarded and date of renewal?

A3 Beacon Languages – 01 April 2019 to 31 March 2020. This has been extended until 31<sup>st</sup> March 2021.

Language Line – 05 March 2019 to 05 March 2020. This has also been extended and now runs until 5<sup>th</sup> March 2021.

Q4 What language services have you provided during the COVID19 pandemic?

A4 No change during covid therefore service will be as per our policy:-

- Face-to-face interpreters for non-English speakers
- Telephone interpreters for non-English speakers
- Sign language interpreters for profoundly deaf people
- Translated written information upon request for patients who do not read English
- Translated patient information onto audio format for those who cannot read or are visually impaired
- Braille for those who are visually impaired
- Large print for those with limited vision
- Information on coloured paper for those who are visually impaired or who have dyslexia
- Easy read versions on request for anyone with learning disabilities

Q5 How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?

A5 Information not held

Q6 Are you providing video interpreting services? How is this being provided and what are the costs per minute?

A6 Interpreting services haven't changed they are just provided via a different method i.e. video or telephone consultation used when necessary. Costs specific to video interpreting

is not held.

Q7 Can you please provide the name and contact details of the person responsible for the set up and implementation for Interpreting and Translation services.

A7 Laura Allwood; Patient & Family Support Manager, [Laura.Allwood@lhch.nhs.uk](mailto:Laura.Allwood@lhch.nhs.uk)