

FOI 0164/2021 Response

1. What is the breakdown/number of all translation and interpretation services per language including spend per annum for your organisation (for the last 3 financial years).

The Trust is unable to provide a response to this query, this is because our system does not capture the information at the level of detail requested.

Obtaining the requested information will require exhaustive and manual measures that exceed the threshold of carrying out this task.

The Trust therefore, rely on the exemption Section 12 of the Freedom of Information Act 2000 to refuse this part of your request.

However, the Trust can provide an overall spend for translation and interpretation services, please see below.

Financial Year	Spend
2020/2021	£677,174
2019/2020	£583,305.79
2018/2019	£583,945.90

2. Do you currently offer a translation and/or interpreting service (inhouse)? If not, who is your current supplier for language services?

The Trust does not provide in house translation or interpreting services.

The Trust is currently using Word 360 Interpreting and Translation service to fulfil all Trust wide interpreting and translation requests, such as face to face, telephone, and video interpreting.

The Trust is also using B.I.D British Sign Language Interpreting services within our speciality Deaf Service.

If yes

a. who is the person/service responsible for interpreting and translation services within your organisation? Please provide contact details and job title.

N/A – please refer to the response provided in question 2.

b. what system do you use to deliver this service?

N/A – please refer to the response provided in question 2.

c. do you provide your services in-house (throughout the organisation?) d. do you provide services external to the organisation?

N/A – please refer to the response provided in question 2

e. How much do you charge for your services?

N/A – please refer to the response provided in question 2.

3. If you do offer an inhouse service, do you offer:

- face to face interpreting services
- sensory support services (including BSL)
- telephone interpreting services
- written translation services

N/A – please refer to the response provided in question 2.

4. Do you use in-house casual interpreters/translators to deliver the service?

N/A – please refer to the response provided in question 2.

5. Do you use in-house permanent/fixed term interpreters/translators to deliver the service?

N/A – please refer to the response provided in question 2.

6. Do you use language providers to deliver the service?

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