

FOI 032/2021 Response

Request

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

- 1) Can you please provide details of your current provider(s) (company name, date contract was awarded and date of renewal)
- 2) Please list your top ten most popular languages for the last 2 years.
- 3) What types of language services have you provided during the COVID-19 pandemic?
- 4) How many interpreting requests have not been filled during the COVID-19 pandemic and what languages were they?

Response

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

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 award date for Word 360 Interpreting and Translation service is 25/09/2019, and the contract end date is 24/09/2022.

Please note that the Trust is also using B.I.D British Sign Language Interpreting service to fulfil all interpreting and translation requests within the speciality Deaf Service.

The contract award date for B.I.D British Sign Language Interpreting service is 01/04/2020, and the contract end date is 01/04/2022.

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

A breakdown of the top ten most popular languages cannot be provided, this is because our system does not capture the information at the level of detail requested.

Obtaining the requested information will require a manual search and collation which exceeds the threshold of carrying out this task.

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

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

A breakdown of type of service cannot be provided, this is because our system does not capture the information at the level of detail requested.

Obtaining the requested information will require a manual search and collation which exceeds the threshold of carrying out this task.

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

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

A response cannot be provided for this question, this is because our system does not capture the information at the level of detail requested.

Obtaining the data will require a manual search and collation which exceeds the threshold of carrying out this task.

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