

FOI134 Response

Request

1. What types of language services are currently used by the Trust? spoken interpreting, non-spoken interpreting (BSL), document translation, telephone interpreting, video interpreting?
2. How many appointments require a face to face interpreter annually?
3. How many instances of a telephone interpreter being used are there annually?
4. Are you currently engaged in a contract with a language service agency/multiple agencies?
5. What date does the contract end on?
6. What is the trust's total spend annually on language services?

Response

- 1. What types of language services are currently used by the Trust? spoken interpreting, non-spoken interpreting (BSL), document translation, telephone interpreting, video interpreting?**

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.

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

- 2. How many appointments require a face to face interpreter annually?**

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

Obtaining an annual figure for the usage of a face to face interpreter, will require manually searching and collating the data, which the Trust is unable to facilitate. With this in mind, a Section 12 exemption has been applied as the Trust does not have the capacity to fulfil this question.

- 3. How many instances of a telephone interpreter being used are there annually?**

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

To obtain an annual figure for the usage of a telephone interpreter will require manually searching and collating the data, which the Trust is unable to facilitate. With this in mind a Section 12 an exemption has been applied as the Trust does not have the capacity to fulfil this query.

- 4. Are you currently engaged in a contract with a language service agency/multiple agencies?**

The Trust is currently engaged in a contract with Word 360 Interpreting and Translation service and B.I.D translation/interpreting service.

- 5. What date does the contract end on?**

The contract expiry date for Word 360 Interpreting and Translation service is September 2020.

The contract expiry date for B.I.D British Sign Language Interpreting services is March 2021.

6. What is the trust's total spend annually on language services?

The Trust's annual spend on language services for the financial year 2019/2020 is £583,305.79