

## FOI 021/2022 Response

- 1. Please can you provide financial information relating to the:**
  - **total cost in the last 2 years and the number of requests made**
  - **face to face interpreting**
  - **telephone interpreting**
  - **video interpreting**
  - **translation services**

Please see table below and note the following:

- Data has been provided for the costs relating to interpreting and translation 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 also using B.I.D British Sign Language Interpreting within our speciality Deaf Service

| <b>Financial Year</b> | <b>Spend</b> |
|-----------------------|--------------|
| <b>2021/2022</b>      | £725,396     |
| <b>2020/2021</b>      | £677,174     |

- 2. 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**
  - **Cost per minute of spoken video interpreting services**
  - **Cost per minute of non-spoken (BSL) video interpreting services**

The Trust is unable to provide a breakdown of the cost per hour/ minutes for the listed interpreting and translation services. This is because our system does not capture the requested 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.

- 3. Please can you list the languages that your suppliers were unable to supply in the last 6 months?**

The Trust is unable to list the languages supplied by the translation and interpretation services. This is because our system does not capture the requested 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.