

Ref no: 107010920  
From: Public  
Date: 01/09/20  
Subject: Interpreting and translation service

## REQUEST

1. Please can you complete the information below regarding your interpretation, translation and British sign language services being used at your organisation.
2. Can you please tell me who your current supplier(s) is and provide a breakdown of the cost of the services.
3. Please list your top ten most popular languages for the last 2 years
4. Can you please provide details of your current provider(s) (company name, date contract was awarded and date of renewal?
5. What language services have you provided during the COVID19 pandemic?
6. How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?

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

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

## RESPONSE

2. Can you please tell me who your current supplier(s) is and provide a breakdown of the cost of the services.

### **Foreign languages – DA Languages Limited**

**At the request of the supplier we are applying the following exemption in regards to the breakdown of costs for this service:**

The Trust considers your request to be exempt from disclosure in accordance with section 43.2 of the Freedom of Information Act as to release this information would, or would be likely to, prejudice the commercial interests of the Trust or of the person to whom this information relates. The Trust has applied the public interest test to this request and feels that the public interest in maintaining the exemption outweighs the public interest in disclosure.

### **BSL and other non-verbal languages:**

#### **St Helens Deafness Resource Centre – Cost £95/hour**

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

#### **Top 10 languages requested 2018**

Polish
Arabic
Cantonese
Bengali
Kurdish (Sorani)
Mandarin
Tamil
Romanian
Bulgarian
Portuguese

#### **Top 10 languages 2019**

Polish
Arabic

<b>Cantonese</b>
<b>Kurdish (Sorani)</b>
<b>Romanian</b>
<b>Mandarin</b>
<b>Tamil</b>
<b>Bengali</b>
<b>Bulgarian</b>
<b>Portuguese</b>

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

**DA Languages, 06/01/20 – initially for 12 months to be extended to 3 years**

**Deafness Resource Centre – rolling contract – no end date.**

5. What language services have you provided during the COVID19 pandemic?

**All interpretation and translation services that are normally provided. Face to face, video and telephone**

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

**From 01/04/20 – 30/06/20 – a total of 4 requests were unable to be filled by a face to face or telephone interpreter, the languages affected were Kurdish (x2), Arabic and Vietnamese**

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

**Yes, for BSL same rate as any other BSL interpretation (see above)**

**Foreign language – cannot disclose, see response for Q2**

**Provided via skype, facetime, whatsapp – depending on patient preference/access to communication method**

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

**Cheryl Farmer**

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