

2 February 2021

Information Rights & Compliance Team  
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Our Ref: FOI/03764

Thank you for your request concerning Language and Translation Services.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

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

This information is already in the public domain<sup>1</sup>. Please follow the links below to previously published responses.

[FOI 3406](#)  
[FOI 3718](#)

- 2. How many appointments require a face to face interpreter annually (2019/20)?**

We are unable to answer the requirement element of this question as we do not hold this information<sup>2</sup>.

However under S16 - Duty to provide advice and assistance we can confirm that the interpreting service provider was used 810 times during the financial year of 2019/20 for 56 different languages which were a mixture of face to face and virtual (telephone and video) Interpretation services.

- 3. How many instances of a telephone interpreter being used are there annually (2019/20)?**

Please see the answer to Question 2.

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

Please see the answer to Question 1.

- 5. Please can you specify which agencies (if applicable) that you contract language services to?**

Please see the answer to Question 1.

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<sup>1</sup> Section 21 - information is available through other means

<sup>2</sup> Section 1(1) Any person making a request for information to a public authority is entitled

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to him.



**6. What date does the contract end on?**

18th January 2022

**7. What is the trust's total spend annually on language services for the years 2019/2020?**

Please see the answer to Question 1.

**8. Which bank software do you use and how long are you in contract with them?**

We are unable to respond to this question, as no clarity was received to our email of 9 December 2020.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith  
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

