

Our Ref: 228/2020
September 2020

Re: Your request made under the Freedom of Information Act 2000

Dear Sirs,

I am writing to request the following information under the FOI act. I would be grateful if you can provide the following information:

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

**Written Translation, Transcription and Ancillary Services
Telephone Interpreting and Video Language Services
Non Spoken Face to Face and Video Language Services
Face to Face Interpreting Services**

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

135 face to face appointments

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

1629

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

Yes – We are in a contract with the service provider The Big Word

- 5) What date does the contract end on?

The contract expires on 1st June 2021 with the option to extend for a further 12 months

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

Last year's spend was £27,794.43

YTD 2020 we have spent £28,570.21