

Date: Monday, 22 July 2019  
Our Ref: MB/KF FIRM 3930

Sid Watkins Building  
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Liverpool L9 7BB  
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Direct Line: 0151 556 3037

**Re: Freedom of Information Request FIRM 3930**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 8th July 2019.

Your request was received as follows: -

Total cost of interpreting services in the last 2 years and the number of requests made

- Total cost of translation services in the last 2 years and the number of requests made  
£71291.98      1704 requests
- Total cost of BSL interpreting in the last 2 years and the number of requests made  
£24233.75      143 requests

Hourly cost of face to face interpreting services - The hourly rate for the listed languages is £23 per hour 9am - 8pm weekdays and £30 per hour w/ends and B/holidays, Minimum one hour booking.

- Cost per minute of telephone interpreting services - £0.78
- Breakdown of the top 10 most popular languages

Polish	-	431
Arabic	-	265
Farsi	-	171
Cantonese	-	90
Kurdish	-	73
Turkish	-	58
Mandarin	-	58
Tamil	-	49
Lithuanian	-	46
Slovak	-	45

- How many video interpreting sessions were made last year for all languages, including British Sign Language? – 0
- Can you please provide details of your current provider(s) (company name, date contract was awarded)? – The Walton Centre NHS Foundation Trust (WCFT) can confirm we do not have a contract in place for interpreting however we use the following services when required.  
Beacon languages  
Language Line  
Prestige  
Action on Hearing Loss
- When are your current language service contracts with your incumbent(s) due to end? – The Walton Centre NHS Foundation Trust (WCFT) can confirm we do not have a contract in place for interpreting however we use the above services when required.



- Please can you provide the name, job title, email address and contact number for the person(s) responsible
- for awarding any contracts relating to these services
  - For managing the day to day running of the services

The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address above or alternatively email [enquiries@thewaltoncentre.nhs.uk](mailto:enquiries@thewaltoncentre.nhs.uk) asking for your correspondence to be forwarded on.

See our response above in [blue](#).

### **Re-Use of Public Sector Information**

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

**Please remember to quote the reference number above in any future communications.**

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

**Mr Mike Burns, Executive Lead for Freedom of Information**

