

Date: Monday, 28th September 2020
Our Ref: MB/SS FOI 4437

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Re: Freedom of Information Request FOI 4437

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 01st September 2020.

Your request was as follows:

Please can you provide the following information:

1. Please can you complete the information below regarding your interpretation, translation and British sign language services being used at your organisation.
 - a. How many requests for interpreting you have had for 2019 and 2020 to date
 - b. How many requests for translations you have had for 2019 and 2020 to date
 - c. How much the annual cost for interpreting was for 2019
 - d. How much the annual cost for interpreting was for 2020 to date
 - e. How much the annual cost for translating was for 2019
 - f. How much the annual cost for translations was for 2020 to date

I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not hold information on how many translation requests we receive. However, Section 16 of the FOIA places a duty on us to provide help and assistance where possible and I am able to advise you that we do hold information on costs for interpreting and translating. We do not hold this information split by interpreting and translation so have provided this as a total figure below:

Costs are below for all (interpreting, translation and British sign language).

2019 (Jan 19 - Dec 20) - £63,586

2020 (Jan 20 - Aug 20) - - £33,752

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

- Current suppliers:
- Absolute Translations Ltd
- Action On Hearing Loss
- Beacon Languages
- Language Line
- Prestige Network Ltd



- Cost by service:
- Interpreting & Translating - £55,388.08
- British Sign Language - £18,898.57

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

Top 20 for Beacon Languages below.

Language - Total

Polish - 608
Arabic - 294
Farsi - 183
Cantonese - 167
Romanian - 147
Kurdish - 120
Portuguese - 94
Turkish - 82
Tamil - 75
Mandarin - 74
Russian - 73
Lithuanian - 60
Hungarian - 59
Bulgarian - 50
Slovak - 49
Spanish - 43
Bengali - 41
Czech - 41
Urdu - 36
Somali - 29

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

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.

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

From March '20 - present WCFT have provided the following language services;

Arabic
Italian
Sinhalese

Bengali
Kurdish
Slovak
Cantonese
Latvian
Somali
Czech
Lithuanian
Spanish
Dari
Mandarin
Tamil
Farsi
Polish
Thai
French
Portuguese
Tigrinya
Hindi
Punjabi
Turkish
Hungarian
Romanian
Urdu
Russian

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

I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not hold the information you have requested. Therefore we cannot provide this information.

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

I can confirm we have undertaken virtual clinics on attend anywhere with interpreters, the costs are the same as a normal interpretation service.

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.

Name:

Position:



Email:

Contact Number:

Department:

Alan Burgess - Deputy Head of Procurement. 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 asking for your correspondence to be forwarded on.

Please 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.

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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, FOI 4437 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 Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information