

Language Services

Reference Number: RDF1109-22

Date of Response: 21/12/2022

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

1. [Please can you tell me who are the all the suppliers for interpreting and translation services including British Sign Language.](#)

Eastern and Northern – Multilingua, Sign Solutions and Language Line

2. [What were all the languages requested in 2022?](#)

[For the Eastern area: -](#)

Albanian
Arabic
Arabic/Kurdish
Belarusian/Russian
Bengali
BSL
Bulgarian
Cantonese
Chinese
Chinese/Mandarin
Croatian
Czech
Dari
Dari/Farsi
Dari/Persian
Dutch
Farsi
Farsi/Dari
French
Greek
Gujarati
Hindi
Hungarian
Indonesian
Italian
Korean
Kurd/Arabic
Kurdish
Kurdish - Sorani
Latvian
Lithuanian

Malay
Malayalam
Mandarin/Cantonese
Moldavian
Pashto
Pashto/Dari
Persian
Persian/Dari
Polish
Portuguese
Punjabi
Pushto
Romanian
Russian
Russian/Latvian
Russian/Ukrainian
Slovakian
Spanish
Tagalog
Tamil
Thai
Turkish
Ukrainian
Urdu
Vietnamese

For the Northern area.

Multilingua
Arabic
Bengali
Bulgarian
Cantonese
Croatian
Dari
Farsi
Hindi
Kurdish
Mandarin
Pashto
Polish
Romanian
Sorani
Spanish
Tamil
Thai
Turkish
Urdu
Vietnamese
Language Line
Albanian
Arabic
Assyrian
Bengali
Bulgarian
Cantonese
Czech
Dari
Farsi
French
Italian
Korean
Latvian
Lithuanian
Mandarin
Pashto
Polish
Portuguese
Punjabi
Romanian
Russian
Sorani
Spanish
Tamil
Thai
Turkish
Urdu
Vietnamese

3. What was the spend for all interpreting and translation services provided financial year 21/22?

The total for the Northern site is £25,583.

The Total for the Eastern site is £165,705

4. How many requests were made per service for the same period?

Eastern - 1998

Northern – 515 (Multilingua – 107, Language Line – 375, Sign Solutions – 33)

5. What proportion of your services were delivered by telephone interpreting and video interpreting respectively?

This information is not held by the Trust. We don't record this information at the time of booking,

6. What languages were your suppliers not able to supply in 2022?

The Trust does not hold this information. We are not able to answer as we don't record separately any bookings not being fulfilled.

7. What steps has your organisation taken to meet the Accessible Information Standard?

The Trust is awaiting the newly revised Accessible information standards before mapping our information. We have identified several actions required to be undertaken as part of the review and these are clearly articulated within the patient experience work plan

8. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)

Sign Solutions - 1 August 2022-31 July 2023 (previously held for the 12 months prior)

Multilingua - 1 April 2022 – 31 March 2025 (previously held for several years)

9. If we would like to engage in conversation with a member of staff in your organisation about this information, who would be the most suitable person to approach?

Donna Seccombe (eastern services) and Teresa Sturm (northern services)

The Trust only releases the names of Heads of departments under Section 40 (2) of the Freedom of Information Act 2000.

Where contact details are given for Trust staff in this response, notice is hereby given, under Section 11 of the Data Protection Act 2018, on behalf of the individual or individuals that this personal information may not be used for the purposes of direct marketing.