

Reference Number: FOI202223/052
From: Private Individual
Date: 29 April 2022
Subject: Cost of translation and interpreting services and number of requests for face to face / telephone / interpreting video interpreting and translation services, list of languages supplied, and current contract details for language services

Q1 Please can you provide financial information relating to the total cost in the last 2 years and the number of requests made for

- face to face interpreting
- telephone interpreting
- video interpreting
- translation services

A1 Information not held – the above breakdown of spend is not routinely recorded. However the total spend on interpretation and translations services are as follows:

2020-21 £135,984

2021-22 £154,955

Q2 I would also be grateful if you could provide us with information that includes the:

- Hourly cost of face to face interpreting services
- Cost per minute of telephone interpreting services
- Cost per minute of spoken video interpreting services
- Cost per minute of non-spoken (BSL) video interpreting services

A2 Cost breakdowns have been exempted (Section 43) due to the potential damage to commercial interests of the current suppliers as release of this information and any other unique pricing likely to be requested for disclosure would allow other competitors a significant competitive advantage and thus harm the commercial interests of our current suppliers.

Q3 Please can you list the languages that your suppliers were unable to supply in the last 6 months?

A3 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

Q4 Can you please provide details of your current provider(s) (company name, date contract was awarded)?

A4 Language Empire Ltd – 01/05/2021
Languageline Solutions – 25/08/2021

The Trust has entered into a new Framework Agreement in April this year. Services are due to start early June 2022

Q5 When are your current language service contract(s) with your incumbent(s) due to end?

A5 Language Empire Ltd – 30/04/2022
Languageline Solutions – 24/08/2023

Q6 Please can you provide the name, job title, email address and contact number for the person(s) responsible

- a. for awarding any contracts relating to these services
- b. for managing the day to day running of the services

A6 a. Richard Jolley - Procurement and Contract Manager

Richard.Jolley@alderhey.nhs.uk

b. Patient Advice and Liaison Service (PALS) PALS@alderhey.nhs.uk