

**Reference Number:** FOIAH2324/378  
**From:** Private Individual  
**Date:** 12 October 2023  
**Subject:** Details, spend and outsourcing for translation and interpretation services

**Q1** Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:  
 a. 2020-2021:  
 b. 2022-2023:

**A1** a. £135,984  
 b. £235,530.05

**Q2** Please provide a breakdown of languages for the last 12 months.

**A2**

| Languages Provided (Last 12 months)        |
|--|
| Afghan Dari                                |
| Afghan Pashtu                              |
| Afrikaans                                  |
| Albanian                                   |
| Amharic                                    |
| Arabic                                     |
| Arabic (Levantine)                         |
| Arabic (Moroccan/Tunisian/Algerian/Libyan) |
| Bahasa Indonesia                           |
| Bengali                                    |
| Brazilian Portuguese                       |
| Bulgarian                                  |
| Cantonese                                  |
| Chinese Cantonese                          |
| Chinese Mandarin                           |
| Czech                                      |
| Dari                                       |
| Dinka                                      |
| English                                    |
| Farsi                                      |
| Farsi (Persian)                            |
| French                                     |
| German                                     |
| Greek                                      |
| Gujarati                                   |
| Hindi                                      |

|                            |
|----------------------------|
| Hungarian                  |
| Igbo (Ibo)                 |
| Italian                    |
| Kinyarwanda                |
| Kurdish / Kurdish Sorani   |
| Kurdish Badini             |
| Kurdish Bahdini            |
| Kurdish Gorani             |
| Kurdish Kurmanji           |
| Kurdish Sorani             |
| Kutchi                     |
| Latvian                    |
| Latvian (Lettish)          |
| Lingala                    |
| Lithuanian                 |
| Malay                      |
| Malayalam                  |
| Mandarin                   |
| Mongolian                  |
| Nepali                     |
| Nuer                       |
| Oromo                      |
| Oromo (Afan)               |
| Pashto                     |
| Pashtu                     |
| Polish                     |
| Portuguese                 |
| Portuguese (Brazilian)     |
| Punjabi                    |
| Rahavin (Somalian dialect) |
| Romanian                   |
| Russian                    |
| Sinhalese                  |
| Slovak                     |
| Slovenian                  |
| Somali                     |
| Spanish                    |
| Swahili                    |
| Sylheti                    |
| Tamil                      |
| Tetun (Belo)               |
| Thai                       |
| Tigre                      |
| Tigrinya                   |
| Turkish                    |
| Ukrainian                  |
| Urdu                       |

|                |
|----------------|
| Various        |
| Vietnamese     |
| Yoruba         |
| Zaghawa (Beri) |

Q3 What languages were your suppliers not able to supply in 2022?

A3

|  |
|--|
| <b>Languages unable to supply (2022)</b> |
| Afar (Adal, Afar Af, Afaraf, Qafar)      |
| Bahasa Indonesia                         |
| Banadiri                                 |
| Croatian                                 |
| Mandinka (Mande)                         |
| Slovenian                                |
| Tetun                                    |
| Tigre                                    |

Q4 Which external supplier(s) do you currently use to deliver your interpreting and translation services?

A4 English to other language - DA Languages Ltd  
BSL translation - Signalise Co-Op Ltd

Q5 Are you able to provide approximate fee / interpreting session for:

- In-person/face to face interpreting
- Telephone interpreting
- Video interpreting

A5 Information exempt under 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.

Q6 If you outsource the provision of interpreting services to an external provider, could you please confirm:

- Whether the provider was contracted via a national framework? If so, which one?
- When does the current contract expire?
- Is there is an exclusivity clause, which would prevent the trust from piloting new cost saving interpreting services during the duration of your contract with your existing provider?

A6 a. DA Languages Ltd - Liverpool CCG. Signalise Co-Op Ltd - NHS SBS  
b. DA Languages - 31/03/2025. Signalise Co-Op Ltd - 31/03/2025  
c. No

Q7 From which budget within your organisation are interpreting services funded?

A7 Patient experience budget

Q8 Where do you advertise your tenders? If you do not do a full tender / which frameworks

would you use?

A8 Framework Provider - HTE

Q9 What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?

A9 DA Languages Ltd - Start date 01/04/2022, end date 31/03/2025  
Signalise Co-Op Ltd - Start date 01/04/2022, end date 31/03/2025

Q10 Please provide the name and email of the contract manager for the service

A10 Valerie Shannon, Valerie.Shannon@alderhey.nhs.uk

Q11 If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?

A11 As per A10