

Date: 22 April 2020

Re: Freedom of Information Request
Ref: 86- 2020

Thank you for your email dated the 23rd March 2020, requesting information regarding language services.

The information that you require is as follows:

I would be grateful if you can provide the following information:

- **What types of language services are currently used by the Trust?
spoken interpreting, non-spoken interpreting (BSL), document translation, telephone interpreting, video interpreting?**

Our Trust uses spoken interpreting, BSL, document translation and telephone interpreting.

- **How many appointments require a face to face interpreter annually?**

There have been 1027 booked appointments between 01/04/19 – 31/03/20

- **How many instances of a telephone interpreter being used are there annually?**

Information not held - unfortunately the data collected by our Trust does not provide a breakdown of the number of telephone sessions that have been booked.

- **Are you currently engaged in a contract with a language service agency/multiple agencies?**

There are multiple agencies that are utilised by our Trust:

- **Non contract service use with: Language Line, Beacon Languages, Prestige Network.**
- **Contracted use with: Action on Hearing Loss**

- **What date does the contract end on?**

Our contract with Action on Hearing Loss runs until March 31st 2021

- **What is the trust's total spend annually on language services?**

Our total spend during 2019/20 was £67,767.27

Should you require any further information please do not hesitate to contact me on the email address provided below.

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

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/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.