



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 24 September 2020

Re: Freedom of Information Request
Ref: 196-2020

Thank you for your email dated the 1st September 2020, requesting information in relation to interpreting and translation services.

The information that you require is as follows:

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

Our Trust has received 1700 requests.

b. How many requests for translations you have had for 2019 and 2020 to date

Our Trust has received 25 requests.

c. How much the annual cost for interpreting was for 2019

The annual cost for interpreting was £59,995.

d. How much the annual cost for interpreting was for 2020 to date

The annual cost for interpreting for 2020 to date is £40,025.

e. How much the annual cost for translating was for 2019

The annual cost for translating was £4,302.

f. How much the annual cost for translations was for 2020 to date

The annual cost for translation for 2020 to date is £1,140.

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

Our current suppliers and our spend for each of these is as follows:

Supplier	2019	2020
Action On Hearing Loss Ltd	4,782	6,532
Beacon Languages	37,331	27,703
Language line Solutions	1,074	2,766
Prestige Network Ltd	21,109	4,165

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

Our top ten most popular languages in the last 2 years are as follows:

- Arabic
- Language Line Solutions (e.g. for British Sign Language)
- Bulgarian
- Cantonese
- Czech
- Hungarian
- Lithuanian
- Polish
- Portugese
- Romanian

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

The Clatterbridge Cancer Centre has 1 contract in place, other services are provided on an ad hoc basis.

- Contract provider: Action on Hearing Loss

- **Contract term: 1st April 2020 – 31st March 2022**
- **Contract award: 24th March 2020**

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

During the COVID-19 pandemic we have provided Interpreter services (including sign language) and translation services.

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

Nil, we have not had any interpreting requests that have not been filled during the COVID-19 pandemic.

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

No, we are not currently providing video interpreting services.

8. 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: Richard Lacey

Position: Service Manager

Email: Richard.lacey1@nhs.net

Contact Number: 07833237820

Department: Integrated Care

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.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>