

Ref No. SG8356

Date: 25 June 2019

REQUEST:

1. Total cost of interpreting services in the last 2 years and the number of requests made
2. Total cost of translation services in the last 2 years and the number of requests made
3. Total cost of BSL interpreting in the last 2 years and the number of requests made
4. I would also be grateful if you could provide us with information that includes:
 - a. Hourly cost of face to face interpreting services
 - b. Cost per minute of telephone interpreting services
 - c. Breakdown of the top 10 most popular languages
5. How many video interpreting sessions were made last year for all languages, including British Sign Language?
6. Can you please provide details of your current provider(s) (company name, date contract was awarded)?
7. When are your current language service contracts with your incumbent(s) due to end?
8. Please can you provide the name, job title, email address and contact number for the person(s) responsible
 - for awarding any contracts relating to these services
 - For managing the day to day running of the services

OUR RESPONSE:

1. £409,607. 17,809 requests.
2. £15,150. 49 requests
3. £105,600. 1320 requests
4. a. Hourly cost varies between £23.00 and £57.00, depending on location and service.
b. 53p per minute.
c. Gujarati, Punjabi, Bengali, Slovak, Polish, Kurdish, Arabic, Hindi/Urdu, Romanian, Somali.
5. Nil
6. The Ujala Resource Centre is Leicestershire Partnership NHS Trust's interpreting and translation services unit.
7. Not applicable.
8. The person responsible for managing the day to day running of the service is:
Bini Gataure, Manager, Email: binati.gataure@leicspart.nhs.uk.
Please note: In accordance with the Privacy & Electronic Communications (EU Directive) Regulations 2003 we withhold permission for you to either store these details on your database, or make contact for marketing purposes.