

**Ref No. SG8033**

**Date: 29 April 2019**

**REQUEST:** The following questions refer to any interpretation from another language into English, or from English to another language as well as BSL interpretation.

For the last 3 financial years (**2016/17, 2017/18, 2018/19**), please could you provide the following:

1. What suppliers have the Trust been using for Interpretation Services?
2. Could you provide the total annual spend for interpreter services in each of the past 3 financial years (2016/17, 2017/18, 2018/19) to date as well as broken down by language / BSL?
3. Which languages did the interpreters support the Trust with?
  - a. Please list each language in order of highest to lowest in terms of use/bookings
  - b. Please list how many times/bookings the interpreters worked for you in each language

**OUR RESPONSE:**

1. A. In-house interpreting service, Ujala, for face-to-face interpreters  
B. Communication Plus for Sign Language Interpreters  
C. Language Line Solutions for telephone interpreting
2. Annual spend also includes services provided to the Clinical Commissioning Groups (CCGs).

	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19</b>
Ujala	324,214	354,761	393,586
COMMUNICATION PLUS	64,403	46,615	56,590
LANGUAGE LINE SOLUTIONS	60,402	62,367	76,515

3. Please see attached. Please note: The figures include services provided by the Trust to the CCGs as well as to the University Hospitals of Leicester NHS Trust for the 12 months 2017-2018.

**Attachments:**