



Liverpool

Clinical Commissioning Group

Corporate Services

NHS Liverpool Clinical Commissioning Group

The Department

Lewis's Building

Renshaw Street

Liverpool

L1 2SA

Ref: 55661

14 February 2019

Email: foi@liverpoolccg.nhs.uk

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 31 January 2019, with regards to Language and BSL interpretation services.

Request/Response

For the last 3 financial years, please could you provide the following:

1. What suppliers have the Trust been using for Interpretation Services?

Face-to-face interpretation for BSL services is provided by Action on Hearing Loss.

Face-to-face interpretation for non-BSL services are provided by Global Accent.

Telephone interpretation is provided by Language Line.

NHS Liverpool CCG does not currently offer video consultations for all service providers.

2. Could you provide the total annual spend for interpreter services in each of the past 3 financial years to date as well as broken down by language / BSL?

Please see the attached spreadsheet.

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

LANGUAGE
Arabic
Cantonese
Romanian
Persian (Farsi)
Polish
Kurdish
Hungarian
Spanish
Mandarin
Czech
Portuguese
Urdu
Slovak
Kurdish-Sorani
Russian
French
Punjabi
Tigrinya
Lithuanian
Lingala
Tamil
Dari
Pashto

Amharic
Italian
German
Bengali
Bulgarian
Somali
Vietnamese
Thai
Sinhalese
Turkish
Albanian
Latvian

b. Please list how many times/bookings the interpreters worked for you in each language

NHS Liverpool CCG does not hold this information for every interpreter who works with these languages.

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

Corporate Services Team
NHS Liverpool CCG