



Liverpool

Clinical Commissioning Group

Corporate Services

NHS Liverpool Clinical Commissioning Group

The Department

Lewis's Building

Renshaw Street

Liverpool

L1 2SA

Ref: 60107

29 July 2019

Email: foi@liverpoolccg.nhs.uk

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 8 July 2019, with regards to interpreting services

Request/Response

1. Total cost of interpreting services in the last 2 years, and total cost of translation services in the last 2 years, and cost per minute of telephone interpreting services.

	Language Line (Telephone)	Global Accent (Face to Face)	Total
Interpreter number of requests	15,278	14,893	30,171
Interpreter costs	£113,730.64	£366,492.97	£480,223.61
Interpreter cost by hour / minute	£0.50 p/m	£22.50 p/h	
Translation number of requests	8	6	14
Translation costs	£3,153.62	£1,160.64	£4,314.26

2. Total cost of British Sign Language (BSL) interpreting in the last 2 years, and the number of requests made, and hourly cost of face to face interpreting services

	AOHL
Interpreter number of requests	1,079
Interpreter costs	£133,550.00
Travel costs	£7,474.63
Total costs	£141,024.63
Rate per session (2 hours)	£120.00

3. Breakdown of the top 10 most popular languages, and the number of requests made

Global Accent	Requests	Language Line	Requests	Overall	Requests
Arabic	2544	Arabic	2018	Arabic	4562
Polish	1677	Romanian	1721	Romanian	3377
Romanian	1656	Polish	1546	Polish	3223
Persian (Farsi)	1637	Sorani	1463	Farsi	3071
Cantonese	1559	Farsi	1434	Kurdish (Sorani)	2709
Kurdish (Sorani)	1246	Cantonese	656	Cantonese	2215
Mandarin	785	Mandarin	641	Mandarin	1426
Czech	561	Albanian	475	Czech	849
Portuguese	387	Slovak	429	Slovak	697
Spanish	346	Somali	380	Somali	689

4. How many video interpreting sessions were made last year for all languages, including BSL?

Zero

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

Please see Response 1.

Language Line (Telephone) started 1st December 2018 to 30th November 2020

Global Accent (Face to Face) started 1st December 2018 to 30th November 2020

Action on Hearing Loss (AOHL BSL) started 1st December 2018 to 30th November 2020

6. When are your current language service contracts with your incumbent(s) due to end?

Language Line (Telephone) started 1st December 2018 to 30th November 2020

Global Accent (Face to Face) started 1st December 2018 to 30th November 2020

Action on Hearing Loss (AOHL BSL) started 1st December 2018 to 30th November 2020

7. Provide name, job title, email address and contact number of the person(s) responsible
 - a. For awarding any contracts relating to this service
 - b. For managing the day to day running of the service

Scott Aldridge, Contract Manager,
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0151 296 7644

Please Note: Liverpool CCG has also spent £26,437.26 in translating information and some interpreting at public events to support our community engagement programmes. This would include a wide range of community languages, easy read and British Sign Language.

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