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24 May 2019

Freedom of Information Request – Ref: FOI 036-1920

Thank you for your recent Freedom of Information request about Interpreting Services.
Please find our response below.

Please can you provide financial information relating to the:

- total cost of interpreting services in the last 2 years and the number of requests made

Annual spend of approximately £50,000 with approximately 1100 requests for face to face interpreting.

- total cost of translation services in the last 2 years and the number of requests made

Translation and Interpreting services are covered under the same contract, please see above figures.

- total cost of BSL interpreting in the last 2 years and the number of requests made

Annual spend of approximately £10,000 pa with approximately 80 requests.

I would also be grateful if you could provide us with information that includes:

- Hourly cost of face to face interpreting services - **£24.50 for core charging hours (Mon-Fri, 8am to 8pm)**
- Cost per minute of telephone interpreting services - **£0.70**
- Breakdown of the top 10 most popular languages

Language	Instances
Polish	208
Czech	75
Farsi	64
Romanian	51

Language	Instances
Arabic	50
Kurdish (Sorani)	42
Bengali	29
Tigrinya	28
Russian	24
Slovak	20

How many video interpreting sessions were made last year for all languages, including British Sign Language?

The Trust does not offer this service.

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

Name of Provider:	AA Global (Interpretation)	Gloucestershire Deaf Association (BSL)
Contract Start Date:	1 December 2018	1 November 2018

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

Name of Provider:	AA Global (Interpretation)	Gloucestershire Deaf Association (BSL)
Contract End Date:	30 November 2021	30 September 2021

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

Nikki Taylor, Head of Contracts and Commissioner Relationships (Acting),
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Yours sincerely,

Francis Perrin

FRANCIS PERRIN
Trust Secretariat Support Officer
2gether NHS Foundation Trust

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