

Interpreting and Translation Services

The following information relates to interpreting and translation services, below is the breakdown for interpretation (spoken language) and translation (written language) for financial years for each of the languages provided:

2013/14	2014/15	2015/16	2016/17	2017/18
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British Sign language (services for the hard of hearing and deaf) is included under the interpreting services.

Easy Read (documents for people with learning difficulties) is included in the translation services.

The Director of Nursing and Quality is accountable for interpreting and translation. The job role of the designated person is 'Organisational Development & Inclusion Practitioner'.

Interpreting services is contracted with:

- Capita, the Trust's primary provider
- Deaf Direct who provide interpreting services for the deaf and hard of hearing
- We also work with Speak Easy Now who occasionally provide easy read translation.

Capita: Provide services through a framework agreement with Health Trust Europe framework which commenced on 1st October 2016. This can be accessed via <http://www.healthtrusteurope.com/interpretation-and-translation-services>.

Deaf Direct: Following a Local Tendering Process (defined within the Trusts' Standing Orders and Standing Financial Instructions, and sets out both the organisational duty to tender, and the requirement to comply with EU and UK law on competitive public procurement, as defined within the EU Public Procurement Regulations), the Trust entered into a contract agreement on the 1st December 2017 for a period of 3 years (2020) with an option to extend for a further 12 month period.

The information provided below for each financial year is not redacted and is provided in as candid and transparent a way as possible.

Interpreting and Translation Services

Face to Face	2013-2014 £	2014-2015 £	2015-2016 £	2016-2017 £	2017-2018 £
Arabic (Classical North African)		41.44	76.44		909.26
Arabic (Modern Standard)			481.36	1,010.48	1,067.08
Bangla	42.00				
Bengali	1,878.08	780.50	640.08	619.25	425.84
Bulgarian	155.80	175.68	49.48	508.99	134.56
Cantonese		312.29	772.37	552.10	198.08
Croatian	49.00				
Czech	101.40	386.84			
Farsi			410.69	973.02	161.68
French			164.68		
German	28.00			98.64	
Greek		93.64	105.92		
Gujarati		48.64	48.64	64.70	
Hakka				183.12	
Hindi		124.60		47.42	51.12
Hungarian	56.00	350.92	1,286.93	821.40	120.00
Italian	57.00	270.68	281.88	237.31	181.37
Japanese	42.00	195.44			
Kurdish (Sorani)	168.00	45.08		498.30	123.00
Latvian	191.58	45.76	73.12	64.70	43.84
Lithuanian	111.78	157.80	210.44	685.50	311.21
Mandarin	157.50	1,343.12	776.01	1,816.00	698.78
Mirpuri	84.00	376.45	467.60		529.20
Nepalese			83.28		
Pashto (Pakistan)					38.08
Polish	8,166.58	9,088.57	11,671.06	12,025.10	9,064.96
Portuguese	614.61	1,709.44	2,403.57	3,441.77	1,880.68
Potowari (Pahari)			1,386.04	1,573.5	348.64
Potwari		223.64	219.32		
Punjabi	970.00				
Punjabi, Eastern (India)		199.52	119.68	265.30	153.64
Punjabi, Western (Pakistan)	330.84	1,063.16	292.28	1,437.12	683.36
Romanian		336.24	538.48	1,901.11	1,824.43
Russian	415.52	979.96	573.80	436.29	156.32
Serbian			68.48	165.74	
Sicilian			91.01		
Slovak	66.00	280.60	475.12	442.23	98.24

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Somali					81.04
Spanish			165.05	37.06	68.48
Tagalog			160.41		
Tamil		90.48	145.84	191.33	148.32
Tigrinya				65.86	
Turkish	182.00	228.64	441.88	571.92	92.28
Ukrainian				71.04	
Urdu	1,821.55	3,306.78	3,539.86	4,271.66	2,535.85
Vietnamese	28.00	171.21	56.96	125.95	37.12
British Sign	13,517.10	8618.50	8,375.50	30,324.66	27,561.20
Total	£29,234.34	£31,045.62	£36,653.26	£65,528.57	£50,393.86

Telephone interpreting	2013-2014 £	2014-2015 £	2015-2016 £	2016-2017 £	2017-2018 £
Albanian					33.33
Amharic				14.05	
Arabic				79.51	64.38
Bengali	42.08				15.18
Bulgarian		3.74	3.74	3.15	78.87
Cantonese		8.62	8.62		13.74
Czech		13.37			7.24
Farsi					30.79
French				19.31	
Greek		29.21	91.80	105.32	4.50
Hungarian			6.82	2.78	23.09
Italian					5.78
Kyrgyz					0.81
Japanese				28.88	
Kurdish				94.79	
Latvian				6.02	10.43
Lithuanian		42.16	38.83		
Mandarin		8.80	8.80	10.79	69.42
Mirpuri					4.18
Oromo					37.39
Polish	35.70	314.68	438.14	224.90	196.86
Portug.Creole					4.83
Portuguese	37.80	35.54	39.09	115.79	43.39
Punjabi		5.12	14.94	41.41	16.15
Romanian		135.44	189.27	341.05	210.46
Russian					25.29
Slovak		10.64		1.54	
Somali					11.62
Sorani					31.02

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Turkish				7.86	10.30
Urdu		97.59	90.86	163.31	95.35
Vietnamese		40.34	48.28	6.30	
Total	£1115.58	£745.25	£979.19	1,266.78	£1,044.40

Translation	2013-2014 £	2014-2015 £	2015-2016 £	2016-2017 £	2017-2018 £
Arabic (Modern Standard)	270.85			60.00	
Arabic (Classical North African)		55.43	97.28	51.74	
Bengali				30.00	
Cantonese					86.55
Chinese (Simplified)					
Chinese (Tradit.)					
English		397.50	195.00	31.50	19.82
Farsi			76.05	100.81	
French					
Hindi	123.85				
Hungarian			94.65	64.99	25.00
Italian	39.60				
Latvian		109.52			
Lithuanian		61.72	61.72	69.48	
Pohari-potwari				28.08	
Polish		302.66	293.04	277.45	25.00
Portuguese		181.51	336.84	647.11	
Punjabi	123.85	205.60			230.7
Romanian					25.00
Russian			12.00		
Turkish		99.02	17.10		64.72
Urdu	123.85	260.78	159.61	255.54	25.00
Vietnamese					
Western Pakistan		49.74			
VA – Multiple Language Translation			109.52	996.65	2,534.73
Audio Project		2006.30			
Easy Read (Documents for people with learning difficulties)	198.00	1048.00		80.00	Awaiting final accounts
Total	£880.00	£4777.78	£1,452.81	£2,583.36	£3,036.52

Interpreting and Translation Services

The Trust believes that in disclosing the number of bookings in conjunction with the spend for the specified periods would be likely to prejudice the commercial interests of the Trust, the amount spent and the number of transactions would compromise any future tenders/frameworks regarding Interpreting and Translation Services, giving an unfair advantage to competitors and possibly not ensuring the best value and quality for the Trust. In any event the Trust only provides the total costs per language but not the bookings.

Please be aware that although this information is accurate at the time it is provided, it may not be in the future and should not be relied upon.