

Freedom of Information Request – 4781

Under FOI legislation, I would like to ask you to kindly provide me with the below information for the James Paget University Hospitals NHS Foundation Trust.

1. 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**

Costs translation/interpreting combined = 2018 - £48,884. 2019 - £44,323

Number of requests – 1290 bookings in 2018/19, data not held for 2017/2018

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

Costs - Cannot separate translation and interpreting costs (see above for total)

Number of requests - 1290 bookings in 2018/19, data not held for 2017/2018

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

Costs – 2018 - £3, 329. 2019 – 10,841.

77 bookings in 2018/19, data not held for 2017/2018

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

- **Hourly cost of face to face interpreting services - £20/hr**
- **Cost per minute of telephone interpreting services - £0.55/min**
- **Breakdown of the top 10 most popular languages**

Lithuanian

Potuguese

Polish

Romanian

BSL

Russian

Turkish

Slovak

Mandarin

Bulgarian

3. **How many video interpreting sessions were made last year for all languages, including British Sign Language? - None**

4. **Can you please provide details of your current provider(s) (company name, date contract was awarded).** *Norfolk County Council*
5. **When are your current language service contracts with your incumbent(s) due to end?** *N/A*
6. **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**
Julie Averies, julie.averies@jpaget.nhs.uk
 - **For managing the day to day running of the services – bookings and invoicing is managed by the Divisional Office at Norfolk County Council**