

## ***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on 27 June 2019.

I am pleased to confirm the following.

**Total cost of interpreting and translation services in the last 2 years 17-18 £114.4k**

**Total cost of translation and translation services in the last 2 years 18-19 £150k**

**BSL interpreting in the last 2 years and the number of requests made –**

number of requests 332

**Total cost of BSL interpreting in the last 2 years and the number of requests made –**

COST included in interpreting cost, not able to break down

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

- **Hourly cost of face to face interpreting services** This is commercially confidential
- **Cost per minute of telephone interpreting services** This is commercially confidential

· **Breakdown of the top 10 most popular languages See below:-**

Polish

Romanian

Tamil

Bengali

Urdu

Arabic

Cantonese

Spanish

Italian

Mandarin

**How many video interpreting sessions were made last year for all languages, including British Sign Language? Not known**

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

Interpreting - THEBIGWORD INTERPRETING SERVICES LTD -1 October 2017;  
Translation - SCRIBETECH UK LTD - Jan 2017

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

THEBIGWORD INTERPRETING SERVICES LTD 30 September 2019;

SCRIBETECH UK LTD - May 2019

**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** – Head of Procurement 01908 660033

**For managing the day to day running of the services** –Head of Patient Access Services 01908 660033

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom Of Information Co-Ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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