

**Freedom of Information request: 20190510-3**

Thank you for your request for information dated 10 May 2019. Your request has been managed under the terms of the Freedom of Information Act 2000.

Requested information

- 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
  - total cost of translation services in the last 2 years and the number of requests made
  - total cost of BSL interpreting in the last 2 years and the number of requests made
- 2) I would also be grateful if you could provide us with information that includes:
  - Hourly cost of face to face interpreting services
  - Cost per minute of telephone interpreting services
  - Breakdown of the top 10 most popular languages
- 3) How many video interpreting sessions were made last year for all languages, including British Sign Language?
- 4) Can you please provide details of your current provider(s) (company name, date contract was awarded)?
- 5) When are your current language service contracts with your incumbent(s) due to end?
- 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
  - For managing the day to day running of the services

Response

1) **NHS Birmingham and Solihull CCG does hold the information requested, in part.**

Year	Product	Language	Cost	Number of requests	
1819	Non-Spoken	British Sign Language (BSL)	£95, 798.65	1282	<i>Top 10 (7)</i>
1819	Non-Spoken	Deaf Relay	£6900.00	97	
1819	Non-Spoken	Sign Supported English	£5370.00	73	
1819	Non-Spoken	Deaf Blind Manual	£320	10	
1819	Non-Spoken	Lip speaking	£240	3	
	<b>Non-Spoken Total</b>		<b>£10, 8628.65</b>	<b>1465</b>	
1819	Spoken	Romanian	£29, 0069.36	8062	<i>Top 10 (1)</i>
1819	Spoken	Arabic	£10, 2022.92	3951	<i>Top 10 (2)</i>
1819	Spoken	Farsi (Persian - Iranian)	£62, 605.45	2396	<i>Top 10 (3)</i>
1819	Spoken	Somali	£42, 833.09	1774	<i>Top 10 (4)</i>
1819	Spoken	Bengali	£36, 744.84	1466	<i>Top 10 (5)</i>
1819	Spoken	Urdu	£36, 125.18	1366	<i>Top 10 (6)</i>
1819	Spoken	Kurdish (Sorani) - Central	£32, 881.87	1246	<i>Top 10 (8)</i>
1819	Spoken	Mandarin	£30, 715.95	1146	<i>Top 10 (9)</i>
1819	Spoken	Polish	£25, 022.02	967	<i>Top 10 (10)</i>
1819	Spoken	Pushto	£23, 772.6	927	
1819	Spoken	Cantonese	£18, 541.7	696	
1819	Spoken	Tigranian	£14, 617.08	696	
1819	Spoken	Punjabi	£11, 445.85	473	
1819	Spoken	Portuguese	£11, 262.27	474	
1819	Spoken	Albanian	£11, 230.4	513	
1819	Spoken	Russian	£8316.16	318	
1819	Spoken	Spanish	£7121.85	324	
1819	Spoken	French	£7095.4	282	
1819	Spoken	Italian	£5810.2	229	
1819	Spoken	Amharic	£5749.25	261	
1819	Spoken	Mirpuri	£5623.71	212	
1819	Spoken	Vietnamese	£4487.34	163	
1819	Spoken	Dari	£3808.21	163	
1819	Spoken	Czech	£3581.75	144	
1819	Spoken	Bulgarian	£3257.75	133	
1819	Spoken	Slovakian	£2936.35	111	
1819	Spoken	Lithuanian	£2018.1	76	

1819	Spoken	Kurdish (Kurmanji) - Northern	£1887.75	78	
1819	Spoken	Tamil	£1823.7	86	
1819	Spoken	Hungarian	£1754.05	113	
1819	Spoken	Written Translation	£1717.78	19	
1819	Spoken	Oromo	£1517.4	69	
1819	Spoken	Turkish	£1468.95	65	
1819	Spoken	Hakka	£1333	48	
1819	Spoken	Greek	£1326.75	83	
1819	Spoken	Kurdish - Bahdini	£1273.1	56	
1819	Spoken	Latvian	£941.8	45	
1819	Spoken	Gorani/Guarani	£706.5	32	
1819	Spoken	Hindi	£570.26	23	
1819	Spoken	Afghan Dari	£563.1	24	
1819	Spoken	Gujarati	£487.05	17	
1819	Spoken	Sylheti	£401.1	17	
1819	Spoken	Japanese	£362.15	16	
1819	Spoken	Yemeni	£356.3	18	
1819	Spoken	Sudanese	£350.05	12	
1819	Spoken	Nepalese	£342.75	18	
1819	Spoken	Twi	£327.65	16	
1819	Spoken	Swahili	£286.5	12	
1819	Spoken	Thai	£229.2	25	
1819	Spoken	Korean	£143.25	10	
1819	Spoken	Kurdish - Southern	£127.1	7	
1819	Spoken	German	£114.6	17	
1819	Spoken	Bosnian	£114.6	6	
1819	Spoken	Lingala (Rare Language Short Supply)	£114.6	4	
1819	Spoken	Malaylam	£92.2	5	
1819	Spoken	Norwegian	£82.3	2	
1819	Spoken	Dutch	£57.3	11	
1819	Spoken	Hinkho	£28.65	1	
1819	Spoken	Ukranian	£28.65	3	
1819	Spoken	Swedish	£28.65	7	
1819	Spoken	Burmese	£28.65	1	
1819	Spoken	Armenian	£28.65	1	
1819	Spoken	Soninke	£28.65	5	
1819	Spoken	Algerian	£28.65	1	
1819	Spoken	Sinhalese (Sri Lanka)	£28.65	4	
	Spoken Total		£83, 0798.69	29,546.00	
Total			£939, 427.34	31,011. 00	

NHS Birmingham and Solihull CCG became the largest clinical commissioning group in England on 1 April 2018. NHS Birmingham Cross City CCG, NHS Birmingham South Central CCG and NHS Solihull CCG merged to become Birmingham and Solihull CCG, therefore some information relating to dates previous to the merger, may not be available.

- 2) **NHS Birmingham and Solihull CCG does not hold the information requested.**  
This information will be held by the service provider NHS Midlands and Lancashire commissioning support unit. [Birmingham.bilcs@nhs.net](mailto:Birmingham.bilcs@nhs.net)
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If you have any queries or concerns or are dissatisfied with the service, you have received in relation to your request, please do not hesitate to contact me. If you wish to make request a review of the decision, you should write to the: Information Governance and FOI Manager via email at [bsol.foi@nhs.net](mailto:bsol.foi@nhs.net) in the first instance.

If you remain dissatisfied with the outcome of your review and wish to make a formal complaint please address this to the complaints team at Attwood Green Health Centre, using the address at the top of this letter or Email: [bsol.complaints@nhs.net](mailto:bsol.complaints@nhs.net)

In addition, if you are not satisfied with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the CCG.

The Information Commissioner can be contacted at:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF

Telephone: 08456 30 60 60 or 01625 54 57 45 - <https://ico.org.uk/>

Yours sincerely,

**CCG FOI Team**

NHS Birmingham and Solihull Clinical Commissioning Group



