

Our Ref: FOI - 2187 - Interpreting and Translation Service

Request & Trust Response

In regards to Interpreting and Translations services used by your organisation,

Request	Trust Response
1) Can you please provide details of your current provider(s) (company name, date contract was awarded and date of expiry/renewal)	Language Line Solutions, 1st June 2016 – 30th September 2021.
2) Please list your top ten most popular languages for the last 2 years.	Polish Arabic Punjabi Romanian Urdu Tamil Bengali Slovak Kurdish Sorani Russian
3) What types of language services have you provided during the COVID-19 pandemic?	Attend Anywhere, British Sign Language, telephone and video interpreting and translation and transcription services.
4) How many interpreting requests have not been filled during the COVID 19 pandemic and what languages were they?	4 occasions reported- languages were Romanian, Kurdish Kumanji, Nepalese and Oromo