

Ref. No: 2007
Date: 21/08/25
Subject: Interpreting for spoken languages

REQUEST

1. Volume of requests for F2F interpreting for spoken languages last 12 months (July 2024 to June 2025)
2. Spend on F2F interpreting for spoken languages last 12 months (July 2024 to June 2025)
3. Volume of requests for BSL interpreting last 12 months (July 2024 to June 2025)
4. Spend on BSL interpreting last 12 months (July 2024 to June 2025)
5. Volume of requests for telephone interpreting for spoken languages last 12 months (July 2024 to June 2025)
6. Spend on telephone interpreting for spoken languages last 12 months (July 2024 to June 2025)
7. Volume of requests for video interpreting for spoken languages last 12 months (July 2024 to June 2025)
8. Spend on video interpreting for spoken languages last 12 months (July 2024 to June 2025)
9. What are the top 10 languages requested in the last 12 months (July 2024 to June 2025)
10. Are you currently engaged in a contract with a language service agency/multiple agencies?
11. What is the name of those agencies?
12. If a contract for language services/interpreting is in place, what date does this end on?

RESPONSE

1. Volume of requests for F2F interpreting for spoken languages last 12 months (July 2024 to June 2025)

8777
2. Spend on F2F interpreting for spoken languages last 12 months (July 2024 to June 2025)

£430,743.10

- 3. Volume of requests for BSL interpreting last 12 months (July 2024 to June 2025)**

This figure is only for Whiston, St Helens and Newton hospitals and St Helens community services. Southport and Ormskirk hospitals BSL figures are incorporated into the spoken language figures under our reporting system.

409

- 4. Spend on BSL interpreting last 12 months (July 2024 to June 2025)**

This figure is only for Whiston, St Helens and Newton hospitals and St Helens community services. Southport and Ormskirk hospitals BSL figures are incorporated into the spoken language figures under our reporting system.

£61,462

- 5. Volume of requests for telephone interpreting for spoken languages last 12 months (July 2024 to June 2025)**

4586

- 6. Spend on telephone interpreting for spoken languages last 12 months (July 2024 to June 2025)**

£49,254.20

- 7. Volume of requests for video interpreting for spoken languages last 12 months (July 2024 to June 2025)**

65

- 8. Spend on video interpreting for spoken languages last 12 months (July 2024 to June 2025)**

£3,257.50

- 9. What are the top 10 languages requested in the last 12 months (July 2024 to June 2025)**

- 1. Polish**
- 2. Arabic**
- 3. Romanian**
- 4. Cantonese**
- 5. Kurdish / Kurdish Sorani**

- 6. Portuguese
- 7. Tamil
- 8. Farsi (Persian)
- 9. Turkish
- 10. Russian

10. Are you currently engaged in a contract with a language service agency/multiple agencies?

Yes

11. What is the name of those agencies?

DA Languages Ltd

12. If a contract for language services/interpreting is in place, what date does this end on?

December 2025