

## **FOI216 Response**

### **Request**

Are you on any of the below frameworks for language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) if so which one?

Eastern Shires Purchasing Organisation (ESPO)

London Procurement Partnership (LPP)

NHS SBS

North East Purchasing Organisation (NEPO)

NOECPC

Health Trust Europe (HTE)

Crown Commercial Services (CCS)

- If you are not on any of the above frameworks please confirm how you are accessing services.
- What is the expiry date/s of your current language services contracts including telephone interpreting, face to face interpreting spoken and non-spoken and translation?
- Who is your current provider for each of these services?

What was the spend by year for the last 2 financial years (2018 and 2019) in total and broken down by service

- Telephone Interpreting
- Face to Face Interpreting
- British Sign Language
- Translation

Who is the Contract Manager and Senior Responsible Owner for the force in regard to language services?

## Response

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The Trust is currently using Word 360 Interpreting and Translation service to fulfil all Trust wide interpreting and translation requests, such as face to face, telephone, and video interpreting.

The interpreting service has been procured via a Health Trust Europe (HTE) Framework and the contract end date is 24/09/2022.

Please note that the Trust is also using B.I.D British Sign Language Interpreting service to fulfil all interpreting and translation requests within the speciality Deaf Service.

The contact end date for B.I.D British Sign Language Interpreting service is 31/03/2021 and unfortunately the Trust is unable provide information on how the service was procured. This is because our system has not captured this information.

**What was the spend by year for the last 2 financial years (2018 and 2019) in total and broken down by service**

- **Telephone Interpreting**
- **Face to Face Interpreting**
- **British Sign Language**
- **Translation**

Please see table below and note the following,

- The table below highlights annual cost for the financial year 2018/2019 and 2019/20 (starting 1<sup>st</sup> April and ending 31<sup>st</sup> March).
- NHS operates under standard financial years, and not calendar years.
- A breakdown of the type of service cannot be provided this is because our system does not capture the information at the level of detail requested and will require a

manual searching and collating the data, which the Trust is unable to facilitate. With this in mind, a Section 12 exemption has been applied as the Trust does not have the capacity to fulfil this question.

<b>Financial Year</b>	<b>Spend</b>
<b>2019-2020</b>	£583,305.79
<b>2018-2019</b>	£536,945.90

**Who is the Contract Manager and Senior Responsible Owner for the force in regard to language services?**

Please note that the Trust is unable to provide information to this query, this is because the information relates to personal information. With this in mind a Section 40 exemption has been applied which therefore means details pertaining to an individual's name will not be disclosed.