

Ref no: 283070121  
From: Public  
Date: 07/01/21  
Subject: Frameworks for language services

## REQUEST

I write to request the below information under the Freedom of Information Act. 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?**

**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

-Translation

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

## RESPONSE

I write to request the below information under the Freedom of Information Act. 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?

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North East Purchasing Organisation (NEPO)

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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.**

n/a

**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?**

Foreign language and translation (all types) 06/02/2022

BSL (non verbal interpretation) – ongoing rolling contract

**Who is your current provider for each of these services?**

Foreign language and translation – DA languages

BSL (non verbal interpretation)- St Helens Deafness Resource Centre

**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
- Translation

2018/19 - £235,700

2019/20 - £205,299

Jan-March £18,934

**British Sign Language**

2018/19 – £20,998

2019/20 – £19,080

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

Cheryl Farmer  
Head of Patient Inclusion and Experience