

Ref. No: 425
From: Commercial
Date: 02/03/23
Subject: Language services

REQUEST & RESPONSE

Do you provide these services inhouse or outsource to the third party
- if outsourced, please name the supplier.

DA languages

2) when does the current contract for language (interpreting and translation services) expire and are there any extensions left?

. **Contract rolling and options being reviewed**

3) if expiring in the next 12 months, when will the authority be going to market again to procurement these services and via what channel?

. **Contract rolling and options being reviewed**

4) Separately by inhouse and outsourced

- total number of face-to-face, in person assignment and hours completed in 2022

3,934 hours; 4046 assignments

- total number of face-to-face, in person assignment not fulfilled in 2022

510

- total number of telephone interpreting, minutes completed in 2022

43,647minutes

- total number of video interpreting assignment and hours completed in 2022

5 assignments, 3.5 hours

5) Who is responsible for interpreting services at the Trust

Head of Patient Experience and Inclusion