

Ref. No: 0004
Date: 03/07/2023
Subject: Request for languages service information under freedom of information

REQUEST

Can you please kindly provide the following languages service information under freedom of information:

- 1) Do you provide these services inhouse or outsource to the third party - if outsourced, please name the supplier.
- 2) when does the current contract for language (interpreting and translation services) expire and are there any extensions left?
- 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?
- 4) Separately by inhouse and outsourced:
 - total number of face-to-face, in person assignment and hours completed in 2022
 - total number of face-to-face, in person assignment not fulfilled in 2022
 - total number of telephone interpreting, minutes completed in 2022
 - total number of video interpreting assignment and hours completed in 2022
 - total number of BSL, in person or remote assignments and hours completed 2022
- 5) Who is the senior responsible person for language services at the Trust.

RESPONSE

Can you please kindly provide the following languages service information under freedom of information:

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

Don't provide these services in house we use:
DA languages for foreign language interpreters
Deafness Resource Centre for non verbal 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 assignments

5 assignments, 3.5 hours

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

- 5 assignments, 3.5 hours

Total number of BSL, in person or remote assignments and hours completed 2022

BSL – 344.5 hours

5) Who is the senior responsible person for language services at the Trust.

Cheryl Farmer – Head of Patient Experience and Inclusion

