

Freedom of Information Act 2000 disclosure log entry

Reference

22-23084

Date sent

22/07/22

Subject

Translation Services

Details of enquiry

1. Do you have an in-house interpreting and/or translation service? If so, please could you provide the direct contact details for the officer responsible for this service?
2. Who is responsible in your organisation for commissioning/managing interpreting services where these are outsourced to external providers? Please could you provide their contact details.
3. Who is your current supplier of:
 - a. Face to face spoken language interpreting
 - b. Face to face British Sign Language (BSL) Interpreting
 - c. Spoken Video Interpreting
 - d. BSL Video Interpreting
 - e. Telephone Interpreting
 - f. Translation ServicesIf any are provided by more than one supplier, or through a combination of in-house and external provision, please list all
4. For each of the services 3a - 3f, please provide approximate spend during financial years 2020/2021 and 2021/2022.
5. For each of the services 3a - 3f, please also provide the number of bookings/requests made during financial years 2020/2021 and 2021/2022.
6. Please state whether you are in a formal contract with each of the suppliers listed in your response to Q3. In each case, please provide the expiry date of that contract and in each case, please state whether the contract is direct with the supplier or via a procurement framework. Please name the framework where this is the case.
7. Please provide the rates your supplier charges your organisation for each of the services listed in Q3, using the units in which you are billed (e.g. £ per hour / £ per minute / £ per booking)

Response sent

1. Do you have an in-house interpreting and/or translation service?
No
2. Who is responsible in your organisation for commissioning/managing interpreting services where these are outsourced to external providers?
This is not centrally managed, and departments across the Trust make their own bookings
3. Who is your current supplier of:
 - a. Face to face spoken language interpreting
 - b. Face to face British Sign Language (BSL) Interpreting
 - c. Spoken Video Interpreting
 - d. BSL Video Interpreting

- e. Telephone Interpreting
- f. Translation Services

We do not hold our data in this way, and cannot provide the detailed split you request. Please see our response to Q4 below.

4. For each of the services 3a - 3f, please provide approximate spend during financial years 2020/2021 and 2021/2022.

The Trust's spend for FY 2020/21 is as follows:

	TOTAL	Telephone Interpreting	Translation Services	Web Interpreting	Interp
DA LANGUAGES LTD	27,456	708	2,222	14,220	
Daniela LANGUAGES LIMITED	2,014	650	-	1,364	
Other & Accruals	52,955	1,366	4,286	27,427	
Total	82,425	2,724	6,508	43,011	

We do not yet have the summary data for FY 2021/22, as our accounts are still subject to internal audit.

5. For each of the services 3a - 3f, please also provide the number of bookings/requests made during financial years 2020/2021 and 2021/2022.

We do not hold this data

6. Please state whether you are in a formal contract with each of the suppliers listed in your response to Q3. In each case, please provide the expiry date of that contract and in each case, please state whether the contract is direct with the supplier or via a procurement framework. Please name the framework where this is the case.

These language services are requested on an as needs basis, and we do not have formal contractual arrangements.

7. Please provide the rates your supplier charges your organisation for each of the services listed in Q3, using the units in which you are billed (e.g. £ per hour / £ per minute / £ per booking)

Please see our responses to Q2 and Q3 above. As these services are not centrally managed we do not collate this data.