

Freedom of Information Act 2000 disclosure log entry

Reference

22-23272

Date response sent

13/12/22

Subject

Interpreting & Translation Services

Details of enquiry

1. Please can you tell me who are the all the suppliers for interpreting and translation services including British Sign Language
2. What were all the languages requested in 2022?
3. What was the spend for all interpreting and translation services provided financial year 21/22?
4. How many requests were made per service for the same period?
5. What proportion of your services were delivered by telephone interpreting and video interpreting respectively?
6. What languages were your suppliers not able to supply in 2022?
7. What steps has your organisation taken to meet the Accessible Information Standard?
8. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?
9. If we would like to engage in conversation with a member of staff in your organisation about this information, who would be the most suitable person to approach?

Response sent

1. Please can you tell me who are the all the suppliers for interpreting and translation services including British Sign Language
DA Languages Ltd
Daniela Languages Ltd
2. What were all the languages requested in 2022?
We do not record this data separately, as all types of language work is coded to the same accounting code.
3. What was the spend for all interpreting and translation services provided financial year 21/22?
£82,425
4. How many requests were made per service for the same period?
We do not hold this data. These services are not centrally managed
5. What proportion of your services were delivered by telephone interpreting and video interpreting respectively?
We do not hold this data. These services are not centrally managed
6. What languages were your suppliers not able to supply in 2022?
We do not hold this data. These services are not centrally managed

7. What steps has your organisation taken to meet the Accessible Information Standard?
 - a) prior to the patient's first appointment, we ask whether they have any information or communication support needs, and how we can meet those needs.
 - b) Any such needs would be noted within their patient record prior to their first appointment.
 - c) Any such needs would routinely be flagged on their patient record under 'accessible information'.
8. What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?

These language services are requested on an as needs basis, and we do not have formal contractual arrangements.
9. If we would like to engage in conversation with a member of staff in your organisation about this information, who would be the most suitable person to approach?

The Procurement Manager, Procurement@tavi-port.nhs.uk