

Freedom of Information Act 2000 disclosure log entry

Reference

22-23432

Date response sent

14/03/23

Subject

Language Services

Details of enquiry

- 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
 - a. total number of face-to-face, in person assignment and hours completed in 2022
 - b. total number of face-to-face, in person assignment not fulfilled in 2022
 - c. total number of telephone interpreting, minutes completed in 2022
 - d. total number of video interpreting assignment and hours completed in 2022
 - e. Who is responsible for interpreting services at the Trust

Response sent

- 1) Do you provide these services inhouse or outsource to the third party - if outsourced, please name the supplier
We use A third party: DA Languages Limited, and we occasionally use other suppliers on an ad hot basis..
- 2) when does the current contract for language (interpreting and translation services) expire and are there any extensions left?
31st March, and there are no 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?
We will be going to market again within the next 6-9 months, via a framework which is yet to be confirmed
- 4) Separately by inhouse and outsourced
We do not hold our data in this way, and cannot provide the detailed split you request, as our accounting codes only point to Languages and Translation Service Costs and do not provide any breakdown..

- a. total number of face-to-face, in person assignment and hours completed in 2022
See response to Q4 above
- b. total number of face-to-face, in person assignment not fulfilled in 2022
See response to Q4 above
- c. total number of telephone interpreting, minutes completed in 2022
See response to Q4 above
- d. total number of video interpreting assignment and hours completed in 2022
See response to Q4 above
- e. Who is responsible for interpreting services at the Trust
This is not centrally managed, and Procurement Services Dept is responsible for all our contracts.