

Date: 20/01/2021

FREEDOM OF INFORMATION REQUEST FOI/015527 – Translation/interpreting services

I write to request the below information under the Freedom of Information Act.

Are you on any of the below frameworks for language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) if so which one?

Eastern Shires Purchasing Organisation (ESPO)
London Procurement Partnership (LPP)
NHS SBS
North East Purchasing Organisation (NEPO)
NOECPC
Health Trust Europe (HTE)
Crown Commercial Services (CCS)

- The Trust utilises the HealthTrust Europe framework agreement

If you are not on any of the above frameworks please confirm how you are accessing services.

What is the expiry date/s of your current language services contracts including telephone interpreting, face to face interpreting spoken and non-spoken and translation? - **31/03/2022**

Who is your current provider for each of these services? - **Word 360**

What was the spend by year for the last 2 financial years (2018 and 2019) in total and broken down by service

- Telephone Interpreting
- Face to Face Interpreting
- British Sign Language
- Translation

To see a previous response please go to the disclosure log on the Trust website

<http://www.dgft.nhs.uk/aboutus/freedom-of-information/disclosure-log/> and in the search box type in 015359

Who is the Contract Manager and Senior Responsible Owner in regard to language services?

- Kirk Johnson, Senior Contract Manager, Kirk.johnson1@nhs.net