

Freedom of Information request 000105 – Language service

Thank you for requesting information under the Freedom of Information Act 2000.

Please see response below

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

2) when does the current contract for language (interpreting and translation services) expire and are there any extensions left? - 31/08/23

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?

- This is still to be determined, no route to market decided yet and discussions occurring across ICS area on potential alignment of contract dates

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

The Dudley Group NHS Foundation Trust 2022			
Service	F2F	Telephone	Video
Number of completed bookings	1054	1543	25
Number of completed hours/ minutes	512	2741	2450
Number of Unfulfilled bookings	1	1	0

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

– Health Records service Manager