

Trust Headquarters
Russells Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-052025-0001599

Date: 2.6.25

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000, please see response below.

I'd like to request the information below 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) and if so which one?

Eastern Shires Purchasing Organization (ESPO) - **No**

London Procurement Partnership (LPP) - **No**

NHS SBS - **No**

North-East Purchasing Organization (NEPO) - **No**

NOECPC - **No**

Health Trust Europe (HTE) - **Yes**

Crown Commercial Services (CCS) - **No**

If you are not on any of the above frameworks, please confirm how you are accessing services. - **N/A**

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? – **30.6.2025**

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

What was the spend by year for the last 2 financial years (2023 and 2024) in total and broken down by service

Telephone Interpreting

Face to Face Interpreting

British Sign Language

Translation

	23/24	24/25
F2F inc BSL	£130,743.53	£187,160.92
Tel/Video	£55,692.82	£52,728.22
Translation	£5,200.00	£2,892.00
Total	£191,636.35	£242,781.14

Finally, who is the Contract Manager and Senior Responsible Owner regarding the language services?
Procurement lead is Kirk Johnson, Department Service Manager Karon Finlow

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust