

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-112025-0002051

**Date:** 11.05.2026

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

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

I am writing to you under the Freedom of Information Act 2000 to request the following information:

1) Do you have an active language service (Interpreting) contract? What is the value of this contract? – **Yes, £220,000 per annum Exc VAT**

2) Are services accessed via a framework or independent of a framework? If a framework, what framework(s) is it? - **HealthTrust Europe LLP Framework for the Total Language Solutions II (reference number: 2025-045566), Lot 3 - Interpretation, Translation and Transcription Managed Services.**

3) When does the existing contract(s) expire? When is the next tender or procurement review expected? – **31/03/2029 with option to extend for up to 2 further years.**

4) Who are your current suppliers by service type i.e. BSL, telephone, spoken, video? - **Word360**

5) Do you procure spoken and non-spoken (BSL) interpreting together? - **Yes**

6) Do you consider non-spoken interpreting a specialist service? - **Yes**

If yes and you do not procure this service separately. - **No**

Why do you not procure this service separately? **N/A**

7) Are you aware of The House of Lords inquiry into Interpreting and Translation Services? If so, will this impact how you procure language services? – **This relates to court services currently; however, the concept and use of technology (including virtual/video interpretation) is already considered within the Trust.**

8) What is your organisation's language services procurement policy. i.e. do you undertake pre-market engagement, do you run a competitive tender process or direct award? – **Market reviews are undertaken where felt relevant to do so, Trusts do also consider the options such as mini competition and direct award.**

9) Are language services on the procurement plan in 2025, if so, can you please give an indicative timeline? **No, recently procured services and entered into a longer-term agreement with Word360 -**

10) Who is the senior responsible person for Language Services in your organisation? Please provide contact details and job title – **Director of Operations, can be contacted via Trust switchboard – 01384 456111**

11) Can you please provide historical use for each service for the previous year. Please highlight if you are referring to number of assignments or hour/minutes this response. –

- a. On-site spoken -
- b. Onsite non-spoken (for eg. BSL)
- c. telephone interpreting
- d. Video spoken
- e. Video non-spoken

**2371 Face to Face Interpreting**

**1514 Telephone Interpreting**

**902 Video Interpreting**

**290 BSL**

12) How many bidders submitted a completed tender response for the current contract? – **6 via the Framework, which was considered as part of the process.**

13) Name, addresses and contact point(s) for your Procurement Department responsible for awarding contracts. – **Kirk Johnson Senior Contracts Manager – Corporate. [Kirk.johnson1@nhs.net](mailto:Kirk.johnson1@nhs.net)**

14) Please share the link for the last Tender Notice and the contract value for the last and current tender.- **Direct Award to be published, contract in process of being finalised.**

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](mailto: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](http://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**