

**Freedom of Information Request**

**Ref: 23-353**

31 May 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**Language Services**

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

In house and outsourced. Outsourced suppliers are DA Languages and Sign Solutions.

**2) when does the current contract for language (interpreting and translation services) expire and are there any extensions left?**

Expires end of October 2023 with no further extensions.

**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?**

Summer 2023 - date to be confirmed.

**4) Separately by inhouse and outsourced**

**- total number of face-to-face, in person assignment and hours completed in 2022**

Inhouse - 602 assignments, 719 hours

Outsourced - 6,340 assignments, 9,216 hours

**- total number of face-to-face, in person assignment not fulfilled in 2022**

Inhouse - 261 unfilled face to face assignments

Outsourced - 1242 unfilled face to face assignments

**- total number of telephone interpreting, minutes completed in 2022**

168,960 minutes

**- total number of video interpreting assignment and hours completed in 2022**

280 assignments, 278 hours

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

Chief Nurse and Midwife.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**