

**Freedom of Information Request**

**Ref: 21-001**

11 January 2021

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

**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)**

Yes – Crown Commercial Services (CCS)

**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?**

End date of Call Off Initial Period - 31/10/2022

End date of Call Off Extension Period - 31/10/2023 for all contracts.

Who is your current provider for each of these services?

The following providers supply our translating and interpreting services:

<u>Supplier</u>	<u>Service</u>
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In-house Temporary Staffing Bureau	Face-to-face spoken language interpreting
DA Languages	external face to face spoken language interpreting, telephone interpreting and translation.
Sign Solutions	Non-spoken interpreting

**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

	Face to face spoken language interpreting	Telephone interpreting	Written translation	Face to face non-spoken language interpreting (British Sign Language)	Total
2019/20	£319,422	£21,728	£11,523	£59,466	£412,139
2018/19	£292,755	£16,070	£18,515	£62,407	£389,747

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

Contract Manager - Patient Experience Manager

Senior Responsible Owner - Chief Nurse

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:

Director of Corporate Governance  
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**