

Freedom of Information Request

Ref: 25-375

23 May 2025

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

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)**
- **London Procurement Partnership (LPP)**
- **NHS SBS**
- **North-East Purchasing Organization (NEPO)**
- **NOECPC**
- **Health Trust Europe (HTE)**
- **Crown Commercial Services (CCS)**

We used NHS SBS for the procurement of our spoken and non spoken language translating and interpreting contracts.

If you are not on any of the above frameworks, please confirm how you are accessing services.

Not applicable.

- **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?**

Spoken language contract expiry date 31/10/2027 (option to extend to 31/10/2029).

Non-spoken language contract expiry date 31/03/2028 (option to extend to 31/10/29).

- **Who is your current provider for each of these services?**

Spoken language contract - Word360
Non-spoken language contract - Sign Solutions

• **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

	2023/24	2024/25
Face to Face	£316,379.80	£317,880.34
Telephone	£93,622.34	£184,907.19
BSL	£81,444.69	£85,924.36
Translation	£27,955.90	£29,724.91

Finally, who is the Contract Manager and Senior Responsible Owner regarding the language services?

Contract Managers - Feedback and Insight Lead + Health Equity and Inclusion Manager

Senior Responsible Owner - Head of Experience of Care and Inclusion

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