

**Reference Number:** FOI202324/115  
**From:** Private Individual  
**Date:** 07 June 2023  
**Subject:** Interpreting and Translation services contract and information for 2022

Can you please kindly provide the following Languages Service information under Freedom of Information:

Q1 Do you provide these services inhouse or outsource to the third party - if outsourced, please name the supplier.

A1 [These services are outsourced to DA Languages](#)

Q2 When does the current contract for language (interpreting and translation services) expire and are there any extensions left?

A2 [Contract expiry date: 02/05/2026](#)

[No extension options are available.](#)

Q3 If expiring in the next 12 months, when will the authority be going to market again to procurement these services and via what channel?

A3 [Information not applicable – as per A2 above](#)

Q4 Separately by inhouse and outsourced:

- a. total number of face-to-face in person assignment and hours completed in 2022
- b. total number of face-to-face in person assignment not fulfilled in 2022
- c. total number of telephone interpreting minutes completed in 2022
- d. total number of video interpreting assignment and hours completed in 2022
- e. total number of BSL in person or remote assignments and hours completed 2022

A4 [Please see attached document: FOI 115 Response](#)

[Please note:](#)

- [We do not provide this service inhouse; all of this service is outsourced – as per A1 above](#)
- [We only hold the data from June – December 2022. This is due to a change in provider and therefore we no longer have access to the data for January – May 2022.](#)

Q5 Who is the senior responsible person for language services at the Trust.

A5 [Laura Allwood, Patient and Family Support Manager](#)

a. total number of face-to-face in person assignment and hours completed in 2022

	June	July	August	September	October	November	December
Face to Face In Person Assignments	52	42	50	54	59	61	46
Hours	7391 minutes	5519 minutes	7825 minutes	7047 minutes	4902 minutes	8291 minutes	3557 minutes

b. total number of face-to-face in person assignment not fulfilled in 2022

	June	July	August	September	October	November	December
Face to Face In Person Assignments not fulfilled	9	7	11	7	6	6	6

c. total number of telephone interpreting minutes completed in 2022

	June	July	August	September	October	November	December
Telephone Interpreting Minutes	904 minutes	864 minutes	764 minutes	545 minutes	699 minutes	1182 minutes	910 minutes

d. total number of video interpreting assignment and hours completed in 2022

	June	July	August	September	October	November	December
Number of Video Interpreting Assignments	1	3	1	2	4	1	0
Hours	17 minutes	82 minutes	136 minutes	286 minutes	151 minutes	184 minutes	0

e. total number of BSL in person or remote assignments and hours completed 2022

	June	July	August	September	October	November	December
BSL In Person Assignments	<b>Information not held - we do not hold data for BSL Interpreting and Translation services</b>						
BSL Remote Assignments							
Hours							