

Reference Number: FOI/2020/342
From: Private Individual
Date: 03 December 2020
Subject: Language Services

Q1 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)

A1 We are on the NHS SBS Framework for telephone interpreting.

Q2 If you are not on any of the above frameworks please confirm how you are accessing services?

A2 We access Face to Face interpreting via direct contract with Beacon Languages.

Q3 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?

A. Who is your current provider for each of these services?

A3

Language Service	Current Provider	Contract Expiry Date
Telephone Interpreting	Language Line Limited	Expires 5 March 2021
Face to Face Interpreting	Beacon Languages	Expires 31 March 2021
Translation	Beacon Languages	Expires 31 March 2021

Q4 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

A4 The total spend for interpreting costs for 2018/2019 and 2019/2020 are:

- 2018/2019: £36.5k
- 2019/2020: £55.7k

Please note, we do not break down the cost of interpretation by service.

Q5 Who is the Contract Manager and Senior Responsible Owner for the force in regard to

language services?

A5 Steve Doran, Head of Procurement.