

Reference Number: FOI202324/319
From: Private Individual
Date: 12 October 2023
Subject: Details, spend and outsourcing for translation and interpretation services

Q1 Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:
a. 2020-2021:

A1 2020 - £55,729, 2021 - £28,979

Q2 Please confirm your Trust's overall spending on Translation and Interpreting Services, for each of the financial years:
b. 2022-2023:

A2 2022 - £41,856, 2023 - £64,928

Q3 Please provide a breakdown of languages for the last 12 months

A3 Languages used from 1st October 2022-30th September 2023, see attachment.

Q4 What languages were your suppliers not able to supply in 2022?

A4 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

Q5 Are you able to provide approximate fee / interpreting session for:
a. In-person/face to face interpreting

A5 Information exempt under Section 43 - Due to the potential damage to commercial interests of the current suppliers as release of this information and any other unique pricing likely to be requested for disclosure would allow other competitors a significant competitive advantage and thus harm the commercial interests of our current suppliers.

Q6 Are you able to provide approximate fee / interpreting session for:
b. Telephone interpreting

A6 Information exempt under Section 43 - Due to the potential damage to commercial interests of the current suppliers as release of this information and any other unique pricing likely to be requested for disclosure would allow other competitors a significant competitive advantage and thus harm the commercial interests of our current suppliers.

Q7 Are you able to provide approximate fee / interpreting session for:
c. Video interpreting

A7 Information exempt under Section 43 - Due to the potential damage to commercial interests of the current suppliers as release of this information and any other unique

pricing likely to be requested for disclosure would allow other competitors a significant competitive advantage and thus harm the commercial interests of our current suppliers.

Q8 If you outsource the provision of interpreting services to an external provider, could you please confirm: a) Whether the provider was contracted via a national framework? If so, which one?

A8 [NHS Shared Business Services \(SBS\)](#)

Q9 If you outsource the provision of interpreting services to an external provider, could you please confirm: b) When does the current contract expire?

A9 [31/08/2025](#)

Q10 If you outsource the provision of interpreting services to an external provider, could you please confirm: c) Is there is an exclusivity clause, which would prevent the trust from piloting new cost saving interpreting services during the duration of your contract with your existing provider?

A10 [No](#)

Q11 From which budget within your organisation are interpreting services funded?

A11 [Corporate Budget](#)

Q12 Where do you advertise your tenders? If you do not do a full tender / which frameworks would you use?

A12 [Liverpool Integrated Care Board \(ICB\)](#)

Q13 What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?

A13 [01/04/2023 – 31/08/2025](#)

Q14 Please provide the name and email of the contract manager for the service

A14 [Laura Allwood - Patient and Family Support Manager, \[laura.allwood@lhch.nhs.uk\]\(mailto:laura.allwood@lhch.nhs.uk\)](#)

Q15 If we would like to engage in conversation with a member of staff in your organisation to discuss the innovation we propose to develop, who would be the most suitable person to approach?

A15 [Laura Allwood - Patient and Family Support Manager](#)