

Reference Number: FOI202425/090
From: Private Individual
Date: 24 May 2024
Subject: Interpretation and Translation Services

Q1 Request for Information - Interpretation and Translation Services. Under the Freedom of Information Act, I would like to request the following information.

A1 [Please see attached document: FOI 090 Response](#)

| Interpretation and Translation Services FOI | | |
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| Question | Response: | |
| 1. What was your overall 23/24 spend for interpretation and translation services? Spend to include all service formats across all contracts held. | £83,912 | |
| 2. What was your overall 22/23 spend for interpretation and translation services? Spend to include all service formats across all contracts held | <p>Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.</p> <p>This information is available on our website, it can be found in our 2023/24 Disclosure Log, please see FOI Request Ref: 433: https://www.lhch.nhs.uk/resources/disclosurelogs</p> <p>Enter the year into the Year field and reference number into the Search field then click Search. Select Download to open.</p> | |
| 3. What was your overall 21/22 spend for interpretation and translation services? Spend to include all service formats across all contracts held | <p>Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.</p> <p>This information is available on our website, it can be found in our 2023/24 Disclosure Log, please see FOI Request Ref: 433: https://www.lhch.nhs.uk/resources/disclosurelogs</p> <p>Enter the year into the Year field and reference number into the Search field then click Search. Select Download to open.</p> | |
| 4. Please confirm the following details for your provider(s) of interpretation services for each year: | Response: | |
| | Provider 1 | Provider 2 |
| Provider name | DA Languages | Signalise |
| Scope of contract and value of spend where in scope in Apr'23-Mar'24 year | £70,601 | £10,424.00 |
| a) Pre-booked face-to-face | Yes | Yes |
| b) Pre-booked video | Yes | Yes |
| c) Pre-booked telephone | Yes | Yes |
| d) On-demand video | Yes | Yes |
| e) On-demand telephone | Yes | Yes |
| f) British Sign Language | No | Yes |
| g) Interpreters on wheels | No - DA Languages do not provide an interpreter on wheels service. As per an agreement with Cheshire & Merseyside ICB this is provided by Langage Line on an adhoc basis. | No - Signalise do not provide an interpreter on wheels service. As per an agreement with Cheshire & Merseyside ICB this is provided by Langage Line on an adhoc basis. |
| 5. Value of spend against each in-scope service Apr'22-Mar'23 year | £45,324 | £0.00 |
| 6. Value of spend against each in-scope service Apr'21-Mar'22 year | Information not held - no contract in place with this supplier during this period. | Information not held - no contract in place with this supplier during this period. |
| 7. Current contract start date | 03/05/2022 | 01/04/2023 |
| 8. Current contract end date | 02/05/2025 | 31/08/2025 |
| 9. Any extension options available under the existing contract | No | No |
| 10. How was this contract awarded? | Via Framework | Via Framework |
| 11. Which procurement framework was used to award this contract? | NHS Shared Business Services (SBS) | NHS Shared Business Services (SBS) |
| 12. Have service credits been applied in the last 12 months? | No | No |
| i) If yes, what performance failure was this linked to? | | |
| 13. Is there is an exclusivity clause, which would prevent you from piloting additional or complementary interpreting services during the duration of your current contract? | No | No |
| 14. From which budget within your organisation are interpreting services funded? | Corporate Budget | |
| 15. Which staff member/job role is responsible for signing off that budget? | Laura Allwood Patient and Family Support manager | |
| 16. Which staff member/job role manages the interpretation services contract(s)? | Procurement- provided by Health Procurement Liverpool. | |