

Date: Monday, 25th January 2021  
Our Ref: MB/SH FOI 4575

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**Re: Freedom of Information Request FOI 4575**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 06th January 2021.

Your request was as follows:

1. 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)

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

Here at The Walton Centre NHS Foundation Trust we currently access services direct with suppliers, however regional tender is underway via SBS framework.

2. 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?

As above, tender process currently underway for these services.

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

Face to face

- Beacon Languages



- Prestige Network Ltd
- Absolute Translations Ltd

#### Telephone

- Language Line

#### BSL

- Action On Hearing Loss

#### 4. 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

We do not hold this information split by interpreting and translation so have provided this as a total figures for each financial years below:

Costs are below for all (interpreting, translation and British sign language):

2017/18 - £45,661.00

2018/19 - £50,847.86

2019/20 - £74,286.65

#### 5. Who is the Contract Manager and Senior Responsible Owner in regard to language services?

Katie Tootill - Head of Procurement.

Please see our response above in [blue](#).

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If 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 the Freedom of Information Office at the address above.

**Please remember to quote the reference number, FOI 4575 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 Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

*Mike Burns*

**Mr. Mike Burns, Executive Lead for Freedom of Information**