

Information Governance

The Green
1 Roger Dowley Court
Russia Lane
London
E2 9NJ

Telephone: 020 7655 4131

Email elft.foi@nhs.net

Website: <https://www.elft.nhs.uk>

9 December 2020

Our reference: FOI DA3626

I am responding to your request for information received 23 November 2020. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

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Request:

Good Afternoon, I write to request the below information under the Freedom of Information Act.

Question 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)

Answer: The Trust uses the CCS framework for language services.

Question 2. If you are not on any of the above frameworks please confirm how you are accessing services.

Answer: N/A

Question 3. 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?

Answer: 31 March 2022.

Question 4. Who is your current provider for each of these services?

Answer: The current provider for language services is Language Shop.

Question 5. 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

Answer: This information can be found in a previous FOI response here:

<https://www.elft.nhs.uk/uploads/files/1/FOI/ANON%20Response%20-%20FOI%20DA3519%20%282%29.pdf>

Question 6. Who is the Contract Manager and Senior Responsible Owner for the force in regard to language services?

Answer: The person responsible for contracts in the Trust is Dr Mohit Venkataram, Executive Commercial Director.