

**Information Governance**

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6<sup>th</sup> July 2022

**Our reference: FOI DA4156**

I am responding to your request for information received **30<sup>th</sup> March 2022**. I am sorry for the delay in responding to your request. 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,



Lara Cousens  
Information Governance Manager – Information Rights

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](http://www.ico.org.uk)

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**Chief Executive:** Paul Calaminus  
**Interim Chair:** Eileen Taylor

**Request:**

**Question 1:** Do you use any of the below frameworks to procure language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) if so which ones?

- Eastern Shires Purchasing Organisation (ESPO)
- London Procurement Partnership (LPP)
- NHS SBS
- Northeast Purchasing Organisation (NEPO)
- NOECPC
- Health Trust Europe (HTE)
- Crown Commercial Services (CCS)

Answer: No we do not use any of these frameworks to procure language services.

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

Answer: Subcontracting arrangements are in place via a third party company called Subsidiary.

**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 or do you have one collaborative contract?

Answer: There is one collaborative contract.

**Question 4:** When will you look to issue a new tender for your language services?

Answer: There is no plan as yet.

**Question 5:** If you do have a collaborative contract, when is this due to expire?

Answer: 31<sup>st</sup> March 2024.

**Question 6:** If you have separate contracts, are you considering issuing a tender for a collaborative contract and if so when do you anticipate doing so?

Answer: Not applicable.

**Question 7:** Who is your current provider/s for each of these services?

Answer: The Trust contracts Compass Wellbeing who sub contract Newham Language Shop to provide interpreting and translation services.

**Question 8:** What is the current fulfilment rate being provided?

Answer: Not applicable.

**Question 9:** What was the spend by year for the last 2 financial years (2020 and 2021) in total and broken down by service.



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**-Telephone Interpreting £**  
**-Face to Face Interpreting £**  
**-British Sign Language £**  
**-Translation £**

Answer: Please note that we do not record spend broken down by service. Therefore we can only provide the total spend for each year:

2020/21 = £794,520.42  
2021/22 = £1,123,343.49

**Question 10: Do you currently pay for interpreter travel expenses and if so, what is the rate you offer?**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.

As the interpreting service is contracted out to a third party the Trust does not record this information and can therefore not provide the information.

**Question 11: How much did the Trust spend on travel for interpreters over the last 2 years?**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

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**Question12: With regards to invoicing do you prefer one consolidated invoice with all backing data allowing you to reconcile the invoice**

Answer: The Trust prefers one consolidated invoice with backing schedule as to which budgets to charge for the specific provision on a particular day for a specific Trust employee.

**Question13: Please list the languages which interpreters support the Trust with over the last year in order of highest to lowest in terms of use/booking**

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(b) if that is the case, to have that information communicated to them.

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**Question14: Do you have service credits included in your current language contract and if so are they capped?**

Answer: No.

**Question15: Which have been the most requested services overall when requesting translation and interpreting services for your primary care contractors for 2020 and 2021? – Telephone, video, or face to face interpreting.**

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**Question16: Can you please provide the volumes for the different types of requests, telephone, video, or face to face interpreting for the same period 2020 and 2021?**

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**Question17: Please provide how many requests were made during normal working hours and out of hours for 2020 and 2021 for the above.**

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**Question18: Are there any areas within the service currently being received where you are looking for improvements ?**

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**Question19: How do users currently place a booking for interpreting?**

Answer: Each service that requires an interpreter contacts Newham Language Shop directly as and when an interpreter is required.

**Question20: Who is the Contract Manager and Senior Responsible Owner regarding language services or the person within the Trust who is responsible for the commissioning of spoken and non spoken language services?**

Answer: Mohit Venkataram – Director of Commercial Development.

**Question21: Are there any current issues faced by the Trust which if resolved, would improve the service given by the current provider for Language services, translation, and Interpreting.**

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