

2 February 2021

Information Rights & Compliance Team
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Our Ref: FOI/03845

Thank you for your request concerning Frameworks For Language Services.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

- 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)**

No

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

This information is already in the public domain. Please follow this [link](#) to a previously published response¹.

- 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?**

18 January 2022.

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

This information is already in the public domain¹. Please follow the link provided under question 2.

¹ Section 21 – Information is accessible through other means

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

We are unable to split interpreting services (including BSL) from translation services,

However please see below for the annual spend and number of requests.

	Annual Spend	Total Number of Requests
2018/19	£54,393	1159
2019/20	£50,841	810

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

All our management contact details can be obtained through [Binley's Database of NHS Management](#)

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

