

Re: Your request made under the Freedom of Information Act 2000

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

- 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?

I can confirm we use the below frameworks to source services for the Trust.

- 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. **N/A**

- 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?

Expiry date is 01/06/2021 with the option to extend for a further 12 months.

Who is your current provider for each of these services? **The Big Word**

What was the spend by year for the last 2 financial years (2018 and 2019) in total and broken down by service:

- Telephone Interpreting **£10,408.920 (2019), £18,315.74 (YTD)**
- Face to Face Interpreting **£17,385.519 (2019), £10,254.47 (YTD)**
- British Sign Language **£39,652.77 (2019), £59,345.07 (YTD)**
- Translation **N/A**

- 3) Who is the Contract Manager and Senior Responsible Owner for the force in regard to language services?

Tracy Holt / Theodora Shangwa