

Freedom of Information Act Request

Under the Freedom of Information Act, I would like to request the following information:

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) and if so which one?

- Eastern Shires Purchasing Organization (ESPO)
- London Procurement Partnership (LPP)
- **NHS SBS**
- North-East Purchasing Organization (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.

- **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?**
The Big Word 31st May 2025
Clarion 30th June 2025
DITU none, purchase order agreement
- **Who is your current provider for each of these services?**
- **What was the spend by year for the last 2 financial years (2023 and 2024) in total and broken down by service**
 - i. **Telephone Interpreting - The Big Word**
 - ii. **Face to Face Interpreting - DITU**
 - iii. **British Sign Language - Clarion**
 - iv. **Translation - DITU**

Finally, who is the Contract Manager and Senior Responsible Owner regarding the language services? **Head of Patient Experience**

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

Our Ref: 303
May 2025

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Website: <https://ico.org.uk/make-a-complaint/>