

FOI 114/2023 Response

Hello, can you please kindly provide the following languages service information under freedom of information:

1) Do you provide these services inhouse or outsource to the third party - if outsourced, please name the supplier.

- The Trust is currently using Word 360 Interpreting and Translation service to fulfil all Trust wide interpreting and translation requests, such as face to face, telephone, and video interpreting.
- The Trust uses B.I.D for advanced level BSL interpreters (specifically experienced in mental ill health interpretation for our Deaf in-patients as part of nationally commissioned specialised services).

2) when does the current contract for language (interpreting and translation services) expire and are there any extensions left?

- BID – 31.3.24
- Word 360 – not recorded

3) If expiring in the next 12 months, when will the authority be going to market again to procurement these services and via what channel?

- BID - Not yet known
- Word 360 – not recorded

4) Separately by inhouse and outsourced:

- total number of face-to-face, in person assignment and hours completed in 2022
- total number of face-to-face, in person assignment not fulfilled in 2022
- total number of telephone interpreting, minutes completed in 2022
- total number of video interpreting assignment and hours completed in 2022
- total number of BSL, in person or remote assignments and hours completed 2022

- The Trust is unable to provide the above requested information.

This is because the Trust's system do not capture the data at the level of detail requested.

Obtaining the requested information will require exhaustive and manual measures that exceed the threshold of carrying out this task.

The Trust therefore, rely on the exemption Section 12 of the Freedom of Information Act 2000 to refuse this part of your request.

5) Who is the senior responsible person for language services at the Trust.

- There are no senior responsible person for language services, decisions around language services are made at a local clinical and operational level.