

FOI 063 2025 Response

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) 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)

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

N/A

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?

Word 360:

- End Date Sept 2025.
- Please note that Procurement is in the process of planning a tender for a new contract to commence from 01.10.25.

BID:

- Contract end date is 1.4.25 for 5 years, subject to further extension.

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

The Trust uses the following to fulfil translation needs.

- 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 also use 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).

5. What was the spend by year for the last 2 financial years (2023 and 2024) in total and broken down by service

-) Telephone Interpreting
-) Face to Face Interpreting
-) British Sign Language
-) Translation

Please see the table below for spend and note that the Trust is unable to provide the requested breakdown.

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

For the spend, please see below:

Financial Year	Spend
2024/2025	1,165,592.83
2023/2024	1,018,329.04

6. Finally, who is the Contract Manager and Senior Responsible Owner regarding the language services?

The Trust is unable to provide a response to your query as we do not routinely release staff members personal information for those below a band 8c role.

The Trust therefore rely on exemption Section 40 of the Freedom of Information Request to deny this aspect of your request.