

FOI 0381/2025 Request

Dear Birmingham and Solihull Mental Health NHS Foundation Trust,

I am writing to you under the Freedom of Information Act 2000 to request the following information:

1) Do you have an active language service (Interpreting) contract? What is the value of this contract?

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 contract value for Word 360 is £600K.

The Trust also use B.I.D for advanced level 7 BSL interpreters (specifically experienced in mental ill health interpretation for our Deaf in-patients as part of nationally commissioned specialised services.

The contract value for B.I.D Contract Value: £200K

2) Are services accessed via a framework or independent of a framework? If a framework, what framework(s) is it?

Word360:

- Health Trust Europe (THE) Framework

B.ID:

- No framework used – part of nationally commissioned specialised services

3) When does the existing contract(s) expire? When is the next tender or procurement review expected?

Word 360:

- Contract end date is 31.03.26

B.I.D

- Contract end date is 31.03. 30

4) Who are you current suppliers by service type i.e. BSL, telephone, spoken, video?

Please refer to the response provided for Q1.

5) Do you procure spoken and non-spoken (BSL) interpreting together?

No, separate services, please refer to the response provided for Q1.

6) Do you consider non-spoken interpreting a specialist service? If yes and you do not procure this service separately. Why do you not procure this service separately?

The Trust is unable to provide a response to this query as your query is opinion based and therefore not in the spirit of the FOI request.

7) Are you aware of The House of Lords inquiry into Interpreting and Translation Services? If so, will this impact how you procure language services?

We are not aware of the impact this will have on procuring language services.

8) What is your organisations language services procurement policy. i.e. do you undertake pre-market engagement, do you run a competitive tender process or direct award?

Services are procured through competitive process and direct award

9) Are language services on the procurement plan in 2025, if so, can you please give an indicative timeline?

No

10) Who is the senior responsible person for Language Services in your organisation? Please provide contact details and job title.

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

11) Can you please provide historical use for each service for the previous year. Please highlight if you are referring to number of assignments or hour/minutes this response.

Clarification: Provide last year's usage totals for each service type and clearly indicate whether the numbers represent how many assignments or how much time was provided.

a. On-site spoken

2905 appointments – 2122 hours

b. Onsite non-spoken (for eg. BSL)

371 appointments – 385 hours

c. telephone interpreting

589 appointments – 337 hours

d. Video spoken

15 appointments – 11 hours

e. Video non-spoken

16 appointments – 14 hours

*****Note:**

- On-site appointments are based on appointments delivered face to face in any location.
- The data is based on interpreters requested for patient appointments and may not cover the entirety of interpreting and translation activity conducted within the Trust (eg. translation of leaflets into other languages, sign language interpreters at listen up etc).
- Due to the way our patient system records appointments, appointment type is based on the consultation medium with the patient rather than the interpreter. For example, if an interpreter was requested by video for a face-to-face appointment with a patient, this will be recorded as face to face.

12) How many bidders submitted a completed tender response for the current contract?

The Trust's external procurement provider does not have this information recorded.

13) Name, addresses and contact point(s) for your Procurement Department responsible for awarding contracts.

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

However, we can confirm that BSOL Professional Services – Corporate Category Team manage procurement responsibilities.

14) Please share the link for the last Tender Notice and the contract value for the last and current tender.

The Trust's external Procurement Team does not have the requested information available.

For contract value please refer to Q1.