

07/11/2022

Dear Requester,

**FOI 1746**

Thank you for your Freedom of Information request regarding the Bedfordshire Hospitals NHS Foundation Trust interpretation service / contract.

You asked:

**Interpreting and Translation**

1. **Who is the point of contact that deals with interpreting and translation contracts within your organisation?**

Associate Director of Nursing – Patient Experience

Equality and Diversity Lead

Patient Experience manager

1. **What are their contact details?**

[Whos-Who-1-April-2022.pdf (bedfordshirehospitals.nhs.uk)](https://www.bedfordshirehospitals.nhs.uk/wp-content/uploads/2022/06/Whos-Who-1-April-2022.pdf)

1. **Do you access interpreting and translation suppliers directly or through a framework?**

The Trust undertook its own procurement process using the PROACTIS e-portal for NHS organisations. [http://www.supplying2nhs.org/](http://www.supplying2nhs.org/%20) In accordance with EU Contract Procedure Rules and the Public Contracts Regulations 2015 Regulation (67)

1. **If through a framework, which one do you use?**

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1. **What is the start and end date for either the framework or direct contracts you have with interpreting and translation supplier(s)?**

|  |  |
| --- | --- |
| Start date | End date |
| 1st Nov 2018 | 31st October 2023 |
|  |  |

1. **Which suppliers do you use for the following services:**

|  |  |
| --- | --- |
| Service | Supplier |
| Telephone interpreting | DA Languages Ltd, Statham House, Talbot Rd, Manchester M32 0FP  (Tier 2 – contingency or back up supplier – Silent Sounds - seldom used due to fill rates) |
| Face to face interpreting |
| British Sign Language |
| Video interpreting |
| Written translation |
| Other interpreting/translation related service |

1. **How many bookings did you have in the following financial years:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **19/20** | **20/21** | **21/22** |
| **Telephone interpreting** | 2035 | 7829 | 10156 |
| **Face to face interpreting** | 10062 | 4568 | 4975 |
| **British Sign Language** | 480 | 265\* | 351 |
| **Video interpreting** | 0 | 143 | 140 |
| **Written translation** | 54 | 89 | 92 |
| **Total** | **12631** | **12629** | **15363** |

**(\*** 37 were by video)

1. **What was the spend on services in the following financial years:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Service** | | **19/20** | | **20/21** | **21/22** |
| **Telephone interpreting** | | £15K | | £69K | £91K |
| **Face to face interpreting** | | £387K | | £133K | £213K |
| **British Sign Language** | | £67K | | £34K | £47K |
| **Video interpreting** | | NIL | | £6K | £6K |
| **Written translation** | | £9K | | £4K | £7K |
| **Total** | | **£411K** | | **£246K** | **£317K** |
|  | |  | |

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If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF [www.ico.org.uk](http://www.ico.org.uk/)

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust