



## FOI 3105

Date 24/06/2024

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

Interpretation and Translation Services					
Question	Notes	Response:			
What was your overall 23/24 spend for interpretation and translation services?	Apr'23 – Mar'24  Spend to include all service formats across all contracts held	420,162			
What was your overall 22/23 spend for interpretation and translation services?	Apr'22 – Mar'23  Spend to include all service formats across all contracts held	361,782			
What was your overall 21/22 spend for interpretation and translation services?	Apr'21 – Mar'22  Spend to include all service formats across all contracts held	<a href="#">FOI-2723.docx (live.com)</a>			
Please confirm the following details for your provider(s) of interpretation services for each year:		<b>Response:</b> Please add additional columns if required			
		<b>Provider 1</b>	<b>Provider 2</b>	<b>Provider 3</b>	<b>Provider 4</b>
Provider name	e.g. inhouse / provider name)	DA Languages			
Scope of contract and value of spend where in scope in Apr'23-Mar'24 year a) Pre-booked face-to-face b) Pre-booked video c) Pre-booked telephone	a) Yes/No, If yes £x b) Yes/No, If yes £x c) Yes/No, If yes £x d) Yes/No, If yes £x	Exempt under section 43(2) Commercially sensitive			



d) On-demand video e) On-demand telephone f) British Sign Language g) Interpreters on wheels	e) Yes/No, If yes £x f) Yes/No, If yes £x g) Yes/No, If yes £x				
<b>Value of spend against each in-scope service Apr'22-Mar'23 year</b>		Exempt under section 43(2) Commercially sensitive			
<b>Value of spend against each in-scope service Apr'21-Mar'22 year</b>		Exempt under section 43(2) Commercially sensitive			
<b>Current contract start date</b>		01/11/2023			
<b>Current contract end date</b>		31/10/2024			
<b>Any extension options available under the existing contract</b>		No			
<b>How was this contract awarded?</b>		Direct Award			
<b>Which procurement framework was used to award this contract?</b>		CCS Framework RM6141			
<b>Have service credits been applied in the last 12 months? If yes, what performance failure was this linked to?</b>		No			
<b>Is there is an exclusivity clause, which would prevent you from piloting additional or complementary interpreting services during the duration of your current contract?</b>		No			
<b>From which budget within your organisation are</b>	<i>Budget/Department name</i>	Patient Advice and Liaison Service			



<b>interpreting services funded?</b>		
<b>Which staff member/job role is responsible for signing off that budget?</b>	<i>e.g. Equality, Diversity &amp; Inclusion Lead</i>	Exempt under Section 40 (personal information).
<b>Which staff member/job role manages the interpretation services contract(s)?</b>	<i>e.g. Equality, Diversity &amp; Inclusion Lead</i>	Exempt under Section 40 (personal information).

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests for internal review should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: [dataprotectionofficer@ldh.nhs.uk](mailto:dataprotectionofficer@ldh.nhs.uk). This option is available to you for up to three calendar months from the date your response was issued.

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