

FOI REF: 20/522

7<sup>th</sup> January 2021

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## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

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) if so which one?**

**Eastern Shires Purchasing Organisation (ESPO)**  
**London Procurement Partnership (LPP)**  
**NHS SBS**  
**North East Purchasing Organisation (NEPO)**  
**NOECPC**  
**Health Trust Europe (HTE)**  
**Crown Commercial Services (CCS)**

East Sussex Healthcare NHS Trust utilised the London Procurement Partnership (LPP) Framework for interpreting services and the SBS Framework for translation services.

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

Contracted Absolute Interpreting through LPP and Language Line through SBS.

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?**

Language Line - Video, audio and telephone interpreting - contract expires 30th November 2021.

Absolute Interpreting and Translations Ltd - foreign languages - contract expires 30th April 2022.

Translation Empire Ltd - No contract - Ad Hoc requests only.

BSL Link for Communication - BSL - contract expires March 2021.

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

What was the spend by year for the last 2 financial years (2018 and 2019) in total and broken down by service

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

Clarification was sought with regard to whether you want the spend for the last two years by financial year, i.e. 2018/19 & 2019/20 or by calendar year 2018 and 2019 and confirmation was received that you require by financial year.

2018/19 Suppliers	Spend £
BSL Link for Communication Limited	35,188.68
Medway Council	83,378.20
Translation Empire Limited	2,854.22
Language Line Solutions	8,118.95
2019/20 Suppliers	
BSL Link for Communication Limited	35,062.51
Absolute Interpreting Limited (September 19 to March 20)	26,174.96
Medway Council (March 19 to August 19)	32,636.79
Translation Empire Limited	3,563.04
Language Line Solutions	18,930.19

5. **Who is the Contract Manager and Senior Responsible Owner for the force in regard to language services?**

Pollymarch Mather  
Head of Equality, Diversity & Human Rights

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, please write to Lynette Wells, Director of Corporate Affairs, East Sussex Healthcare NHS Trust ([lynette.wells2@nhs.net](mailto:lynette.wells2@nhs.net)) quoting the above reference.

Yours sincerely

Linda Thornhill (Mrs)  
Corporate Governance Manager  
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