

FOI REF: 22/096

4th April 2022

Tel: 0300 131 4500

Website: www.esht.nhs.uk

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. **Do you use any of the below frameworks to procure language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) if so which ones?**

Eastern Shires Purchasing Organisation (ESPO)	<input type="checkbox"/>
London Procurement Partnership (LPP)	<input checked="" type="checkbox"/>
NHS SBS	<input type="checkbox"/>
Northeast Purchasing Organisation (NEPO)	<input type="checkbox"/>
NOECPC	<input type="checkbox"/>
Health Trust Europe (HTE)	<input type="checkbox"/>
Crown Commercial Services (CCS)	<input type="checkbox"/>

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

[Not applicable.](#)

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 or do you have one collaborative contract?**

[April 2022.](#)

4. **When will you look to issue a new tender for your language services**

[East Sussex Healthcare NHS Trust is currently in the tender process.](#)

5. **If you do have a collaborative contract, when is this due to expire?**

Not applicable.

6. **If you have separate contracts, are you considering issuing a tender for a collaborative contract and if so when do you anticipate doing so?**

The Trust is currently in the tender process.

7. **Who is your current provider/s for each of these services?**

Absolute Interpreting and Translations Ltd
Language Line
BSL Link for Communication Ltd

8. **What is the current fulfilment rate being provided?**

This averages around 95%+ across all providers.

9. **What was the spend by year for the last 2 financial years (2020 and 2021) in total and broken down by service.**

	2020/21	2019/20
- Telephone Interpreting	£31,085	£18,930
- Face to Face Interpreting	£6,000	£26,175
- British Sign Language	£17,715	£35,062
- Translation	Not applicable	Not applicable

10. **Do you currently pay for interpreter travel expenses and if so, what is the rate you offer?**

Whilst the Trust holds the information requested, it is applying a Section 43(2) exemption in relation to this part of the request as the release of the information is likely to prejudice commercial interests of third parties. This is because release of the information could be detrimental to their competitive position in the market.

In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.

In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information.

11. **With regards to invoicing do you prefer one consolidated invoice with all backing data allowing you to reconcile the invoice**

Monthly invoice with back data.

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12. Please list the languages which interpreters support the Trust with over the last year in order of highest to lowest in terms of use/booking

All interpreting supplied to patients, service users or carers during 2020/21
Language

Arabic
Sorani
Polish
Turkish
Russian
British Sign Language
Portuguese
Romanian
Bengali
Mandarin
Farsi
Italian
Spanish
Vietnamese
Slovak
Bulgarian
Albanian
Czech
Cantonese
Hungarian
Tamil
Lithuanian
Latvian
Thai
Tigrinya
Kurmanji
Sylheti
Bahdini
Dari
Portuguese Brazilian
French
Korean
Sudanese
Tagalog
German
Japanese
Punjabi
Somali
Amharic
Hindi
Norwegian
Urdu
Haitian Creole
Bosnian
Greek

Cont.../

Indonesian
Kurdish
Luganda
Sinhalese
Syrian
Ukrainian
Azerbaijani
Bangladeshi
Fulah
Fulani
Kurdish Bahdini
Moroccan Arabic
Nigerian Pidgin
Akan

13. Which have been the most requested services overall when requesting translation and interpreting services for your primary care contractors for 2020 and 2021? – Telephone, video, or face to face interpreting.

The Trust does not provide primary care.

14. Can you please provide the volumes for the different types of requests, telephone, video, or face to face interpreting for the same period 2020 and 2021?

Face to face interpreting	180
On-demand telephone interpreting	2782
On-demand video interpreting	891
Remote face to face interpreting	77

15. Please provide how many requests were made during normal working hours and out of hours for 2020 and 2021 for the above.

Out of hours

Face to face	14
On demand telephone	48
On demand video	119
Remote face to face	0

16. Are there any areas within the service currently being received where you are looking for improvements?

None identified at present.

17. How do users currently place a booking for interpreting?

Staffs complete an online request form for a face to face interpreter which is processed by the accessible information team. Staff book directly with the provider for booked video and booked telephone interpreting, or access directly as required for on demand video and telephone interpreting.

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- 18. Who is the Contract Manager and Senior Responsible Owner regarding language services or the person within the Trust who is responsible for the commissioning of spoken and non spoken language services?**

Michael Say
Deputy Head of Procurement

- 19. Are there any current issues faced by the Trust which if resolved, would improve the service given by the current provider for Language services, translation, and Interpreting.**

Not applicable.

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 the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference.

Yours sincerely

Linda Thornhill (Mrs)
Corporate Governance Manager
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