

FOI REF: 22/246

25th May 2022

Eastbourne District General Hospital

Kings Drive
Eastbourne
East Sussex
BN21 2UD

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:

Please can you provide financial information relating to the:

1. total cost in the last 2 years and the number of requests made

a.	face to face interpreting	£50,015
b.	telephone interpreting	£32,175
c.	video interpreting	£52,777
d.	translation services	£8,204.88

I would also be grateful if you could provide us with information that includes:

2. Hourly cost of face to face interpreting services

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.

3. Cost per minute of telephone interpreting services

Please see answer to question 2.

4. Cost per minute of spoken video interpreting services

Please see answer to question 2.

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5. Cost per minute of non-spoken (BSL) video interpreting services

Please see answer to question 2.

6. Please can you list the languages that your suppliers were unable to supply in the last 6 months?

Not Applicable.

7. Can you please provide details of your current provider(s) (company name, date contract was awarded)?

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

8. When are your current language service contract(s) with your incumbent(s) due to end?

The Trust is currently in the tender process.

9. Please can you provide the name, job title, email address and contact number for the person(s) responsible

a. for awarding any contracts relating to these services

Angela Alletson
Head of Procurement
a.alletson@nhs.net
0300 131 4500

b. For managing the day to day running of the services

Anita Counsell
Head of Health Inequalities
Anita.counsell@nhs.net
0300 131 4500

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
esh-tr.foi@nhs.net