

FOI REF: 23/359

12<sup>th</sup> June 2023

Tel: 0300 131 4500

Website: [www.esht.nhs.uk](http://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:

**Can you please kindly provide the following languages service information under freedom of information:**

- 1) **Do you provide these services in-house or outsource to the third party? If outsourced, please name the supplier.**

All translation and interpreting services are outsourced to a third party. We have several suppliers at present:

Foreign Language	Face-to-face	Absolute
Foreign Language	Telephone and Video	Language Line
British Sign Language	Face-to-face	BSL Link
Translation and Transcription	N/A	Translation Empire

We also use other providers if and when the above cannot source a suitable translator.

- 2) **When does the current contract for language (interpreting and translation services) expire and are there any extensions left?**

Most of the contracts from the providers listed above have expired. However, in May 2022, we have participated in a competitive quotation exercise with the ICB and other Trusts to appoint providers for services using a framework agreement.

As a result of the mini-competition under the ESCC SUSTI Framework, new providers for each service and some extra services were found. Unfortunately, there has been significant delays to finalising these agreements. These providers are hoped to be in place by 1<sup>st</sup> October 2023.

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**3) If expiring in the next 12 months, when will the authority be going to market again to procurement these services and via what channel?**

As a result of the mini-competition under the ESCC SUSTI Framework, new providers for each service and some extra services were found. Unfortunately, there has been significant delays to finalising these agreements. These providers are hoped to be in place by 1st October 2023.

The contracts when they are signed will last for three years.

**4) Separately by in-house and outsourced:**

**a) Total number of face-to-face, in person assignment and hours completed in 2022**

Number of Face-to-face appointments in 2022 = 250

Number of Hours completed in 2022 = 14,225.45 minutes/237.09 hours.

**b) Total number of face-to-face, in person assignment not fulfilled in 2022**

Number of Face-to-face appointments in 2022 not fulfilled = 48 (This number includes patient cancelling the appointment, patient did not attend appointment and supplier unable to find an interpreter).

**c) Total number of telephone interpreting, minutes completed in 2022**

Number of Telephone appointments in 2022 = 2250

Number of Hours completed in 2022 = 38,719.10 minutes/645.32 hours.

**d) Total number of video interpreting assignment and hours completed in 2022**

Number of Video appointments in 2022 = 830

Number of Hours completed in 2022 = 11,703 minutes/195.05 hours.

**e) Total number of BSL, in person or remote assignments and hours completed 2022**

Number of BSL Face-to-Face appointments in 2022 = 125

Number of BSL Video appointments in 2022 = 85

Number of Hours completed in 2022 = 6,710.5 minutes/111.84 hours.

**5) Who is the senior responsible person for language services at the Trust.**

Richard Milner  
Chief of Staff

Amy Pain  
Patient Experience Lead

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, you have the right to request an internal review. Please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)  
Corporate Governance Manager  
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