



FOI REF: 24/406

21st June 2024

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 contained within the attached document.

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), 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

Freedom of Information Department
esh-tr.foi@nhs.net

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	£106,917.29						
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	£93,427.75						
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	£82,400.38						
Please confirm the following details for your provider(s) of interpretation services for each year:		Response: Please add additional columns if required						
		Provider 1	Provider 2	Provider 3	Provider 4	Provider 5	Provider 6	Provider 7
Provider name	e.g. inhouse / provider name)	Sussex Interpreting Services	BSL Link for Communication Ltd	Signlive Ltd	Languageline Solutions	The Bigword Group Ltd	Vandu Language Services Ltd	DA Languages
Current contract start date	DD/MM/YYYY	01/10/2023	01/01/2024	21/08/2023	01/09/2023	08/09/2023	06/09/2023	01/09/2023
Current contract end date	DD/MM/YYYY	30/09/2024	31/10/2025	20/08/2025	31/08/2026	07/09/2025	05/09/2025	30/09/2025
Any extension options available under the existing contract	e.g. 2 x 12 months	1 x 12 months	no	no	1 x 24 months	1 x 12 months	1 x 12 months	1 x 12 months
How was this contract awarded?	e.g. Tender / direct award	Tender	Tender	Tender	Direct Award	Tender	Tender	Tender
Which procurement framework was used to award this contract?	e.g. NHS SBS / ESPO / No framework used	ESCC Translation & Interpreting Framework	no framework	no framework	NHS SBS Interpretation & Translation Services	ESCC Translation & Interpreting Framework	ESCC Translation & Interpreting Framework	ESCC Translation & Interpreting Framework
Have service credits been applied in the last 12 months? If yes, what performance failure was this linked to?	e.g. Yes - non-fulfilment of BSL	no	no	no	no	no	no	no
Is there is an exclusivity clause, which would prevent you from piloting additional or complementary interpreting services during the duration of your current contract?	Yes/No	no	no	no	no	no	no	no
From which budget within your organisation are interpreting services funded?	Budget/Department name	Translation & Interpreting						
Which staff member/job role is responsible for signing off that budget?	e.g. Equality, Diversity & Inclusion Lead	Patient Experience Lead						
Which staff member/job role manages the interpretation services contract(s)?	e.g. Equality, Diversity & Inclusion Lead	Patient Experience Manager						