**FOI Ref: 6369**

**Category(ies): Trust – Contracts/Procurement**

**Subject: Language Services**

**Date Received: 29/04/2022**

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| **Your request:** | **Our response:** |
| Please can you provide financial information relating to the total cost in the last 2 years and the number of requests made:   * face to face interpreting * telephone interpreting * video interpreting * translation services | |  |  | | --- | --- | |  | Cost | | F2F | £123,396.12 | | TI | £49,786.39 | | VI | £1,270.94 | | TS | £621.99 |   \***Please note TRFT is not able to provide the spend along with the descriptive information of number of requests from the services as this is commercially sensitive.**  **Section 43(2) of the Freedom of Information Act 2000 provides that:**  **“Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)”.** |
| I would also be grateful if you could provide us with information that includes:   * Hourly cost of face to face interpreting services * Cost per minute of telephone interpreting services * Cost per minute of spoken video interpreting services * Cost per minute of non-spoken (BSL) video interpreting services | F2F - £22.00  Telephone -£0.42  Video - £0.74  BSL - £1.99 |
| Please can you list the languages that your suppliers were unable to supply in the last 6 months? | N/A – Not always monitored or reported. |
| Can you please provide details of your current provider(s) (company name, date contract was awarded)? | DA Languages  June 2021 |
| When are your current language service contract(s) with your incumbent(s) due to end? | October 2023 |
| Please can you provide the name, job title, email address and contact number for the person(s) responsible   * For awarding any contracts relating to these services * For managing the day to day running of the services | \*\*Sue Grundy  Assistant Head of Procurement  \*\*[susan.grundy@nhs.net](mailto:susan.grundy@nhs.net)  \*\*01709 427230  \*\*The name of the relevant Individual is detailed. The provision of these contact details **does not** imply consent for unsolicited correspondence on your part. As per Section 122 of the Data Protection Act 2018, **permission is not given** to use these details for unsolicited contact.  Right to prevent processing for purposes of direct marketing.  *S122 (5) direct marketing” means the communication (by whatever means) of advertising or marketing material which is directed to a particular individual.* |