



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters
Chief Nurse

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Ref: FOI/2025/10738

Date Received: 8th May 2025

Response Due: 6th June 2025

Date: 23rd May 2025

Dear Sir/Madam

With reference to your request for information received on 8th May 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

1. **Are you on any of the below frameworks for language services (face to face interpreting spoken and non-spoken, telephone and video interpreting and translation) and if so which one?**
 - Eastern Shires Purchasing Organization (ESPO)
 - London Procurement Partnership (LPP)
 - NHS SBS
 - North-East Purchasing Organization (NEPO)
 - NOECPC
 - Health Trust Europe (HTE)
 - Crown Commercial Services (CCS)NHS SBS.
2. **If you are not on any of the above frameworks, please confirm how you are accessing services.**
N/A.
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?**
31/07/2026.
4. **Who is your current provider for each of these services?**
DA Languages.

5. What was the spend by year for the last 2 financial years (2023 and 2024) in total and broken down by service

- Telephone Interpreting
- Face to Face Interpreting
- British Sign Language
- Translation

Please see the total cost below.

	2023/24	2024/25
Interpreter and Translation Expenditure	£167,956.	£157,991.

The breakdown below is for DA Languages only. The Trust is unable to obtain this data for other ad-hoc suppliers. Therefore, the figures below and the totals above will not match up.

	2023/24	2024/25
Telephone Interpreting	£37,002	£43,325
Face to Face Interpreting (all languages including BSL)	£111,781	£101,151
British Sign Language	£59,304	£37,029
Translation	£6,791 + VAT	£4,305 + VAT
VRI	£1,086	£580

6. Finally, who is the Contract Manager and Senior Responsible Owner regarding the language services?

EDI Service Lead.

We are unable to release the names of staff that are NOT in a public facing role and are below AfC Band 8a.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCMI, CMgr. RN Dip HE

Chief Nursing Officer & Director of Infection Prevention and Control

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

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

Helpline number: 0303 123 111