



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters

Chief Nurse

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Ref: FOI/2024/9874

Date Received: 23<sup>rd</sup> May 2024

Response Due: 21<sup>st</sup> June 2024

Date: 4<sup>th</sup> June 2024

Dear Sir/Madam

With reference to your request for information received on 23<sup>rd</sup> May 2024, 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:

Under the Freedom of Information Act, I would like to request the following information:

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	£167,956
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	£127,973
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	£93,004.16
Please confirm the following details for your provider(s) of interpretation services for each year:		<b>Response:</b> Please add additional columns if required

		<b>Provider 1</b>
<b>Provider name</b>	<i>e.g. inhouse / provider name)</i>	DA Languages
<b>Scope of contract and value of spend where in scope in Apr'23-Mar'24 year</b> a) Pre-booked face-to-face b) Pre-booked video c) Pre-booked telephone d) On-demand video e) On-demand telephone f) British Sign Language g) Interpreters on wheels	a) Yes/No, If yes £x b) Yes/No, If yes £x c) Yes/No, If yes £x d) Yes/No, If yes £x e) Yes/No, If yes £x f) Yes/No, If yes £x g) Yes/No, If yes £x	a) Yes b) No c) Yes d) Yes - BSL e) Yes f) Yes g) No h) <i>The breakdown of "value of spend" is not available in the format you have requested due to the way the Trust groups these costs.</i>
<b>Value of spend against each in-scope service Apr'22-Mar'23 year</b>	a) Interpreting (face to face) b) Telephone interpreting c) Translation / Transcription d) Video Remote Interpreting	a) £88,362.60 b) £16,444.39 c) £4,123.45 d) £114.50
<b>Value of spend against each in-scope service Apr'21-Mar'22 year</b>	a) Interpreting (face to face) b) Telephone interpreting c) Translation / Transcription d) Video Remote Interpreting	a) £62,920.09 b) £26,040.07 (not with current contract provider) c) £4,044 (not with current contract provider) d) £0
<b>Current contract start date</b>	<i>DD/MM/YYYY</i>	01/08/2022
<b>Current contract end date</b>	<i>DD/MM/YYYY</i>	31/07/2024
<b>Any extension options available under the existing contract</b>	<i>e.g. 2 x 12 months</i>	2 x 12 months
<b>How was this contract awarded?</b>	<i>e.g. Tender / direct award</i>	Tender
<b>Which procurement framework was used to award this contract?</b>	<i>e.g. NHS SBS / ESPO / No framework used</i>	NHS SBS
<b>Have service credits been applied in the last 12 months?</b> If yes, what performance failure was this linked to?	<i>e.g. Yes - non-fulfilment of BSL</i>	No
<b>Is there is an exclusivity clause, which would prevent you from piloting additional or complementary interpreting services during the duration of your current contract?</b>	Yes/No	No
<b>From which budget within your</b>	<i>Budget/Department</i>	Divisions pay for their own

<b>organisation are interpreting services funded?</b>	<i>name</i>	interpreter and translation services out of their divisional budget.
<b>Which staff member/job role is responsible for signing off that budget?</b>	<i>e.g. Equality, Diversity &amp; Inclusion Lead</i>	EDI Service Lead / Contracts Manager (Procurement).
<b>Which staff member/job role manages the interpretation services contract(s)?</b>	<i>e.g. Equality, Diversity &amp; Inclusion Lead</i>	EDI Service Lead.

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 MBA, FCMI, CMgr. RN Dip HE

Interim Chief Nurse & 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