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Darlington Memorial Hospital
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Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100

Request for Information Reference: 11.20.41

Email: cdda-tr.cddftfoi@nhs.net

Email only

17 May 2021

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 23rd November 2020 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to language services and I am providing the following information in response to your specific questions:

- 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) if so which one?**
 - Eastern Shires Purchasing Organisation (ESPO)
 - London Procurement Partnership (LPP)
 - NHS SBS
 - North East Purchasing Organisation (NEPO)
 - NOECPC
 - Health Trust Europe (HTE)
 - Crown Commercial Services (CCS)

London Procurement Partnership (LPP).

- 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?**

10/07/23.

4. Who is your current provider for each of these services?

Everyday Language Solutions.

5. What was the spend by year for the last 2 financial years (2018 and 2019) in total and broken down by service

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

Telephone Interpreting: £14,071
Face to Face Interpreting: £302,415
British Sign Language: £87,341
Translation: £4966

6. Who is the Contract Manager and Senior Responsible Owner for the force in regard to language services?

Ms Pat Winter, Organisational Development Officer, Equality & Diversity.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer