

FOI/0424/789

Interpretation and Translation Services

Question	Notes	Response:			
What was your overall 2023 spend for interpretation and translation services?	<i>Jan – Dec 2023</i> <i>Spend to include all service formats across all contracts held</i>	The total expend for General Practice was £135,296.18 from Jan23-Dec23			
Please confirm the following details for your provider(s) of interpretation services:		Response: <i>Please add additional columns if required</i>			
		Provider 1	Provider 2	Provider 3	Provider 4
Provider name	<i>e.g. inhouse / provider name)</i>	Language line	Deaflinks	Staffordshire County Council	Visual Interpreting and Communication Service Shropshire (VISS)
Scope of contract 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 b) Yes/No c) Yes/No d) Yes/No e) Yes/No f) Yes/No g) Yes/No	B, C, F	F	F	F
Current contract start date	<i>DD/MM/YYYY</i>	01/04/23	01/04/23	01/04/23	01/04/23
Current contract end date	<i>DD/MM/YYYY</i>	31/03/24	31/03/24	31/03/24	31/03/24
Any extension options available under the existing contract	<i>e.g. 2 x 12 months</i>	No	No	No	No

How was this contract awarded?	<i>e.g. Tender / direct award</i>	<i>direct award</i>	<i>direct award</i>	<i>direct award</i>	<i>direct award</i>
Which procurement framework was used to award this contract?	<i>e.g. NHS SBS / ESPO / No framework used</i>	<i>No framework used</i>	<i>No framework used</i>	<i>No framework used</i>	<i>No framework used</i>
Have service credits been applied in the last 12 months? If yes, what performance failure was this linked to?	<i>e.g. Yes - non-fulfilment of BSL</i>	No	No	No	No
Is there 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
From which budget within your organisation are interpreting services funded?	<i>Budget/Department name</i>	General Practice delegated budget/ Primary Care Portfolio			
Which staff member/job role is responsible for signing off that budget?	<i>e.g. Equality, Diversity & Inclusion Lead</i>	Primary Care Programme Lead			
Which staff member/job role manages the interpretation services contract(s)?	<i>e.g. Equality, Diversity & Inclusion Lead</i>	Primary Care Programme Lead			