



Our Ref: PW/SJR/FOI/0225/1175
7th February 2025

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

FOI-0225/1175

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on 3rd February 2025. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Under the freedom of information legislation, I wish to obtain the following information.

1. Do you have an active language service (Interpreting) contract?

No. The ICB is not a public facing organisation and does not deliver services to patients. We have several independent suppliers on our system, including VCSE sector, who we contact on an ad hoc basis when we need interpretation services for the information we produce.

2. Are services accessed via a framework or independent of a framework? If a framework, what framework(s) is it?

Independent.

3. When does the existing contract(s) expire?

This information is not held.

4. Who are you current suppliers by service type i.e. BSL, telephone, spoken, video? We purchase different service types, depending on the need or request to translate information we produce including BSL - FE3MAN Ltd and Viss Sign Language Service, spoken interpreters, written translations, and video.

5. Do you procure spoken and non-spoken (BSL) interpreting together?

No, we have several suppliers who provide different services.

6. Do you consider non-spoken interpreting a specialist service? If yes and you do not procure this service separately. Why do you not procure this service separately?

Yes, we procure this separately from independent recommended suppliers.

7. Are you aware of The House of Lords inquiry into Interpreting and Translation Services? If so, will this impact how you procure language services?

Yes, we are aware of this. As a commissioning organisation, we will continue to purchase services as required.

8. What is your organisations language services procurement policy. i.e. do you undertake pre-market engagement, do you run a competitive tender process or direct award?

We have worked with our VCSE sector colleagues to get recommendations for local interpreters. These people have been added to our system and they are contacted on an ad hoc basis to see if they have availability.

9. Are language services on the procurement plan in 2025, if so, can you please give an indicative timeline?

We have recently supported the completion of an impact assessment for signed language services for deaf and deafblind people and other sensory support services who need to access General Practice appointments which is going out to procurement.

10. Who is the senior responsible person for Language Services in your organisation?

We do not have a designated lead as we are not a public facing organisation delivering services to patients.

11. Can you please provide historical use for each service for 2024. Please highlight if you are referring to number of assignments or hour/minutes this response.

- a. **On-site spoken**
- b. **Onsite non-spoken**
- c. **telephone interpreting**
- d. **Video spoken**
- e. **Video non-spoken - FE3MAN LTD for 2 hours in March 2024.**

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent ICB FOI team by emailing; staffsstokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter within 40 working days of the initial response.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

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The ICO can be contacted at:

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

www.ico.gov.uk

Yours sincerely

Paul Winter
Associate Director of Corporate Governance

General Practice

Question	Response:
1) Do you have an active language service (Interpreting) contract?	Yes.
2) Are services accessed via a framework or independent of a framework? If a framework, what framework(s) is it?	BSL services are currently procured directly and Spoken Language services are procured through the NHS Shared Business Services Framework.
3) When does the existing contract(s) expire?	End March 2025.
4) Who are your current suppliers by service type i.e. BSL, telephone, spoken, video?	Language Line Assist DDeaflinks VISS
5) Do you procure spoken and non-spoken (BSL) interpreting together?	No.
6) Do you consider non-spoken interpreting a specialist service? If yes and you do not procure this service separately. Why do you not procure this service separately?	No.
7) Are you aware of The House of Lords inquiry into Interpreting and Translation Services? If so, will this impact how you procure language services?	This relates to the provision of translation and interpretation services within Courts Service not the NHS.
8) What is your organisations language services procurement policy. i.e. do you undertake pre-market engagement, do you run a competitive tender process or direct award?	There is no specific or separate policy in relation to procuring Language Services. The ICB procurement policy can be found: Contracting and Procurement - Staffordshire and Stoke-on-Trent, Integrated Care Board

	staffsstoke.icb.nhs.uk/your-nhs-integrated-care-board/our-publications/governance-handbook/all-policies/finance-policies/230313-procurement-policy-final-publication/?layout=file
9) Are language services on the procurement plan in 2025, if so, can you please give an indicative timeline?	Yes. We are unable to give an indicative timeline currently.
10) Who is the senior responsible person for Language Services in your organisation?	The Primary Care Team are responsible for General Practice Language Services.
11) Can you please provide historical use for each service for 2024. Please highlight if you are referring to number of assignments or hour/minutes this response. a. On-site spoken b. Onsite non-spoken c. telephone interpreting d. Video spoken e. Video non-spoken Can you advise please?	This data is available from 1 st April 2024 to end December 2024. (contracts for services prior to this were held by the Office of the West Midlands) A - 0 B 476 Data from April 24 – January 25 (some January data still to be submitted) C: 8480 24/25 financial year to end January 25 D - 0 E - 9